

Action Plan

Health Care

Goal: The number of Washoe County seniors that have access to a primary provider will increase by 20% by 2016.

Objective:		Timeframe		
Task	Strategy	12 months	1 – 5 Years	6 - 10 Years
1	Develop programs to increase Hispanic and other minority groups' participation in the health care delivery system.	2006-2007	2007-2011	
2	Encourage every physician's office to give seniors a copy of written instructions in their primary language at each visit.	2006-2007		
3	Train Hispanic families to advocate for their loved one in hospital, in community, and in assisted living settings.		2007-2011	
4	Provide opportunities to educate all providers in geriatrics on how to help seniors.		2007-2011	2012-2016
Objective:	2. Encourage area physicians to accept Medicare and Medicaid.			
Task	Strategy			
1	Advocate for system changes that would promote physician acceptance of Medicare as a form of payment.	2006-2007	2007-2011	
Objective:	3. Develop programs that bring health care services to rural communities.			
Task	Strategy			
1	Promote broadening the income and eligibility criteria to make health benefits more accessible for seniors regardless of their income level.	2006-2007	2007-2011	
2	Provide emergency and preventative services to reservations and rural areas.		2007-2011	2012-2016
3	Provide mobile dialysis unit (in collaboration with IHS) to tribal and rural areas.		2007-2011	
Objective:	4. Promote the development of an improved referral system among primary care and "safety net"			

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	providers, building in capacity to better identify patient needs and implement more effective feedback/follow-up between referral sources.			
Task	Strategy			
1	Facilitate cooperation between providers in the continuum of care.		2007-2011	
2	Educate families to act as advocates at all levels of the care continuum (medical, legal, health care directives, etc).		2007-2011	
3	Place a non-biased Ombudsman in every hospital and institutional setting.		2007-2011	
4	Use technology to improve and secure the transportability of health care information across multiple systems.		2007-2011	
5	Utilize and improve a multidisciplinary approach to care for persons with complex issues.		2007-2011	
6	Offer comprehensive, geriatric case management and preventative supportive services to seniors to maintain independence and prevent guardianship.		2007-2011	
7	Promote a streamlined health and human services system which requires less burdensome paperwork, real people staffing federal assistance lines, greater caregiver support to facilitate enrollment and processing of dependent benefits.		2007-2011	
	5. Increase the number and the cultural diversity of geriatric-trained medical and other home care personnel that practice in Washoe County.			
Task	Strategy			
1	Promote programs that support loan forgiveness for persons who enter the geriatric health care field.			2012-2016
2	Encourage hospitals and health care companies to improve training, benefits, and wages for in-home workers.			2012-2016
Objective:	6. Encourage providers and employers to invest more resources in preventive interventions for seniors and			

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	soon-to-be seniors.			
Task	Strategy			
1	Promote proper diet, nutrition and exercise to all persons in Washoe County.			2012-2016
2	Promote preventative health care options and programs.			2012-2016
Objective:	7. Improve access to health care programs/services through the use of technology.			
Task	Strategy			
1	Participate in and promote the development and/or implementation of health care technology programs.			2012-2016
Objective:	8. Improve chronic disease prevention and management education for consumers with chronic conditions.			
Task	Strategy			
1	Promote and participate in research demonstrations to address chronic disease.			2012-2016
2	Promote healthy aging early on in life.			2012-2016
Objective:	9. Decrease the institutional bias of services with improved policies, waivers, and insurance options.			
Task	Strategy			
1	Advocate for ease of access and treatment by decreasing barriers in policies in the system.			2012-2016

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Mobility

Goal: Increase the number of resources available, including the use of public transportation to improve seniors' mobility by 25% by 2016

Objective:	1. Increase the mobility of seniors.	Timeframe		
		12 months	1 – 5 Years	6 - 10 Years
Task	Strategy			
1	Promote and improve access to medical and social options in all areas of Washoe County, including reservations and rural areas.	2006-2007		
2	Provide programs for seniors to remain active and prevent frailty.	2006-2007		
3	Increase, improve and develop alternative ways to transport seniors.	2006-2007		
4	Support/create volunteer and/or paid programs that will assist seniors to be active.	2006-2007		
5	Promote safety policies and programs for seniors.	2006-2007		
6	Develop volunteer and/or paid programs that will assist seniors to be active.	2006-2007		
7	Design and implement an education/training plan that helps seniors learn to use available transportation resources.	2006-2007		
8	Identify and advocate for senior-friendly changes in zoning and ordinances necessary to develop walkable communities.	2006-2007		
9	Develop partnerships that serve to eliminate barriers preventing transportation in bi-state areas.	2006-2007		
Objective:	2. Support safe driving classes and programs to evaluate and ensure safe driving by seniors.			
Task	Strategy			
1	Remove transportation barriers by installing cameras to monitor road safety, cross walks, lights, speed bumps and improving road planning.		2007-2011	
Objective:	3. Promote policies and developments that result in walkable communities, in a neighborhood setting.			
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1	Promote policies that encourage mobility and walkable communities.		2007-2011	
2	Re-design signage, road planning and crosswalks to be safer for senior walkers and drivers.		2007-2011	
3	Increase regular/preventative patrol of high risk neighborhoods.		2007-2011	
4	Locate services in places with central access to transportation.		2007-2011	
5	Research developer's participation in upgrading roads and neighborhoods.		2007-2011	
Objective:	4. Increase the use of technology to support independence.			
Task	Strategy			
1	Improve data systems in order to better assess level and types of need for senior independence.		2007-2011	
2	Provide housing renovation including technology to allow seniors to remain in their location of choice.		2007-2011	
Objective:	5. Coordinate the cooperation of existing mobility-assistance resources in Washoe County.			
Task	Strategy			
1	Address transportation, especially for medical services and basic needs such as grocery shopping.		2007-2011	
2	Develop stronger partnerships between senior service providers and RTC to improve access.		2007-2011	
Objective:	6. Increase nighttime transportation options to promote socialization and healthy aging.			
Task	Strategy			
1	Extend programs that support cab availability for non-business hours and for low income seniors.		2007-2011	
Objective:	7. Promote the development of a scheduled transport system throughout the county.			
Task	Strategy			
1	Coordinate access to larger cities and create bus services in underserved areas of the county including Incline Village.			2012-2016

