

OLDER ADULT SUMMIT IMPLEMENTATION

Partners Implementation Task Force

Thursday, May 24, 2012

1:00-2:30 pm

Friday, June 8, 2012

3:30-5:00 pm

Learning Partnership
1075 East Santa Clara St., Second Floor
San Jose, CA

AGENDA

1. Welcome, Introductions and Review Agenda
2. Recap first task force meeting
3. Begin Task Force Charter
Background
Sample
4. Inventory of Services for Seniors
5. Confirm Next Meeting
6. Closure

Handouts:

Implementation Overview

Partners Implementation Task Force Charter Draft

Service Inventory Survey

Older Adult Summit Report

Older Adult Summit Implementation Plan

OA Summit Implementation

OVERVIEW

BACKGROUND

The Older Adult Summit invited seniors, their families and caregivers, advocates and providers of senior services to discuss mental health issues faced by seniors and their caregivers and to develop an action plan to address these issues. The Older Adult Summit Report presents the findings and recommendations from the summit, along with strategies that respond to the input received. The Older Adult Summit Implementation Plan describes the approaches to be followed by the Mental Health Department which includes advice from seniors and the involvement of system partners. Both documents have been presented to the Santa Clara County Board of Supervisors, the sponsors of the summit.

Implementation Approach

The Mental Health Department has the goal of improving the quality of life and well being of seniors and their caregivers by implementing the recommendations of the summit participants *with community involvement throughout*. The implementation includes senior advisors, their families and caregivers and community partners over three years in these yearlong approaches: (year 1) better collaboration of existing services (year 2) modifying and changing existing services, and (year 3) growing services with new funding.

The Partners Implementation Task Force includes: key system and community partners and members of the OA Committee of the Mental Health Board. The proposed goals of the task force are to:

- Support the vision of the OA Summit recommendations
- Align the missions of their organizations toward the implementation of the Summit Recommendations
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The Seniors' Advisory Council will include persons 60 years and above who want to assist in the implementation of the summit report.

In addition, the Mental Health Department will participate in the Santa Clara County's Senior Agenda initiative to help integrate the Older Adult Summit implementation into the Senior Agenda.

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1. Seniors who receiving and those that need mental health services
2. Family members and caregivers who need services and support
3. The cultures and languages of seniors in the county
4. The community engaged
5. The non-mental health agencies, the first door and critical partners
6. All groups involved the Older Adult Summit
7. The Seniors' Advisory Committee
8. The Partners Implementation Task Force of community and agency leaders

SIX KEY RECOMMENDATIONS ABOUT SENIOR MENTAL HEALTH

- 1. Community Education and Advocacy – community education to increase public awareness regarding older adult mental health needs and concerns.**
 - a. multilingual education on aging and mental health on radio and with faith communities
 - b. Publicize county-funded mental health services are affordable
 - c. Strengthen relationships between seniors and other generations through senior centers
 - d. multigenerational community service to strengthen seniors/other generations relationships
 - e. outreach activities about mental health services for seniors with local art groups
 - f. regional one-stop centers for seniors integrate public agencies, community services, senior centers

- 2. Access and Engagement – outreach, engagement and access strategies to connect of older adults served through all county systems to needed mental health services and supports.**
 - a. Strengthen suicide-prevention efforts
 - b. Improve mental health outreach to connect seniors to mental health services
 - c. Include services for services in new multicultural center
 - d. Address navigation problems include referrals, coordination, follow-up among multiple agencies
 - e. Increase mental health access points for seniors in non-mental health settings
 - f. Revise access criteria for persons over 60 years of age
 - g. Serve seniors suffering distress from issues, ex. loss of loved one, medical problems, social isolation
 - h. Accept referrals at Call Center and other mental health programs from family members, care givers
 - i. Address transportation for seniors receiving mental health services and design a transportation plan to make it easier to access mental health services and community activities
 - j. Make transportation services easily available to senior clients or provide services in their home
 - k. Collaborate with senior centers to ensure mental health services are available
 - l. Work with community cultural centers to educate about health and mental health services
 - m. Develop a resource directory consisting of programs that serve seniors
 - n. Test feasibility of 1-800 mental health support line for seniors and provide timely test results.

