



DEPARTMENT GOALS & OBJECTIVES 2018

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Area Agency on Aging

SUBMITTAL DATE: 8/4/2017

<p style="text-align: center;">STATED MISSION STATEMENT *overall purpose of department*</p>	<p>The Alpine Area Agency on Aging provides and connects our community with supports and services that promote aging with independence and dignity for individuals sixty and older and their caregivers in their community of choice.</p>
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GOAL 1: Create thriving partnerships

OBJECTIVES	<ol style="list-style-type: none"> 1. Create thriving partnerships with government leadership 2. Create thriving partnerships with our providers 3.
<p>MEASUREABLE OUTCOMES *how will you know when you meet these goals?*</p>	<p>We will attend at least one County Health and Human Services meeting in the next SFY to do a training with front line staff on our program.</p> <p>Attend at least one quarterly local and/or regional network event with peers and providers to discuss AAAA programming</p>
<p>WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*</p>	<p>Identified as our #1 goal at team strategic planning meeting on July 10, 2017</p>

GOAL 2: Develop communication strategy around the AAAA value-added services

OBJECTIVES	<ol style="list-style-type: none"> 1. Identify a communications expert to assist with a strategy 2. Increase media presence 3.
<p>MEASUREABLE OUTCOMES *how will you know when you meet these goals?*</p>	<p>Create and begin to implement the marketing and communication strategy within SFY 17-18</p> <p>Create at least one quarterly press release</p>
<p>WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*</p>	<p>Identified as our #1 goal at team strategic planning meeting on July 10, 2017</p>

GOAL 3: Recruit LGBTQ and other minority representation for the Regional Advisory Council (RAC) and Four Year Plan	
OBJECTIVES	1. Specifically invite minority representatives to public hearings for the 4 Yr Plan
	2. Ensure inclusive language and representation in marketing materials
	3.
MEASUREABLE OUTCOMES *how will you know when you meet these goals?*	Increased minority representation on RAC Marginal increase of minorities served by end of SFY 18
WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*	We need equitable representation on our planning committees

GOAL 4: SHIP will increase the number of contacts within two under-served populations and increase volunteers to help serve them	
OBJECTIVES	1. SHIP will increase the number of contacts of whom English is not their primary language
	2. SHIP will increase the number of contacts who are low income
	3. SHIP will increase the number of volunteers by four in SFY 18
MEASUREABLE OUTCOMES *how will you know when you meet these goals?*	The number of Low Income Subsidies (LIS) and Medicare Savings Program (MSP) applications increase by 15 with SFY 18 Medicare Basics presentations are targeted to the two under-served populations SHIP will increase the number of contacts for prescription financial assistance by 15 in SFY 18
WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*	These two populations have been identified as in need of assistance and face multiple barriers to access the Medicare system and education. Additional volunteers will allow the SHIP Medicare Program to provide more individualized assistance and allow for more education and outreach opportunities within our the five counties we serve.

GOAL 5: Receive RSVP grant for the next three year cycle beginning April 1, 2018	
OBJECTIVES	1. Submit RSVP proposal to CNCS by due date
	2. Update RSVP performance measures from current grant structure to new structure
	3.
MEASUREABLE OUTCOMES *how will you know when you meet these goals?*	By receiving the RSVP grant
WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*	It's vital to the financial stainability of the RSVP program