

## SERVING SENIORS: It Takes a Valley!



Presentation by  
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## INTRODUCTION

Purpose and Preview of Presentation



Cautions and Caveats!



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## SENIOR NEEDS: What services are needed and why?



Facts & Figures

Trends & Themes



“Silver Tsunami” vs. “Golden Years”

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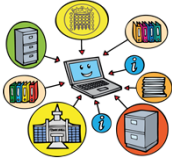
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## SENIOR SERVICES: What services are available?

Overview of available services

Finding available services

Resources & References



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## SENIOR SERVICE SYSTEMS: A community view



**THE WHO:**

Seniors

Senior Supporters

Senior Service Providers

Senior Service Connectors & Correctors

Senior Service Collaborators

Other Senior Stakeholders



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## SENIOR SERVICE SYSTEMS: A community view



**THE HOW:**

Roles


Responsibilities

Relationships

Rules

Resources

Results



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## STRENGTHENING SENIOR SERVICES:

It takes a (Miami) Valley approach:

### COLLABORATION



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## Collaboration Characteristics

Definitions

Types

Examples:

- ✓ Interdisciplinary or Multi-Disciplinary elder abuse teams
- ✓ Frail Elder Providers Collaborative
- ✓ Montgomery County Council on Aging
- ✓ Medical Elder Care Teams
- ✓ "Plan Ahead & Protect Yourself" Project
- ✓ Other



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## Collaboration Characteristics

**One example:**

**"Collective Impact Model"**

- ❖ Common Agenda
- ❖ Shared Measurement
- ❖ Mutually Reinforcing Activities
- ❖ Continuous Communication
- ❖ Backbone Support

Specific methodology, evidence-based, etc.

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## Collaboration Opportunities & Challenges

Opportunities/Advantages	Challenges/Disadvantages
<ul style="list-style-type: none"> <li>• Serve more seniors</li> <li>• Provide better services</li> <li>• Be more efficient</li> <li>• Be cost effective</li> <li>• Pool knowledge, skills</li> <li>• Gain &amp; leverage resources</li> <li>• Help seniors get what need</li> <li>• Other benefits</li> </ul>	<ul style="list-style-type: none"> <li>• May lose some control</li> <li>• Time consuming and slow</li> <li>• May be frustrating</li> <li>• Unwillingness to change</li> <li>• Lack of time, resources</li> <li>• Conflict with real/perceived ethical, legal, professional or other obligations &amp; requirements</li> <li>• Other?</li> </ul>
	

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## Collaboration: Keys to Success!

- **Pick proper partners**, based on results trying to achieve, services being provided, populations being served, resources available, capacities, compatible missions, visions, values, or other pertinent factors!
- Clarify/Solidify the **PURPOSE** of the collaboration
- Agree upon **ROLES, RULES, and RESPONSIBILITIES**
- **WORK WELL TOGETHER** through strong teamwork, communication, trust-building, conflict-resolution, and other ways that work for those involved



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## STRENGTHENING SENIOR SERVICES:



It may take a “valley” perspective or position

**CHANGE**




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## STRENGTHENING SENIOR SERVICES:

It may take a (Silicon) Valley approach:



**TECHNOLOGY  
& Other Tools**



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## SENIOR SERVICES STORY:

**“Plan Ahead & Protect Yourself”  
Series for Seniors**

- Background: how this project started & why
- Strategies, services, status, and next steps

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## CONCLUSION

Final thoughts



Questions & Answers

THANKS!!!



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