

OLDER ADULT SUMMIT IMPLEMENTATION
Service Inventory FY 12-13 ~ Recommendations and Strategies

Agency _____

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

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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.**

- 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

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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

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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.

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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

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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.

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