

Clark County Commission on Aging Presentation

November 19, 2013

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Web: www.EldersinAction.org

Our Mission:



Assure a vibrant community through the active involvement of older adults

Our Services



- Personal Advocates



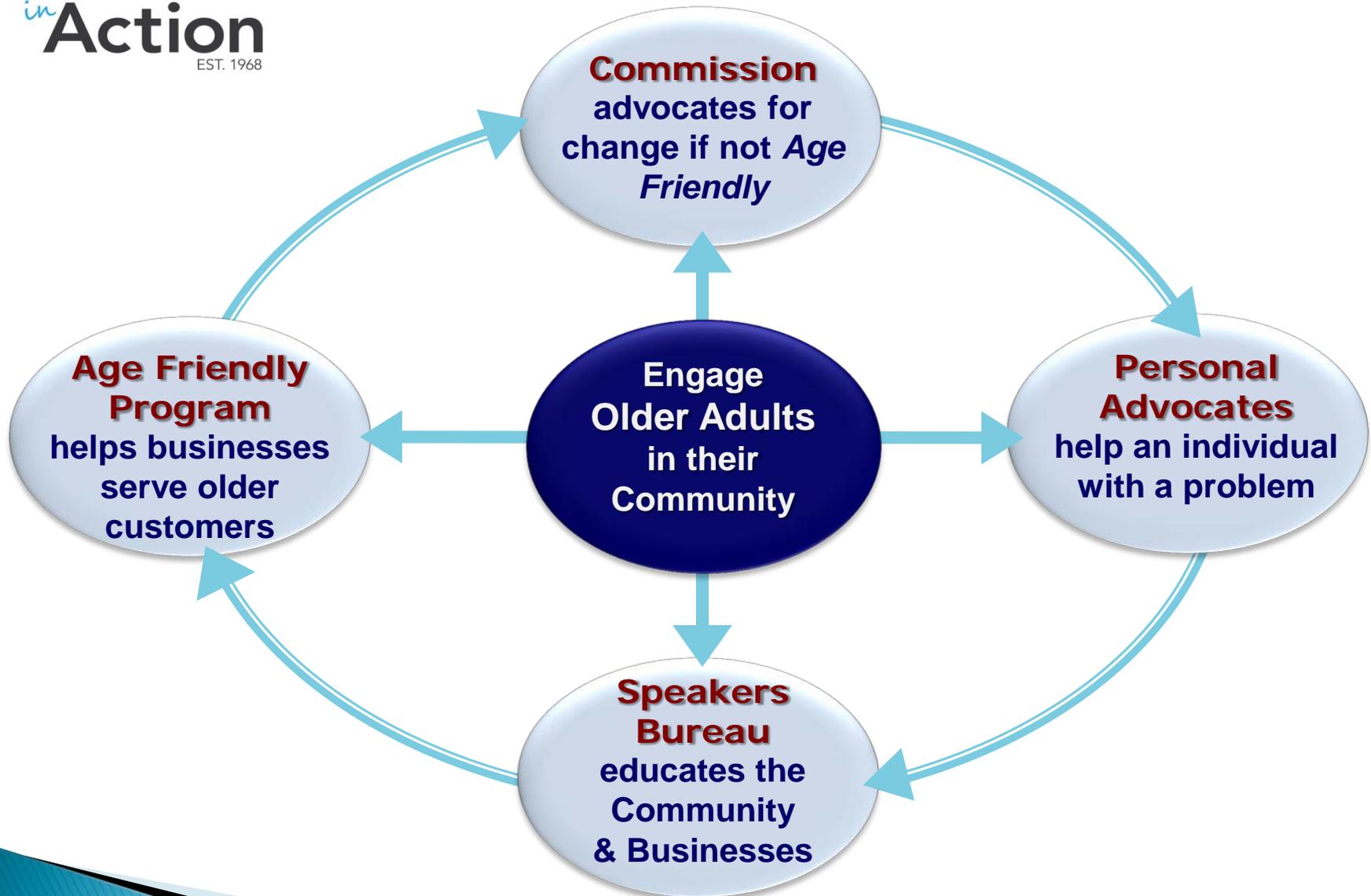
- Speakers Bureau



- *Age Friendly* Business Certification Program

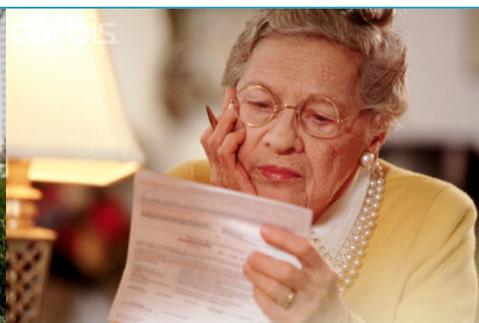


- Commission



Personal Advocates

Provide one-on-one assistance to people aged 60+ who are having problems with:



- Housing
- Healthcare
- Crime
- Elder Abuse

Personal Advocates



- ▶ In the last year, we helped 2,250 people
- ▶ Recouped \$48,135 recouped for older adults due to fraud, wrongful billing and other financial problems.

Speakers Bureau



- Reached 52,695 Community members at 144 events
- Speakers Bureau partnerships include:
 - Oregon State University Extension
 - Ride Connection
 - National Council on Aging
 - AARP and many others.



- Volunteers conducted over 200 certifications and 14 new businesses joined our Age Friendly Network of businesses in 2012

Age Friendly Business Evaluators

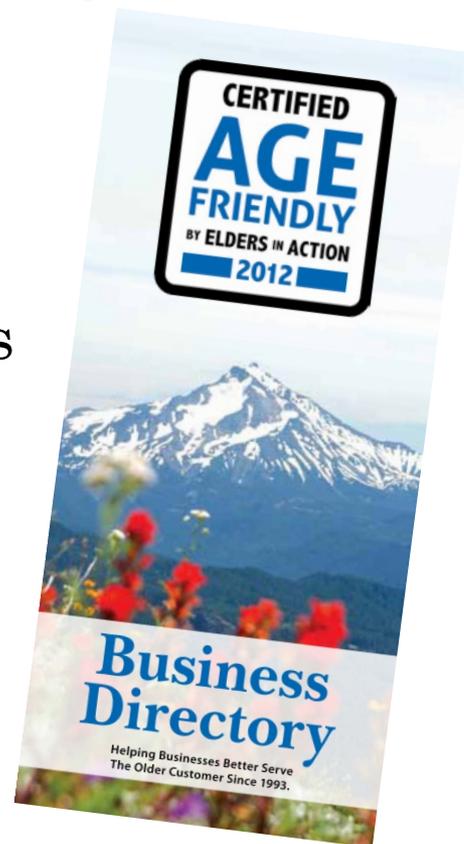
Trained undercover
elders rate

- Telephone reception
- Physical access
- Store layout
- Customer service
- Web sites



Certified Age Friendly Business Directory

- Better service for older customers
- New customers for businesses
- On-line, searchable directory available



The Commission



- 31-Member Citizen Advisory Group
- advises local officials on programs and policies for older adults
- pursuing issues at city, county, & state level

***"When the Commission speaks,
government acts"***

Encore Action Teams



- Service learning approach to create meaningful and rewarding experiences for volunteers
- Educational approach that integrates hands on community service with pre and post service education
- Projects are more episodic and done-in-a day such of Days of Service

