

# Reimagining Aging and Adult Services through Servant Leadership, Collaboration, and Integration:

Bringing APS/IHSS, Veterans, Housing, Behavioral Health, Public  
Authority and Public Guardian to One Table

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# Being a Cheerleader and a Coach

**Cheerleader**



**Coach**



# What is Servant leadership?

Servant leadership is a leadership philosophy built of the belief that the most effective leaders strive to serve others, rather than accrue power or take control.



# Servant Leadership



- **Moves** management and personnel interaction away from controlling activities and toward a synergistic relationship. (autonomy and trust)
- **Promotes** innovation, empowers employees, and assures the well-being of those around them.
- **Develops** leadership qualities in others.
- **Demonstrates** characteristics such as empathy, listening, stewardship, and a commitment to the personal growth of others.
- **Adapts** to all situations in decision-making.



# Roles and Principles

**Role of a Servant Leader:** to be the steward of a group's resources and to teach other leaders to serve others while still achieving the goals set forth by the business.

## Principles of Servant Leadership

- Listening
- Empathy
- Healing
- Awareness
- Persuasion
- Conceptualization
- Foresight
- Stewardship
- Commitment to the growth
- Building community

# Leadership Meeting Structure



Always remember that leadership is a **privilege**. When you're in a leadership role, your influence may affect the trajectory of people's entire career and often their lives.

# Build a Culture of Trust in the Workplace

- A team is not a group of people who work together. A team is a group of people that **trust each other**. (Simon Sinek)
- The role of a leader is not to come up with all the great ideas. The role of a leader is to **create an environment** in which great ideas can happen (Simon Sinek)



# Build a Culture of Trust in the Workplace

“Courage as a leader boils down to trust.” –Shelly L. Francis

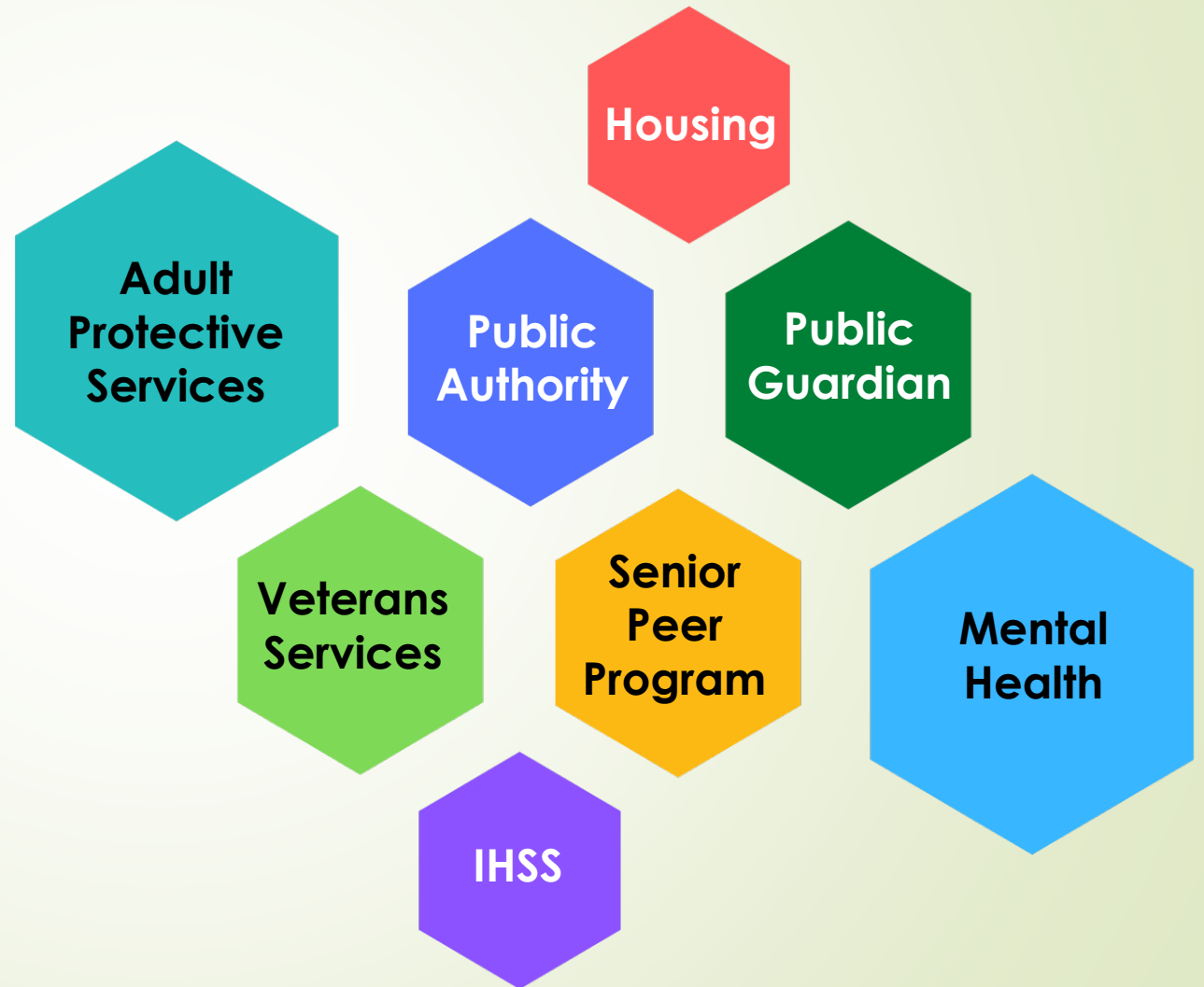


- Integrity: act the same outside the office as you would at work. Show the same level of respect to all staff
- Connect with staff on a personal level/value relationships
- Keep promises do what you say you are going to do
- Own mistakes
- Service



