

2019-2020 Commission on Aging Work Plan

Goal 1: Increase overall awareness of activities, services and programs for Older Adults

Goal 1 Overall Objective	Activities	Resources	Constraints	Strategy & Actions	Measures of Effectiveness & Data	Time-frame
1.1) To conduct 4 Commission on Aging (COA) meetings in the community (i.e., Evanston Public Library, senior communities, long-term care communities, public venues, and religious institutions, etc.) between January 2019 and December 2020.	<ul style="list-style-type: none"> Develop an open format by which community members can actively participate in the meeting 	<ul style="list-style-type: none"> The ability of Commission members to be flexible in order to move to different community sites 	<ul style="list-style-type: none"> The order of business of COA meetings will be altered to devote time to concerns of community members COA may not be capable of enforcing change relative to specific concerns 	<ul style="list-style-type: none"> Allow community members to write down questions, comments, concerns during the meeting to be given to Chair for feedback from COA members COA will be given time to answer questions and brainstorm recommendations with community members Referrals will be made for inquiries not able to be addressed by COA 	<ul style="list-style-type: none"> Number of community members present 	<ul style="list-style-type: none"> 4 COA meetings held in the community by December 2020
1.2) To keep informed on senior provider agencies by having 4 agencies present resource information at 4 COA meetings between January 2019 and December 2020.	<ul style="list-style-type: none"> Senior providers will present most relevant resources provided by their agency Senior providers will hand out information to explain services provided by their agency 	<ul style="list-style-type: none"> CEDA, RTA, Erie Health, Presence Behavior Health, North Shore Senior Center, Senior Connections, Metropolitan Family Services, etc. 	<ul style="list-style-type: none"> COA must ensure that senior providers present information relative to the needs of Evanston seniors 	<ul style="list-style-type: none"> City of Evanston staff will contact senior providers, giving them an outline of topics to discuss during COA meeting Senior providers will be asked to only provide information appropriate for Evanston seniors 	<ul style="list-style-type: none"> Number of senior providers who provide information at COA meetings 	<ul style="list-style-type: none"> A total of 4 senior providers to present at 4 COA meetings by December 2020
1.3) To participate in 10 activities to increase awareness of COA between January 2019 and December 2020.	<ul style="list-style-type: none"> Develop articles for publication in local newspapers Participate in local community events and provide information for community members about the COA Update senior services brochure semi-annually. Update senior services website quarterly. 	<ul style="list-style-type: none"> Local newspapers Farmer's Market Not-For-Profit Day Mayor's Holiday Giveaway 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Call upon Ad Hoc committee to address public awareness and public relations events Support "grandparents raising grandkids" program Participate in programs (i.e. Mayor's Holiday Giveaway) in an effort to increase awareness of COA 	<ul style="list-style-type: none"> Number of annual events where COA participates by setting up a booth and/or distributing information about the COA 	<ul style="list-style-type: none"> Participation in 10 community events by December 2020
1.4) To keep informed on issues that arise that require COA advocacy by attending or viewing at least 4 advocacy events between January 2019 and December 2020.	<ul style="list-style-type: none"> Develop correspondence to City Council and other legislative entities related to issues of advocacy when needed or requested Attend 1 legislative activity annually and prepare and submit report to COA 	<ul style="list-style-type: none"> Legislative Advocacy activities sponsored by local and state agencies The ability of COA members to attend City Council/Ward meetings. 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Opportunities for advocacy will be discussed at COA meetings and volunteers for attendance at advocacy events requested Attendance of COA members at City Council/Ward meetings Announcement of COA's willingness to attend other meetings pertinent to seniors at aforementioned meetings 	<ul style="list-style-type: none"> Number of advocacy events attended annually Number of reports submitted to COA Number of correspondences sent to City Council and other legislative entities 	<ul style="list-style-type: none"> A total of 2 Legislative Activities attended by December 2020 A total of 4 City Council/Ward Meetings attended by December 2020
1.5 To participate, promote and support the implementation of the projects identified by the Age-Friendly Evanston Task Force as on-going .	<ul style="list-style-type: none"> Support that includes member participation in Dementia Friendly Evanston, Age-Friendly Business Initiative and Affordable Housing 	<ul style="list-style-type: none"> COA members who participate in relevant committees 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Promote activities of the AFE Taskforce. 	<ul style="list-style-type: none"> N/A/ 	<ul style="list-style-type: none"> N/A