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Housing

Goal: Reduce the number of seniors living in isolation and unsupported by 15% and increase affordable housing options in Washoe County by 25% by 2016.

Objective:	1. Develop neighborhood senior resource centers that link seniors to nearby services that are vital for independence.	Timeframe		
		12 months 2006-2007	1 – 5 Years	6 - 10 Years
Task	Strategy			
1	Develop multiple, varied service delivery systems that will provide support to seniors choosing to live alone.			
2	Develop multiple affordable in-home care options.			
3	Promote senior involvement in downtown re-design.			
Objective:	2. Increase the resources available for supportive home care services that assist seniors to live as independently as possible.			
Task	Strategy			
1	Promote nursing facilities that are safe and equipped to allow people to go outdoors.		2007-2011	
2	Promote the development of affordable independent or semi-independent housing.		2007-2011	
3	Support the development of a residential hospice site.		2007-2011	
4	Promote the enhancement of existing telephone-based senior reassurance programs (senior companionship and watch programs).		2007-2011	
5	Conduct a public engagement campaign to increase awareness and demand for Universal design.		2007-2011	
Objective:	3. Support the development of affordable senior housing options, including low-income assisted living that are close to services and transportation.			
Task	Strategy			
1	Develop affordable independent or semi-independent housing.		2007-2011	
2	Support mixed-use housing that includes low income housing options.		2007-2011	
3	Support the development of housing for seniors with		2007-2011	

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	Alzheimer's Disease and other severe cognitive impairments.			
4	Create close-in accessible housing.		2007-2011	
5	Identify opportunities and support development of neighborhood-based, senior-friendly housing in Washoe County.		2007-2011	
6	Engage the private sector in encouraging affordable housing development with services for seniors.		2007-2011	
Objective:	4. Support and promote public policy that increases access to supportive home care services.			
Task	Strategy			
1	Support the development of housing for seniors with Alzheimer's disease and other severe cognitive impairment.			2012-2016
2	Create a home consortium policy that provides incentives for placement of senior projects in neighborhoods and requires universal design.			2012-2016
3	Examine building codes to identify and remove barriers to allow seniors to build or modify their residential property.			2012-2016

Comment [t1]: already in under above obj

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Information

Goal: Determine the percentage of seniors who are satisfied that they received information regarding resources.

Objective:	1. Increase the mode of the delivery for information targeted to caregivers and consumers.	Timeframe		
Task	Strategy	12 months	1-5 Years	6-10 Years
1	Provide easily understood education about resources for seniors and their families through a variety of media outlets, word of mouth, etc.	2006-2007	2007-2011	
2	Develop cooperative agreements with neighborhood FRC's, libraries, schools, churches and other neighborhood service providers to reach seniors and provide services.		2007-2011	
3	Create additional modes of communication to publicize events and activities of interest to seniors and caregivers.	2006-2007	2007-2011	
4	Improve information outreach through physician offices and other common access points for seniors and caregivers.		2007-2011	
5	Support a senior advocacy program, to ensure that alerts about issues of concern are communicated and to provide improved access to local, state and federal officials.	2006-2007	2007-2011	
6	Promote self service as a concept to seniors.	2006-2007	2007-2011	
Objective:	2. Strengthen the access to and accuracy of the information about resources for caregivers and consumers in a culturally competent manner.			
Task	Strategy			
1	Identify and promote services and products that will make it easier to care for seniors in-home using Hoyer Lifts, hospital beds, and other resources.	2007-2011	2007-2011	
2	Provide access to advocates for families who require assistance to navigate paperwork and system.	2007-2011	2007-2011	2011-2016
3	Conduct education to ensure that services and service	2007-2011	2007-2011	2011-2016

