

**AGENDA**  
**Alaska State Plan for Senior Services, Advisory Committee**  
Tuesday, February 17, 2015  
9-10:30 a.m. Teleconference

**Teleconference number:**

**1-855-244-8681**

**Access code:**

**198 515 344**

- 9:00 a.m.     **Welcome and Introductions**  
David Blacketer and Marie Darlin  
**Co-chairs - Alaska State Plan for Senior Services Advisory Committee**
- 9:05 a.m.     **Review of Planning Process**  
Denali Daniels, DDA, Inc.
- 9:10 a.m.     **Element Prioritization**  
Denali Daniels
- 10:00 a.m.    **Strategic Objectives and Performance Measures**  
Discussion and Game Plan  
Denali Daniels
- 10:25 a.m.    **Next Meeting Date**
- 10:30 p.m.    **Adjourn**

# State Senior Services Strategic Plan

## ✓ Context

- ✓ Needs Assessment
- ✓ Analysis

## ✓ Vision & Goal Statements

## Strategic Objectives

## Outcomes and Performance Measures

## Quality Management

## Intrastate Funding Formula

## Report Draft and Final Submission

## Element Prioritization

The first step in development Strategic Objectives and Performance Measures is to revisit the elements that were identified as critical to a successful Senior Services system in Alaska four year from now. Below are each Goal Statement followed by the elements. Each committee member will be asked to identify their top three (3) elements for each goal statement to assist in prioritization.

1. Promote healthy aging and provide access to holistic and integrated health care.

### Elements:

- person centered holistic services/promote healthy aging and chronic disease prevention for seniors
- affordable, coordinated, integrated (with behavioral health), available health care/medical care is affordable, accessible, coordinated, and person-centered
- healthy food available in Alaska (delete this one)
- access to medical (primary) care (see element 2)
- geriatric behavioral health care/Improve access to geriatric behavioral health care
- healthy lifespan, birth to end of life/Improve access to hospice and end-of-life care
- comprehensive care for individuals with ADRD (move to Long Term Care)
- access to dental care

2. Assist seniors with financial planning, pursuing employment opportunities, and promoting awareness of and access to financial benefit and support services.

### Elements:

- financial security/ planning
- all enrollment and payment systems are working
- economic security (having enough money to live on)
- senior employment leadership and mentorship
- maintain Alaska's Senior Benefits program
- training and technical assistance on scams targeting Elders

3. Protect seniors from abuse, neglect, self-neglect, and exploitation through public awareness, training of service providers, advocating for senior rights, providing legal assistance, and promoting safety.

### Elements:

- monthly home visitor or call to those elders who want it
- adequate protective and ombudsman services (eliminate fraud, exploitation and abuse)
- continuation of toll free number to report elder abuse
- expand and promote senior companion and gatekeeper programs
- training and technical assistance for Elders how to respond to abuse

- learn how to prevent abuse by family, friends, and caregivers awareness and how to respond to suspicions
- Involve faith communities

4. Assure seniors have access to quality, affordable, accessible, safe, and appropriate senior housing across the continuum of care.

Elements:

- quality and affordable housing and services
- affordable and appropriately designed senior housing – be innovative!
- Housing – safe, affordable, accessible, connected
- More affordable senior housing and memory care facilities
- Design homes for aging in place

5. Promote opportunities for meaningful aging, intergenerational connectivity, and civic engagement.

Elements:

- market the value of the \$3 billion senior industry
- positive face of aging (intergenerational connectivity)
- opportunity for meaningful civic engagement
- social, cultural, historical, familial value of grandparents
- who is a senior?
- Training and technical assistance for people who have Elders as customers (e.g. health providers, retail workers, service providers, etc.). Classes could include etiquette, correcting stereotypes
- Engage the faith based communities
- Celebrate our Seniors!

6. Provide quality and affordable home- and community-based long-term support services through a trained, competent workforce, that allow seniors the highest quality of life for as long as possible and provide support for their family and other informal caregivers.

