**Gerontology Program’s ~ 35th semester**

**Community Project Presentations #2 ~ Spring 2016**

May 6, 2016 ~~ 8:30-4:00 ~~ Hinde Auditorium

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**Longevity Journey**

**8:30-8:35**

***Introductions***

Dr. Cheryl Osborne

**8:35-8:55**

***The Eskaton Foundation Intern Reference Manual: Creating a Positive Experience for All*  
Lauren Williams**

**Agency:** Eskaton Foundation **Agency & Faculty Supervisors:** Lisa Smoley & Lisa Harris-Chavez

Historically, many have regarded college internship opportunities to be beneficial to the employer, student, institution, and community.  However, the value of the internship experience for all parties involved may be positively or negatively affected by the employer’s ability to provide clear expectations and all necessary informational resources at the beginning of the internship process.  Student interns perform better when they are provided with clear expectations and tasks, as it builds confidence and self-efficacy.  In order to ensure that students are adequately prepared to achieve their goals and meet expectancies, it is critical to have a formalized orientation process and written documentation that demonstrates what is expected of them as interns.  Eskaton Foundation is a philanthropic, nonprofit organization that supports seniors of the greater Sacramento area by funding programs that aim to improve their quality of life.  Implementing an “Intern Reference and Expectations Manual” at Eskaton Foundation works to create a positive experience for those involved and, most importantly, the elder community they are dedicated to serving.  This binder included background information regarding Eskaton’s signature elder assistance programs funded by the Foundation, general office etiquette, and facts about the senior population.  In order to evaluate the effectiveness of this project, two interns and two employees completed a survey with the highest possible combined score of 20.  Of the four surveys returned, three people rated the binder a 20/20 and one rated it a 19/20.

**8:55-9:15**

***IPhone Clinic at Society for the Blind***

**Heather Perry**

**Agency:** Society for the Blind **Agency & Faculty Supervisors:** Priscilla Yeung & Dr. Teri Tift

The Society for the Blind is a nonprofit agency in downtown Sacramento that provides services and training to individuals who are blind with the purpose of enabling those individuals to be independent and live productive lives. The iPhone Clinic at the Society for the Blind was designed as a 4-week class consisting of 4 hours of instruction each week. The Clinic started on April 5. Before stating the Clinic, the participants were required to own an iPhone, and have their initial iCloud settings installed. Each client was informed that the Apple Store can help them with this. Throughout the Clinic, three visually impaired seniors were taught 8 prepared lessons on how to use different functions of their iPhone. The subject matter of the lessons ranged from identifying the functions of the physical buttons on the phone, to adjusting phone settings and downloading apps. The goal of the Clinic was to enable seniors who are blind to use their iPhone efficiently and be able to utilize it as a helpful tool in their daily lives. The iPhone Clinic was evaluated after the fourth session in order to give myself the opportunity to make improvements on the last 4 sessions. The evaluations that were created were read to the clients by an agency staff member who scribed their answers for them. The results showed that it is difficult for some clients to be in the class with other clients who at different levels of knowledge regarding using the iPhone. However, the clients liked that each of their individual needs were addressed.

**9:15-9:35**

***Advocating for the Aging Population: Connecting Care Providers***

**Janeen Thorpe**

**Agency:** LeadingAge **Agency & Faculty Supervisors:** Eric Dowdy & Professor Melinda Westland

LeadingAge CA is the state’s leading advocate for quality, nonprofit senior living and care. Our public-interest association’s more than 400 members across the state include providers of affordable senior housing, residential care facilities for the elderly, continuing care retirement communities and skilled nursing care. LeadingAge CA members serve the needs of approximately 100,000 seniors statewide ("About - LeadingAge California - Main," n.d.). This project focused on the culmination of one main event: LeadingAge California’s “Policy and Leadership Summit”. The intern focused on specific steps in order to further advance advocacy on behalf of the aging population. The intern created an information sheet, compiled of data, which informed each legislator as to what the aging population looked like in their specific district. The brochure was used to educate the relevant legislators as to what the needs are in their districts. When LeadingAge’s various members made their visits to their legislators, the legislator then had some background and information on the relevant issues. By creating the information sheets, the intern supplemented a critical piece of the advocacy trajectory in initiating a relationship and connection between the two parties. The Project was evaluated using questionnaires given to each of the participating LeadingAge’s members. The questionnaires gaged how well informed each legislator was to the needs of the aging population in their districts. The feedback was very positive, and also highlighted which legislator may need further information.

**9:35-9:55**

***Eskaton Rehabilitation Brochures***

**Brianna Burgos**

**Agency:** Eskaton Greenhaven Care Center

**Agency & Faculty Supervisors:** Kathy Takahashi & Professor Melinda Westland

Eskaton Greenhaven is a non-profit skilled nursing facility that provides in-patient and outpatient rehabilitation therapy services. While interning at Eskaton Greenhaven the student was able to observe the Occupational Therapist in the rehabilitation department and identify the area of need for this department. Through observation, evaluation, and staff feedback the student was able to determine the therapy department’s need for more information on physical therapy, occupational therapy, and speech pathology. Many patients and their families primarily struggled with distinguishing the differences between occupational and physical therapy. The patients and their families often do not understand the services that are being provided in the rehabilitation department. The brochures that were created give details on Eskaton’s therapy department and the services they provide. The brochures are able to give current and prospective patients, as well as their family members, a better understanding of each therapy and how each is beneficial. The student administered surveys to each therapist in the rehabilitation department in order to evaluate the brochures. The surveys contained four questions analyzing the effectiveness of the brochure on patients and family members. Staff evaluation results demonstrate that the brochure contained helpful and appropriate information in aiding the distinction between the varying forms of therapy.

