Goal Area	AAA Plan Goal Focus	Strategies	Person(s)/Organization(s) Responsible	Benchmarks	Achieved
1	Older Americans Act Programs	• Work with contracted community agencies to evaluate/edit monitoring reports for volunteer services (using Title III-B funding) in order to improve program efficiency and ensure effectiveness in helping senior adults. • Work with contracted community agencies to evaluate/edit monitoring reports for cultural diversity programs (using Title III-B funding) in order to improve program efficiency and ensure effectiveness in helping senior adults. • Work with contracted community agencies to evaluate/edit monitoring reports for AODA and GORP programs (using Title III-B funding) in order to improve program efficiency and ensure effectiveness in helping senior adults.	AAA Staff, Cultural Diversity Program Coordinators, Family Service Madison, Focal Point Directors, Independent Living, Rainbow Project, and RSVP	✓ Collaborate with DeForest Area Community & Senior Center, Independent Living, and RSVP to create Monthly Service Reports for volunteer services by 31 January; evaluate volunteer services effectiveness by closely monitoring Monthly Service Reports ✓ Collaborate with North/ Eastside Senior Coalition to create Quarterly Service Reports for cultural diversity program by 31 January; evaluate cultural diversity program effectiveness by closely monitoring Quarterly Service Reports ✓ Collaborate with Family Service Madison and Rainbow Project to create Quarterly Service Reports by 31 January; evaluate program effectiveness by closely monitoring Quarterly Service Reports	☑ ☑ ☑

Approved by AAA Access Committee: 1/14/14
Revised & Approved by AAA Access Committee: 3/11/14

Goal Area	AAA Plan Goal Focus	Strategies	Person(s)/Organization(s) Responsible	Benchmarks	Achieved
2	Emergency Preparedness Programs	• Work with Dane County Emergency Management Division staff to develop a disaster and emergency plan in order to ensure continuation of AAA operations in the event of a disaster or other emergency situation. • Work with Dane County Emergency Management Division staff to train Senior Focal Point staff on "Emergency Preparedness for Consumers" in order to increase the safety of Dane County senior adults in the event of a disaster or other emergency situation. • Promote the Dane County Disaster Assistance Voluntary Registry in County aging network newsletters and websites in order to increase the number of vulnerable senior adults identified in the database. • Require and maintain a current Emergency Planning Guide Listing for contracted Senior Focal Points in order to ensure continuation of their operations in the event of a disaster or other emergency situation.	AAA Staff, Dane County Emergency Management Staff, and Focal Point Directors	✓ Develop AAA disaster/ emergency operations continuity plan by 31 March ✓ Plan & offer "Emergency Preparedness for Consumers" training by 30 June ✓ Provide registry information at Focal Point Director meeting & Case Manager training by 31 May ✓ 2014 Focal Point Emergency Plans updated and on file by 31 January	☐ ☐ ☑ ☑

Goal Area	AAA Plan Goal Focus	Strategies	Person(s)/Organization(s) Responsible	Benchmarks	Achieved
3	Low-Income Minority Aging Programs	• Convene appropriate County aging network representatives to develop a viable plan to meet unique problems faced by the burgeoning population of elderly people of color when they need non-in-home care resources. Issues include (1) Desire of ethnic populations to be "with our own"; (2) Consideration of cultural diversity values; (3) Avoidance of "separate but equal"; and (4) Equal access to housing.	AAA Manager, NESCO (Bilingual Case Managers & Cultural Diversity Program Specialists), Community Stakeholders (e.g., Central Hispano, Urban League, Wisconsin Organization for Asian Americans), Kajsiab House, and Public Health Madison	✓ Confer w/ Focal Points in selecting one racial minority group for initial focus of attention; recruit Work Group in consultation with UW-Madison or Madison College (at least one member should represent AAA--either Board/Committee or staff member); convene initial meeting 1 May.	☑
		• Seek new funding to recruit and place a case manager with bilingual capability (Lao and Hmong plus English) in a Madison Senior Focal Point to provide on-going outreach and case management services to Dane County Southeast Asian senior adults with minimal proficiency in English in order to achieve these objectives: (1) Encourage use of community resources, including public transportation; (2) Point out public health issues while describing availability of affordable medical services; (3) Interpret kinds of and accessibility to case management services; (4) Encourage socialization by discussing available resources; and (5) Enhance ability to continue independent living.		✓ Use work group to determine the needs (gaps in service) of one racial minority group by 1 July; develop plan for action to include funding options by 31 August.	N/A
		• Seek help from Public Health Madison & Dane County to provide bilingual presentations to Hmong and Lao family (kinship) groups of Hmong and Lao who lack proficiency in English.		✓ Seek assistance from Public Health Madison & Dane County suggesting possible resource person by 1 May.	N/A
		• Work with contracted community agencies to increase outreach efforts, increase culturally specific programming, and increase bilingual services to assist the growing number of racial minority senior adults in order to maintain independence in their homes and be engaged in their community.		✓ Develop action plan with Focal Point Directors to enhance outreach and services to older-racial-minority-group adults, viz., Hispanic, African American, Asian, and Native American by 1 October.	N/A