Elements:

- fully supported and functional ADRC's
- appropriate, affordable, person-centered, effective LTSS
- "1-stop" services... 1 point of entry; integrated, comprehensive care, coordination and I and R: "ARDC on steroids"
- workforce (professional caregivers)
- streamlined access to long-term care
- service delivery is coordinated and efficient
- meet family caregiver needs (for health and quality of life)
- sustainable senior centers

- services are affordable for all stakeholders
- strong family caregiver support
- frail elders living safely at home
- services targeted to those most in need
- options in LTSS
- transportation (social/health, urban/rural, cost effective)
- meeting the needs of rapidly growing senior population
- minimum 3 days of hot, fresh meal service
- age in place

Non-titled elements:

- Realistic goals that can be accomplished
- Use of technology (stay connected through community, safety, LTSS, supports, health care)

## **EXAMPLE - Strategic Objectives and Performance Measures**

The purpose of this document is to illustrate how the Strategic Objectives and Performance Measures sections of the State Plan for Senior Services will be structured. After the Advisory Committee prioritizes the elements, the next step will be to develop strategic objectives, performance measures and an action plan for implementation.

When the time comes to develop and review the actual Strategic Objectives and Performance Measures, committee members should consider these questions:

- 1. Do the strategic objectives respond to the goal statement? Please propose desired edits, if needed.*
- 2. Are the performance measures helpful in measuring desired progress?*
- 3. Do the resources/staff exist to carry out the performance measures? Is there a commitment to do so?*

### **Parameters**

*This document includes 6 Goals, 11 Strategic Objectives and 12 performance measures. This is a recommended quantity to assist in successful implementation. Some Goals may have only 1 Strategic Objective and others may have up to 4, with the total keeping close to these parameters.*

**GOAL 1: Promote healthy aging and provide access to holistic and integrated health care.**

### **Strategic Objective A:**

Improve access to geriatric behavioral health care through increased primary care referrals.

#### **Performance measure A1:**

Statistics during 2015-2019 demonstrate geriatric behavioral health indicators show improvement.

**Who will do it?**

### **Strategic Objective B:**

Lower the cost of medical care for seniors.

#### **Performance measure B1:**

Medicaid expansion/reform is successfully implemented.

**Who will do it?**

#### **Performance measure B2:**

Compare average costs of medical care 2015-2019 (or once Medicaid expansion is in effect).

**Who will do it?**

**GOAL 2: Assist seniors with financial planning, pursuing employment opportunities, and promoting awareness of and access to financial benefit and support services.**

**Strategic Objective A:** Maintain Alaska's Senior Benefits Program

**Performance measure A1:**

Senior Benefits Program still exists in 2019

**Who will do it?**

**Strategic Objective B:**

Increase the scope and availability of training, leadership, and mentorship programs for employment, finances, planning.

**Performance measure B1:**

Number of seniors that report a sense of financial security increases.

**Who will do it?**

**GOAL 3 - Protect seniors from abuse, neglect, self-neglect, and exploitation through public awareness, training of service providers, advocating for senior rights, providing legal assistance, and promoting safety.**

**Strategic Objective A:**

Continuation of ombudsman services and toll free number to report elder abuse

**Performance measure A1:** Office of the Long Term Care Ombudsman responses

**Strategic Objective B:**

Expand and promote senior companion and gatekeeper programs, including a monthly home visitor or call to Elders/seniors interested.

**Performance measure B1:**

New programs created for senior companions, gatekeepers, and monthly visitors.

**Who will do it?**

**GOAL 4 - Assure seniors have access to quality, affordable, accessible, safe, and appropriate senior housing across the continuum of care.**

**Strategic Objective A:**

Design new appropriate and affordable senior housing.

**Performance measure A1:**

Affordable, appropriately-designed senior housing is renovated or built to meet demand.

**Who will do it?**

**GOAL 5 - Promote opportunities for meaningful aging, intergenerational connectivity, and civic engagement.**

**Strategic Objective A:**

Create a marketing campaign to celebrate the positive side of aging and the value of Elders.

**Performance measure A1:**

Campaign created and implemented by 2019.

**Who will do it?**

**GOAL 6 - Provide quality and affordable home- and community-based long-term support services through a trained, competent workforce, that allow seniors the highest quality of life for as long as possible and provide support for their family and other informal caregivers.**

**Strategic Objective A:**

Long Term Support Services are coordinated, effective and accessible.

**Performance measure A1**

Create affordable "1-stop" service programs.

**Who will do it?**

**Strategic Objective B:**

Transportation for Elders/seniors is available in urban and rural locations at an affordable cost.

**Performance measure B1:**

Reduced comments on transportation in Needs Assessment activities in next state plan.

**Who will do it?**

**Strategic Objective C:**

Caregiver needs are met through support programs.

**Performance measure C1:**

Caregiver retention increases from 2016-2018.

**Who will do it?**