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	providers are aware of other programs in the community, so that they can make referrals to clients that don't fit within their program.			
Objective:	3. Improve access to information for caregivers and consumers in their primary language.			
Task	Strategy			
1	Strengthen access to information about resources for caregivers and consumers in English and Spanish.	2006-2007	2007-2011	
2	Develop resource materials in simple English and conversant Spanish as well as other languages.	2006-2007	2007-2011	
Objective:	4. Formalize and coordinate information distribution with the Disability Resource Center and Aging Community.			
Task	Strategy			
1	Promote provider participation in MIS systems.	2006-2007	2007-2011	2012-2016
2	Set a target date for Washoe County Senior Services to become an AIRS certified agency.	2006-2007	2007-2011	
3	Provide access to trained, knowledge information and referral specialists.	2006-2007	2007-2011	2012-2016
Objective:	5. Promote information portability resources such as smart cards, medical history chips and other tools for use by seniors accessing services and programs.			
Task	Strategy			
1	Promote provider participation in MIS systems.	2006-2007	2007-2011	2012-2016
2	Develop peer education program to promote seniors educating others.		2007-2011	
Objective:	6. Encourage and promote informed planning and decision making programs to support long term living.			
Task	Strategy			
1	Develop educational programs on a number of important topics such as finances, retirement, health, nutrition, and others that will assist younger persons to plan for future decisions	2006-2007	2007-2011	2012-2016

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Healthy Aging

Goal: The percentage of seniors living in the setting of their choice with support to remain as independent and healthy as possible will increase by 5% by 2016.

Objective:	1. Support the provision of information, referral and support services that allow seniors to remain in their homes and communities.	Timeframe		
		12 months	1 – 5 Years	6 - 10 Years
Task	Strategy			
1	Promote and fund more availability of maintenance help, i.e. shoveling snow, household repairs and vehicle maintenance.	2006-2007	2007-2011	
2	Develop and promote anti-ageism materials to the public.	2006-2007	2007-2011	
3	Develop plans for senior centers that have more activities for grandparents taking care of their grandchildren.	2006-2007	2007-2011	
4	Develop senior centers with amenities such as computer rooms, Internet access and exercise rooms. Bring representatives of the Power Company, Cable Company, local officials, to a senior center to discuss issues with the seniors.	2006-2007	2007-2011	2012-2106
5	Expand, improve and increase senior centers located in neighborhoods with adequate transportation to activities including art events, recreation and day trips.	2006-2007	2007-2011	2012-2106
6	Train families to be caregivers.	2006-2007	2007-2011	
7	Assist Hispanic families to provide aging-in-place for loved ones.	2006-2007	2007-2011	
8	Promote medical offices to create a uniform generic list for certain diagnosis, conditions, etc. including strategies and medical equipment for caring for senior	2006-2007	2007-2011	

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	at home.			
9	Assist system providers to develop cultural competency about Hispanic and other cultures.	2006-2007	2007-2011	
10	Research methods to pay for and options to provide in-home assistance to maintain independence.	2006-2007	2007-2011	
11	Provide education regarding elder abuse including the supports and networks available to help seniors.	2006-2007	2007-2011	
12	Provide legal representation to support the least restrictive alternative for seniors facing guardianship.	2006-2007	2007-2011	
Objective:	2. Enhance the provision of social engagement opportunities accessible to seniors.			
Task	Strategy			
1	Offer mentally and socially stimulating activities and exercise programs.	2006-2007	2007-2011	
2	Develop social outlets for all seniors in communities; address various needs of senior life stages.		2007-2011	
3	Research support groups in neighborhoods around positive issues as well as medical concerns.		2007-2011	
4	Support and assist in the development of culturally relevant recreational activities for seniors on reservation and/or in rural areas.		2007-2011	
5	Encourage satellite senior centers that offer a full range of services such as large grocery stores, drug stores, coffee shops, and other services, located in or near neighborhood shopping centers.		2007-2011	
6	Assess each neighborhood for predominant needs, offer basic needs at all places and enhance with specific needs/desires of that neighborhood. Staff with culturally diverse staff reflecting community.		2007-2011	2007-2011
Objective:	3. Increase opportunities for training, employment, civic engagement, and volunteerism that meet the needs of seniors.			

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Task	Strategy			
1	Promote improved policies that do not impact retirement income such as social security payments.	2006-2007	2007-2011	
2	Acknowledge and plan around the growing cultural diversity and activity levels of seniors and offer a menu of options for addressing their needs.	2006-2007	2007-2011	2012-2016
Objective:	4. Improve health outcomes for seniors.			
Task	Strategy			
1	Fund and expand bicycling, hiking, kayaking, cross country skiing, and other outdoor and indoor activities that keep people moving and exercising.		2007-2011	2012-2016
2	Advocate for the development of increased opportunities for intergenerational services and programs.	2006-2007	2007-2011	2012-2016
Objective:	5. Increase intergenerational opportunities such as kinship care that benefit seniors and the community.			
Task	Strategy			
1	Establish a mentor/buddy program with other seniors or with younger generation.		2007-2011	2012-2016
2	Facilitate development of intergenerational services and programs.	2006-2007	2007-2011	2012-2016