

The Community Ambassador Program for Seniors: Building Capacity and Enhancing Access to Services



Aging Services Collaborative Meeting
January 13, 2010

Pathways to Positive Aging

Strategic Goal 1

Formalize
The
Infrastructure

Strategic Goal 2

Increase Access
To Senior Services

Strategic Goal 3

Increase and
Sustain Senior
Mobility

Strategic Goal 4

Increase Capacity
Of Community Groups
To Serve Seniors

Strategic Goal 5

Foster
Cross-Cultural and
Intergenerational
Exchanges

Strategic Goal 6

Create Opportunities
For Seniors to Sustain
Vital and Active Roles



Community Ambassador Program for Seniors (CAPS)

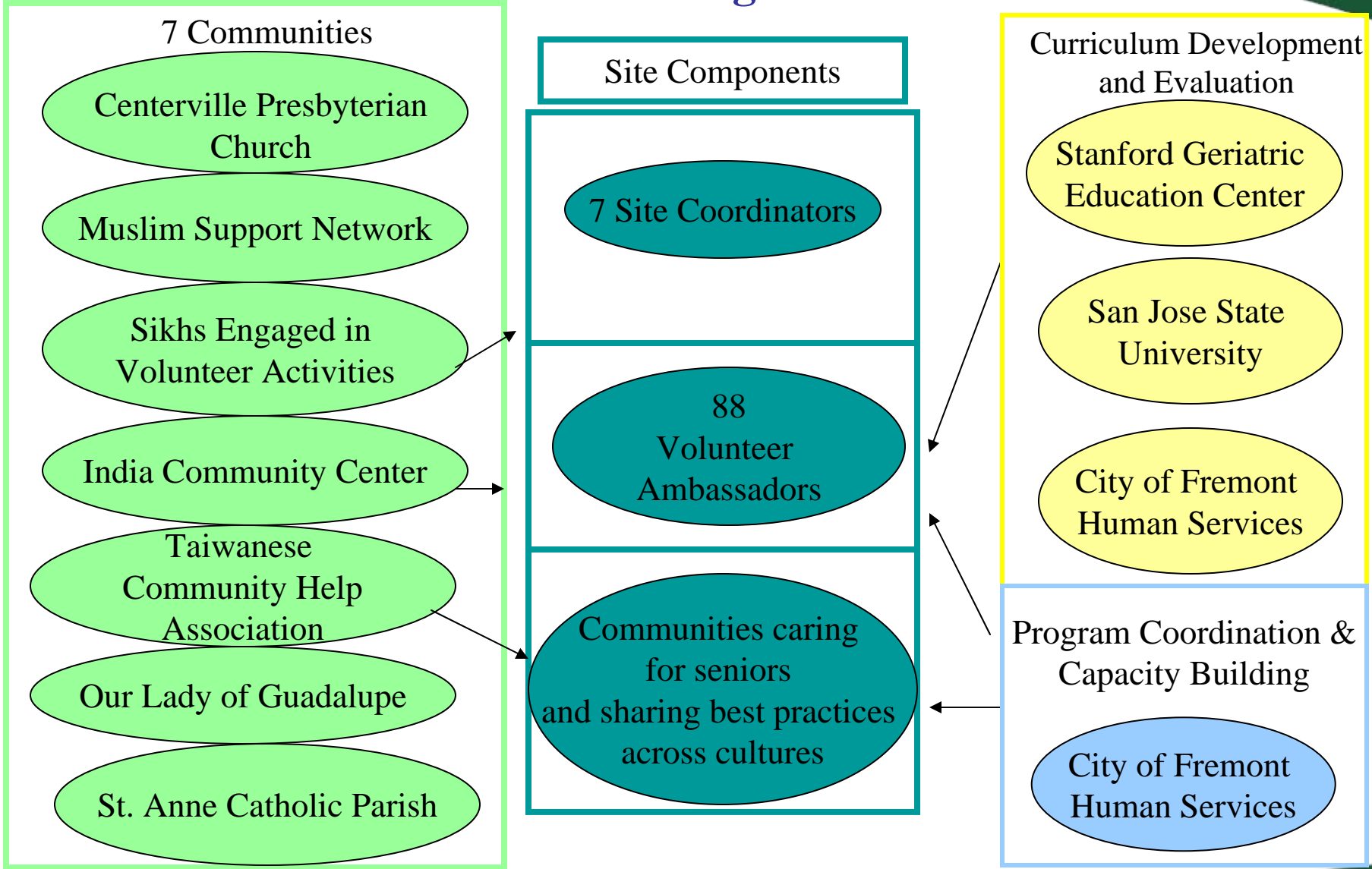
Supporting seniors in
their own language;
within their own cultural
norms; where they live,
worship and socialize