# Servant Leadership and Integration

- Adult Protective Services
- IHSS
- Public Guardian
- Senior Peer Program
- Veteran's Service
- Housing
- Mental Health
- Public Authority



# Reimagining An Integrated Agency

- Movement away from silo mentality
- Exploring way to braid funding
- Commitment to leadership & staff development
  - Defining values
  - Strength finders
- Focus Areas
  - Community Engagement
  - Communication
  - Coordination & Collaboration



# From Concept to Action

## Serving Adults through:

- ▶ IHSS
- ▶ Public Authority
- ▶ APS
- ▶ Public Guardian
- ▶ Veterans Services
- ▶ Mental Health
- ▶ Housing





# In-Home Supportive Services

Helps pay for services provided so that individuals remain safely in their own home.

- ▶ Must be 65 year of age and over, or disabled, or blind. Disabled children are also potentially eligible for IHSS. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.
- ▶ Authorized services through IHSS may include: housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired.

# Adult Protective Services

Adult Protective Services (APS) agency helps elder adults (60 years and older) and dependent adults (18-59 who are disabled) when they are unable to meet their own needs, victims of abuse, or experience neglect or exploitation.

APS investigates reports of abuse of elders and dependent adults who live in private homes, apartments, hotels or hospitals.





# Senior Peer Program

As we age, life transitions can sometimes be painful. The loss of a lifetime companion, medical illness, physical disability, retirement, or relocation can be upsetting. Sometimes it is helpful to talk with someone near your own age. A peer, who can help you address these transitional concerns in a safe, confidential environment.

Senior Peer Support volunteers provide in-home support for residents of Calaveras County aged 60 and older.



# Public Authority

The mission of the Public Authority is to enhance the availability and quality of In-Home Supportive Services (IHSS), and to give Consumers and Providers a voice in the IHSS and Public Authority programs.

The Public Authority serves Calaveras County's community of elderly, blind and disabled individuals. The Public Authority trains and refers Care Providers to IHSS Consumers to support the Consumer's ability to live safely in their own homes with independence and dignity. The Public Authority works in partnership with IHSS, which is administered by the Calaveras Health and Human Services Agency.



# Calaveras County Public Guardian

Public Guardian-Conservator-Administrator provides mandated conservatorship and estate administration.

- Public Guardian in our model is hosted within a larger department, health and human services.
- Public Conservator services may be provided by the Public Guardian, and responsibilities may also be shared with mental health programming within HHSA.





# Calaveras County Mental Health

Mental Health provides services to children, youth, and adults in Calaveras County in cooperation with community agencies and private health care providers. Services assist clients with improving their family and social relationships and life functioning.

- Adults who have a serious mental illness
- Children who are emotionally disturbed
- People of any age in a major crisis
- People impacted by drug and/or alcohol use.

# Calaveras County Veterans Service Office (CCVSO)

Working together to improve the lives of those who served.






# Calaveras County Veterans Service Office (CCVSO)

- **Advocate** for veterans to obtain Veterans Administration earned benefits. CVSO and VSR both work directly with veterans in filing claims for benefits and connecting them with healthcare.
- **Coordinate** outreach events to make veterans aware of eligible benefits. The VOC also works with homeless veterans by connecting them with housing resources and assisting with paperwork.
- **Host** veteran support groups and anger management education. This creates a safe space for veterans to get and give support to each other.



# Collaboration In Action

- Calaveras County VSO is a division within Calaveras HHSA, Adult Services branch.
  - Most veterans are age 60 and older and clients of other programs within Adult Services (APS, IHSS, Senior Peer, and Public Guardian).
  - Allows VSO and other divisions/programs the ability to work together to meet the needs of mutual clients.
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# Housing Program



# Housing Priorities

- **Creating** adequate affordable housing opportunities
- **Providing** accessible housing information and technical assistance
- **Pursuing** housing resources for Calaveras residents
- **Ensuring** equitable distribution of housing resources to residents
- **Partnering** to deliver direct housing assistance programs
- **Hosting** a Housing Resource Partnership within the community



# Strength-Based Housing Assessment

**Services are provided through a strength-based assessment to determine what is truly needed.**

- Housing Opportunity
- One-Time-Only Housing Assistance
- Long-Term Supported Housing
- Short-Term Housing-Stability Assistance

# Housing opportunities

## Promoting Affordable Housing Development

- Accessory Dwelling Unit
- Planning Department Changes to Processes

## Home Ownership Opportunities

- Down Payment Assistance





# One-Time-Only Housing Assistance

- Housing Vouchers
- Locating Services
- Rental/Deposit Assistance
- Accessibility Modifications
- Habitability Repairs
- Quarantine Services



# Short-Term Housing-Stability Assistance

## Wrap Around Housing Services:

Locator Services

Interim Housing

Housing Case  
Management

One-on-One  
Tenant Education

Assistance with  
SSDI/SSI  
application

Rental/Deposit  
Assistance

Landlord  
Engagement &  
Incentives

Habitability  
Repairs

# Long-Term Supported Housing

- Housing coupled with other services such as medical care or household assistance
- Referrals to Partnering Organizations



# Getting Connected to Housing Resources



- Referral received
- Intake scheduled
- Eligibility determined/authorization
- Services offered
- Services arranged
- Referring party notified
- Services delivered
- Monthly Housing partner updates as needed

**Thank you.**

**Calaveras Health & Human Services Agency**

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