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Goal 2: Conduct and Support Community Educational Events

Goal 2 Overall Objectives	Activities	Resources	Constraints	Strategy & Actions	Measures of Effectiveness & Data	Time-frame
2.1) To complete 2 major community wide educational events between January 2019 and December 2020.	<ul style="list-style-type: none"> Complete informal community assessment to gain insight on most appropriate topic 	<ul style="list-style-type: none"> City of Evanston financial resources Professional expertise of COA 	<ul style="list-style-type: none"> Finding interesting topics to appeal to all seniors 	<ul style="list-style-type: none"> Promote presentations in senior housing buildings, long-term care communities and other naturally occurring retirement communities 	<ul style="list-style-type: none"> Distribute surveys to measure effectiveness 	<ul style="list-style-type: none"> 2 events annually in the fall but not later than December 2020
2.2) To sponsor at least 8 educational events in senior housing communities and other public venues between January 2019 and December 2020.	<ul style="list-style-type: none"> Collaborate with Center for Disability & Elder Law to sponsor Power of Attorney presentations 	<ul style="list-style-type: none"> Ombudsman Center for Disability & Elder Law Experienced/professional COA members Support of Housing Authority of Cook County and Housing and Urban Development Staff 	<ul style="list-style-type: none"> Securing qualified speakers to present who will not charge a fee Reaching residents in individual senior communities who would not otherwise leave the confines of their apartments due to limited mobility, etc. 	<ul style="list-style-type: none"> Promote presentations in senior housing communities by distributing fliers Posters to be displayed in common areas of senior housing buildings 	<ul style="list-style-type: none"> Distribute surveys to measure effectiveness 	<ul style="list-style-type: none"> 8 educational events to be conducted year-round by December 2020

Goal 3: Conduct site visits to Evanston long term care communities

Goal 3 Overall Objective	Activities	Resources	Constraints	Strategy & Actions	Measures of Effectiveness & Data	Time-frame
3.1) To conduct site visits to 8 of the long term care communities in Evanston between January 2019 and December 2020.	<ul style="list-style-type: none"> Learn more about the resources and levels of care provided in each type of long term care community Utilize information gathered from site visits to educate residents and update senior directory as necessary 	<ul style="list-style-type: none"> Willingness of long term care community staff to allow COA visits to learn more about each community and make recommendations when necessary 	<ul style="list-style-type: none"> Lack of regulatory power limits the amount of power Commission has to enforce recommendations should any problems and/or concerns develop during site visits 	<ul style="list-style-type: none"> Work with the Long Term Care Ombudsman (LTCO) and Long Term Care Committee to schedule quarterly site visits Problems/concerns will be forwarded to LTCO Program 	<ul style="list-style-type: none"> Number of site visits completed by December 2020 	<ul style="list-style-type: none"> A total of 8 site visits completed by December 2020

Goal 4: Continue support of Ombudsman Program by building overall Volunteer Ombudsman Program

Goal 4 Overall Objectives	Activities	Resources	Constraints	Strategy & Actions	Measures of Effectiveness & Data	Time-frame
<p>4.1) To recruit and train 3 volunteer ombudsmen between January 2019 and December 2020.</p> <p>4.2) To ensure that one ombudsman is assigned to each Evanston long term care community.</p>	<ul style="list-style-type: none"> LTCO will recruit, train and maintain three volunteer ombudsmen 	<ul style="list-style-type: none"> Federal and State regulations that support effectiveness of overall Ombudsman Program Department on Aging and Age Options 	<ul style="list-style-type: none"> Ensuring that volunteers remain motivated while working in challenging environments The concerns of residents of long-term care communities can be overwhelming at times 	<ul style="list-style-type: none"> Assign volunteer ombudsmen to only one community to decrease burnout Ensure that volunteer ombudsmen are well trained, prepared and supported to increase level of confidence Regular meetings/trainings 	<ul style="list-style-type: none"> Retention of volunteer ombudsmen Surveys to volunteer ombudsmen to identify data on effective training 	<ul style="list-style-type: none"> 3 trained Volunteer Ombudsmen by December 2020