Community
Ambassadors

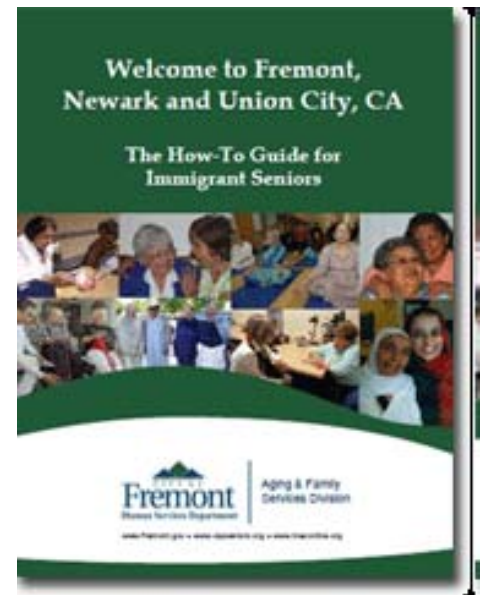


CAPS Program



Successes

- Community-driven model
- 88 trained ambassadors
- 3 trainings completed; 4th training in March
- Over 700 clients served
- Learning and sharing amongst communities
- Adaptation of cultural needs by service providers
- Specialized tracks now forming
- How-To Guide for Immigrant Seniors
- Press Coverage
- Visit www.capseniors.org



Training Topics & Partners

Training Topic	Presentations from Partnering Organizations
➤ Role of Community Ambassador	City of Fremont (COF) Dept. of Human Services Eden Information & Referral San Jose State University (SJSU) Stanford Geriatric Education Center (SGEC)
➤ Active listening	
➤ Circles of care	
➤ Housing	COF Dept. of Human Services
➤ Interpretation/Translation	Kaiser Permanente
➤ Mental and emotional well-being	SJSU, SGEC, Senior Peer Counseling Program
➤ Health issues; Falls Prevention	Palo Alto Medical Foundation LIFE Eldercare
➤ Cash Assistance	Cash Assistance Program for Immigrants (CAPI)

Training Topics & Partners

Training Topic	Presentations from Partnering Organizations
➤ Transportation	Fremont Paratransit
➤ Health benefits; Medicare, MediCal	Washington Hospital Alameda County Social Services Agency
➤ Social security	Social Security Administration
➤ Legal assistance	Legal Assistance for Seniors
➤ Tours of local assisted living and long-term care facilities, community senior centers, and other community services	Aegis Assisted Living Alameda County Public Library Alma Via Assisted Living Bay Area Community Services Fremont Family Resource Center Fremont Health Care (nursing home) Fremont Senior Center Merrill Gardens Windsor Healthcare

Evaluation of Impact of Training

- Two case studies administered pre and post for one cohort of Ambassadors
- Identify needs and recommend services or actions
- Both cases could have multiple issues identified as needs – the main focus was identification of Falls Risk for Mrs. D. and Social Isolation Risk for Mr. B.
- All data coded into 16 categories and checked for consistency between two coders
- Used data only from those who responded to **both** Time 1 (pre) and Time 2 (post)
- N for Mrs. D = 15; Mr. B = 12 (of total sample = 25)

Evaluation of Impact of Training

- Both cases showed increased identification of specific needs from time 1 to time 2
- **Mrs D. Falls Risk:** T1= 5 (33%)
T2 =10 (67%)
- **Mr. B. Social Isolation Risk:** T1= 9 (75%)
T2 =10 (83%)
- There were increases and decreases in other identified needs

Evaluation of Impact of Training

- Both cases showed increased range &/or specificity of services from time 1 to time 2

	Time 1 services	Time 2 services
Mrs. D.	Fall prevention agency (1)	Fall prevention program (8)
		Home modification program (1)
Mr. B.	Friendly visitor program (3)	Senior center (6)
	Senior center (2)	Community support group (1)
	Senior buddy (1)	Friendly visitor program (4)
	Go out and meet other seniors (1)	Senior peer counseling (2)
		Senior social group (2)
		Vanners (1)
		Church (3)
		Temple (2)

Clients Served

	CPC	ICC	MSN	OLGC	SACP	SEVA	TCHA	Total
<i>Total number of clients served (unduplicated count)</i>	12	198	68	89	37	120	80	604
Benefits (SSI, etc.)	2	94	16	10	0	60	18	200
Finance	1	6	14	4	26	2	23	76
Health	4	38	31	14	15	40	26	168
Housing	3	16	9	50	5	10	6	99
Legal/Immigration	1	7	5	1	0	13	3	30
Other	2	10	7	6	17	8	6	56
Social/Emotional	3	13	38	3	0	7	11	75
Transportation	5	29	16	1	2	10	17	80
Total number of services provided (can have multiple responses for an individual client)	21	213	136	89	65	150	110	784

Sample Case History

71-year-old man from Pakistan; asylum petition rejected; estranged from wife.

Living in a garage, eating at community center.

Found CAPS ambassador after religious service.

Ambassador worked with International Rescue Committee and city services to petition case.

Client now has asylum, own apartment, food stamps.

Feedback from Service Providers

- Language barriers persist; ambassadors often needed as interpreters
- Many clients seem afraid to use services unless accompanied by community member
- Providers would like to see community members *delivering* services, too
- Casual information-seeking makes recording service provision difficult

CAPS in the Filipino Community



Discussion by Myrla Raymundo, CAPS Coordinator




CITY OF
Fremont
Human Services Department

Aging & Family
Services Division

www.fremont.gov • www.capseniors.org • www.tceonline.org