Goal Area	AAA Plan Goal Focus	Strategies	Person(s)/Organization(s) Responsible	Benchmarks	Achieved
4	Cost Effective Aging Services	• Work with contracted Senior Focal Points to develop an annual case management client satisfaction survey in order to improve program efficiency and ensure the program is effectively helping senior adults.	AAA Manager, AAA Program Specialist, Community Providers	✓ Analyze 2013 surveys submitted by Focal Points to determine effectiveness and if similarities occur; if appropriate, draft 2014 survey to be used by all Focal Points by <mark>30 November</mark>.	☐ ½

Goal Area	AAA Plan Goal Focus	Strategies	Person(s)/Organization(s) Responsible	Benchmarks	Achieved
5	Family Caregiver Support Programs	• Collaborate with Senior Focal Point case managers to identify family caregiver issues in order to make appropriate referrals within the County aging network.	AAA Manager, Caregiver Coordinator, Caregiver Alliance, Focal Point Case Managers, and Wisconsin Institute for Healthy Aging	✓ Update Focal Point Case Managers about 2014 program parameters; analyze Caregiver Grant requests to determine appropriate referrals are made and cost-effective vendors are used; track approved services to ensure grant funds are not exceeded.	☑
		• Provide timely caregiver topics and updated resources to County family caregiver support groups in order to share information and ensure programs/services are marketed to senior adults and their families living in the County.		✓ Solicit timely caregiver topics and updated resources from Caregiver Alliance to publish in monthly newsletter; update website as needed; host Caregiver Appreciation event; sponsor a booth at Women's Expo.	☑
		• Offer the educational series "Powerful Tools for Caregivers" twice during the year in order to provide this evidence-based program to family caregivers.		✓ Powerful Tools for Caregivers offered 2 times during 2014	☐ ½

Goal Area	AAA Plan Goal Focus	Strategies	Person(s)/Organization(s) Responsible	Benchmarks	Achieved
6	Transportation Services for Senior Adults	• Work with Dane County staff to coordinate AAA-funded transportation and refer calls to the mobility manager for transportation service delivery in order to continue quality services for senior adults. • Work with Dane County staff, including the one-stop Transportation Call Center staff, and the County aging network to identify gaps in transportation services and advocate for additional resources in order to continue quality services for senior adults. • Work with Dane County staff and service providers to provide "travel training" on the use of public transit and county-funded group transportation for seniors, including the establishment of a "senior adult buddy system" in order to continue quality services for senior adults. • Fund a volunteer-based driver-escort program which provides individual rides for medically related services (as permitted by driver availability and funding) in order to continue quality services for senior adults. • Work with County aging network to provide Dane County senior adult veterans-specific transportation services in order to support this honored population.	Dane County Transportation Manager	✓ Call Center answers 1,000 calls from seniors and provides 14,000 ride authorizations. ✓ Call Center, Dane County aging unit, and ADRC identify gaps in service. ✓ Bus Buddy-based Travel Training continued; mobility training for migrating from paratransit to mainline service expanded to seniors. ✓ RSVP Driver Escort Program funded; Dane County Time Bank funded to coordinate member-provided dialysis transportation. ✓ Routed and demand-response accessible transportation to veterans funded.	☐ ☑ ☐ ☑ ☑