

A stylized graphic on the left side of the slide. It features two green mountain peaks with white outlines, set against a white background. Below the mountains is a green wavy line representing a valley or a path, and at the bottom is a blue wavy line representing water. The graphic is positioned on the left side of the slide, partially overlapping the text area.

# Community Services

## Focal Point Training

**Presented By:**  
Multnomah County

ADVSD, Community Services

# Today's Agenda

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Intro

**Welcome**  
**Introductions**

Training

**Training**

- **Overview**
- **Provider Criteria**
- **Program Requirements**
- **Projects/Activities**
- **Training Requirements**

Q&A

**Questions and Answers**



# Welcome

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Please take a moment to introduce yourself.

- Your Name
- Your Pronouns
- Your Organization



# Focal Point

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Focal Point is designed to increase awareness of and access to services for all older persons. Focal Point services include:

- Leadership
- Community Outreach
- Advocacy
- Education
- Recreational



# Provider Criteria

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## Provider Requirements for Focal Point

Have adequate meeting space for social activities.

Provide consistent, reliable and sufficient hours of operation based on the community needs

Implement nutrition guidelines or a wellness policy that promotes healthy eating and physical activity for participants

Attend all the required trainings and meetings requested by the County.



# Program Requirements

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- No Wrong Door Access to services
- Provide planning and coordination of services
- Submit a Focal Point plan within two (2) months
- Engage in active outreach to vulnerable older people in the community.
- Provide Advocacy and Community Leadership on aging issues
- Work cooperatively with other ADVSD providers.
- Engage in active, culturally appropriate outreach.



# Projects

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- Focal Point Projects**
- **Transportation Outreach**
  - **Utilizing input from older people for Program Planning**
  - **Service Coordinations with Meals Provider**
  - **Advocacy**
  - **Coordination of Legal Services and Insurance Counseling**
  - **Volunteerism**



# Activities

Recreations such as sports, performing arts, games cooking and crafts that appeal to the leisure time and interests of participants and promote socialization.

## Requirements:

- Maintain a record of regularly scheduled events
- Track attendance
- Admission fees **must** be documented
- Staff **must** pass a background check in order to lead any activities



# Volunteer Recruitment and Services

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## Volunteer Services

### Recruitment:

- ★ Volunteers are recruited and trained to support participants.
- ★ Their role **must** be clearly defined and the purpose and scope stated.

### Roles:

- ★ Meal site management
- ★ Board and Advisory Council positions
- ★ Office Work

### Requirements:

- ★ Trained according to an established training plan
- ★ Time must be documented
- ★ Pass a background check



# Reassurance

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Staff members or trained volunteers provide regular, friendly telephone calls and/or visits to geographically and socially isolated individuals to:

- Determine if they are safe and well
- Determine if they need assistance
- Provide reassurance



# Training Requirements

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- Ability to interact with participants with tact and understanding.
- Ability to determine if a participant needs help beyond what the staff member can provide.
- Understand the warning signs that an individual may be suffering from Neglect and/or Abuse.
- Knowledge of when to report suspected Neglect and/or Abuse.
- Document contacts and record case notes as needed.
- Make appropriate referrals when needed
- Must pass a Criminal Background Check





Questions?

