

## **Administration**

### **Best Practices**

## **Governing Board**

### **Management**

#### **Communication (2005) - PSA 13**

The Seniors Council of Santa Cruz and San Benito Counties, Inc., Executive Director has a close working relationship with the Executive Committee of the Governing Board. The Executive Director and Executive Committee meet once a month, approximately 10 days prior to official Board meetings, to allow the Executive Director to present ideas and concerns and receive feedback on issues facing the AAA. This pre-meeting provides a sounding board for the Executive Director and allows Executive Committee Members to accept a leadership role in determining issues to be placed on the Board agenda.

#### **Recruitment and Appointment of Commission on Aging Members (2006) - PSA 8**

Members of the Commission on Aging for San Mateo County are appointed by the Board of Supervisors. The Board establishes the selection criteria for appointment to the Commission and conducts and oversees recruitment campaigns. Individuals are expected to serve a specified number of hours each month, serve on a minimum of two standing committees, and attend monthly meetings in the community. Positions on the Commission are coveted and often the Board has multiple candidates for each vacancy.

#### **Bylaws (2005) - PSA 13**

The Seniors Council of Santa Cruz and San Benito Counties, Inc. bylaws are comprehensive and clearly delineate the roles and responsibilities under which the Seniors Council operates. One particular section, Conflict of Interest, is well explained and clearly describes the existence, nature, and method for handling conflicts of interest.

#### **Training-Cultural Competency Curriculum (2005) - PSA 13**

The Seniors Council of Santa Cruz and San Benito Counties, Inc. Governing Board is commended for the design of curriculum targeted to assess cultural competency of the social service delivery system. To avoid "reinventing the wheel," CDA recommends the curriculum of appropriate assessment methods to evaluate the language needs and the standards required that will promote minority individuals residing in this State to access services and activities.

#### **Roster Format (2005) - PSA 13**

The format utilized by the Seniors Council of Santa Cruz and San Benito Counties, Inc., for documenting the officers and members of the Board of Directors for the Governing Board designates individuals serving as officers of the Board and contains the following information for each individual member:

name, address, telephone number, email address, term of office, group representation (provider or consumer of service), and race/ethnic designation.

### **Collaboration**

#### **Collaboration with the Commission on Disabilities (2006) - PSA 8**

The San Mateo County Board of Supervisors, the Commission on Aging, and the Commission on Disabilities provide ongoing support for the Strategic Plan for Services to Older Adults and Adults with Disabilities developed through a lengthy planning process that began in 1992. The planning process was supported by the “New Beginning Coalition”, a broad-based group of persons that included individuals with disabilities, seniors, caregivers, and service providers. The mission of the Coalition was to improve the life of the county’s diverse population of older persons and adults with disabilities. The Strategic Plan serves as a countywide blueprint for all other plans focused on serving the needs of older adults and adults with disabilities.

#### **Shared Vision (2005) - PSA 21**

The working relationship that exists between the Riverside County Executive Officer, the Board of Supervisors and their legislative aides, Advisory Council members who are dedicated community leaders, and the Director and staff of the County of Riverside Office on Aging is a model of collaboration that should be replicated whenever possible. The shared vision that occurs at all levels in the community allows the Office on Aging to respond to the complex issues facing older adults and their families in Riverside County.

#### **Collaboration between AAA and Governing Board (2007) - PSA 22**

The Orange County Board of Supervisors has a good working relationship with the AAA. The Board of Supervisors staff stated numerous times that they are confident when a senior or caregiver constituent calls and has an issue, they can refer the call to the AAA and know the person will get the information and help they need.