3. Service Integration and Quality – Increase mental health funded services and implement service delivery strategies that improve mental health outcomes through integration with health, social service and CBOs

- a. Increase early intervention services
- b. Implement better strategies to address social isolation
- c. Increase treatment mental health services specifically designed and delivered for seniors
- d. Improve psychiatric practices via training to differentiate delirium, dementia, Alzheimer's, depression
- e. Improve psychiatric practices by recognizing medication side effect unique to seniors
- f. Services to be provided in home, or place of residency, when client is unable to leave their home
- g. Culturally competent case conference model to strengthen staff competencies in serving seniors
- h. Monitor and improve the participation of clients over 60 years of age by ethnicity
- i. Search for best practice models for older adults
- j. Expand phone consultation services for medical doctors who serve seniors
- k. Establish multidisciplinary care teams for seniors with complex needs
- l. Identify culturally based practices, including health integration
- m. Define "Elder Driven Services" criteria, ask mental health providers to implement
- n. mental health services for seniors with long term mental illness and senior related distress
- o. Address mental health needs of services in long-term care facilities and other residential settings

4. Training and Professional Development – Implement training to help health, mental health and social service providers to address the holistic social, cultural, emotional, physical and spiritual needs of seniors.

- a. Train senior advocates among mental health staff, including clients and family member staff
- b. Provide mandated training on physical health issues of seniors for psychiatric and clinical staff
- c. Training for medical staff of county clinics to support the mental health needs of their senior clients
- d. Provide educational materials on senior mental health medical providers in Santa Clara County

- e. Provide training on assisting seniors who face financial barriers to services
 - f. Seminars for persons serving seniors on how to identify and respond to mental health problems
 - g. Training for staff in residential and skilled nursing facilities on providing mental health support.
5. **Family, Caregiver, and Peer Support** – Implement strategies that empower and enhance natural support systems to care and provide for the elderly, their loved ones and caregivers.
- a. Support groups for caregivers of seniors with mental illness in English, Spanish, Vietnamese, Tagalog, Cantonese and Mandarin
 - b. Implement a “family inclusion” practice for supporting caregivers of senior clients
 - c. Prepare materials for seniors and families on confidentiality laws and on how to obtain release of information as desired by the client
 - d. Develop a dynamic peer mentor program for seniors
 - e. Conduct outreach to support families using the multilingual media
6. **Policy Development – Champion and implement policies that improve benefits and resources that impact the well-being of older adults.**
- a. Evaluate utilization of mental health services by age, ethnicity and diagnosis to determine if seniors receive equitable funding and access to services
 - b. Implement treatment protocols that address the dimensions of dementia and its relationship to mental illness
 - c. Participate in the Senior Agenda
 - d. Advocate for policies in the Santa Clara County Health and Hospital System that incorporate mental health into health promotion
 - e. Advocate for full implementation of Parity Law for mental health service access for seniors
 - f. Advocate Medi-Cal/Medicare reform to promote mental health service quality for seniors
 - g. Implement a stronger vision of health and mental health promotion for mental health consumers of all ages in all settings, particularly in long-term care facilities
 - h. Ensure that mental health funding for senior services adheres to the Olmstead Decision.
 - i. Identify and promote blended funding strategies to support services.

OA Summit Implementation

OVERVIEW

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2. Access and Engagement – outreach, engagement and access strategies to connect of older adults served through all county systems to needed mental health services and supports.

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- b. Improve mental health outreach to connect seniors to mental health services
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OLDER ADULT SUMMIT
PARTNERS IMPLEMENTATION TASK FORCE
CHARTER
April 27, 2012 DRAFT

Problem Statement

The Older Adult Summit, held on June 1, 2011, engaged 350 seniors, family members, providers and community members to discuss the mental health needs of seniors and to develop a plan of action to improve the ability of senior-serving systems to address the mental health of their clients and families.

The participants noted issues of education, outreach and engagement, cultural competency, access to services, service quality and design, family/caregiver inclusion and support, physical health, policy, health insurance and social benefits, advocacy and stigma reduction. Their thoughtful, comprehensive recommendations on the transformation mental health services offer the following strategic goals.

The extensive work to implement the critical strategic recommendations may be realized by strong collaborative working partnerships among the agencies and systems that serve seniors and their family and caregivers that occur within the context of community and culture.

Aim

Over the next two years, the partnership of agencies and systems that serve seniors will engage in the strategic and collaborative implementation of the recommendations from the Older Adult Summit. As a result the mental health and quality of life for seniors and their family and caregivers in Santa Clara County will improve with more responsive and effective services.

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