**9:55-10:15**

***An Holistic Approach to Recreation: Community, Creative, Mental, Physical, Social, and Spiritual***

**JudyBeth Rios**

**Agency:** Summerset Assisted Living

**Agency & Faculty Supervisor:** Ricky Dulay & Professor Lisa Harris-Chavez

The agency in which this project will be presented to is Summerset Assisted Living. They provide independent living, assisted living, and memory care. This senior living focuses on simplifying resident’s lives by providing many onsite amenities and days filled with activities. Every resident is assessed with a social profile that provides information about their history and favorite hobbies. Social profiles are very important as they are the base of creating daily activities. The activities at Summerset focus on overall wellbeing, so one will find a variety of classes from physical activity to art classes. Determining the benefits of each activity is an important aspect to the staff facilitating them and the resident as well. The project created by the intern, is a description of the many activities provided at Summerset. The goal of this activity description was to help individuals become aware of the importance of activities in a retirement community. It can be beneficial to remain active both physically and mentally. These activity descriptions were based on the six dimensions of wellness which included: community, creative, mental, physical, social, and spiritual. A broad range of research was conducted to gather the many benefits of participating in activities. Participating in physical activity classes are beneficial to the aging senior both mentally and physically. Continuous mind use increases blood circulation to the brain and has been shown to delay the development of Alzheimer’s. This research included the benefits of activities within the six dimensions of wellness and how it led to overall wellbeing. All activities were recorded throughout these past months and categorized within their appropriate categories. A description of the activity was also included as well as the benefits it provided. The intern felt it was important to include input from the activity director as he reviewed it multiple times throughout the semester, and was also reviewed by other staff in the activity department. The feedback was found to be useful to both Summerset staff and residents.

**10:15-10:30**

***BREAK***

**10:30-10:50**

***Student Training Orientation and an Educational Brochure***

**Jeevun Birk**

**Agency:** Eskaton Roseville Memory Care

**Agency & Faculty Supervisors:** Ben Ball & Professor Betsey Stevens

Eskaton Village, Roseville's mission is to serve older adults by enhancing quality of life and to transforming the aging process.  Eskaton Village, Roseville provides independent living communities, assisted living, and a memory care. Student training, orientation, and an educational brochure was a program that was created to help better prepare students who came into Eskaton Memory Care as interns. This brochure, training, and orientation assisted memory care staff in knowing what is allowed for student interns. This orientation took an hour when the student arrived. It was offered all students who came to Eskaton for their service learning coursework. The memory staff assisted in teaching students about residents with dementia and their individual needs. The students were educated about residents with dementia both verbally and through written literature (in the form of a worksheet). In addition, a brochure was given to each student intern to reference.  The brochure also included information on dementia, etiquette, and professionalism.  The memory care staff were used it to educate the students on the basic necessities of the residents. For example, which residents have dietary restrictions and which residents could not have snacks. At the end of orientation student participants were asked to share what they had learned. Students who initially came in not knowing what they could or could not gained a great deal of insight into the daily encounters between residents and staff. This helped students feel more at ease and gave them a smooth transition into this community. This project was used by the supervisor for student interns. The student’s supervisor looked over the project and found that it was very useful and believes it will continue to be useful in the future. Ideally, he will continue to add information for future students of Eskaton Village, Roseville.

**10:50-11:10**

***Be Active for A Better Health***

**Tram Dang**

**Agency:** Eskaton Village Rosevillep ALU

**Agency & Faculty Supervisors:** Herman Newby & Professor Betsey Stevens

Be Active for A Better Health (BABH) was a project that aimed to encourage all of senior residents at Eskaton Village, Carmichael to stay active and participate in a wide range stimulating activities which were offered by the agency. The project started by individually interviewing each senior resident to observe their perspectives on healthy aging. Based on these perspectives, brochure was designed that included all the information concerning suitable activities for every senior resident. Each brochure outlined the agency’s physical activity guidelines for the senior residents including the daily activities, benefits of physical activities, and tips of how to increase daily physical activity. This project correlated with the agency’s mission to enhance the elders’ quality of life through innovative health, housing, and social services. The Activity theory for aging supported the BABH by proposing that successful aging occurs when older adults stayed active and maintain social interaction. After the evaluation, the project was approved by the field supervisor, and staffs. The individual interview process was conducted with 20 senior residents living in the Assisted Living Unit. After the brochures were given out, the senior residents were able to have a basic understanding of the important and benefits of daily activities. At the result, the numbers of senior residents participating in leisure activities have gradually increased.

**11:10-11:30**

***Mercy MET Program***

**Jen Rodrigues**

**Agency:** Mercy Cardiac Rehab Center

**Agency & Faculty Supervisors:** Jeanne Knapp & Christia Hayes & Dr. Cheryl Osborne

Mercy General Hospital is known as one of Sacramento’s premier hospitals for cardiac care. Working with the standards of stewardship, dignity, excellence and compassion, the cardiac rehab program provides in-patient services to patients recovering from cardiac events. The program operates using a three phase system; with phase two consisting of monitored exercise and phase three being a maintenance phase. The goal of this project was to create and implement a strength and endurance routine for phase three patients, which was the focus population of the project. This project allowed patients to benefit from an organized exercise system, either being led by staff or able to be self-lead when staff is unavailable. The stake holders in this project were the patients and their families, the staff at the Mercy cardiac rehab program, the management team and the student. The project consisted of a four routine rotational exercise program that was displayed in the exercise space used by phase three patients, as well as providing patients with a take home routine as well. The staff also received a master copy of the exercises chosen, bound together for future usage. The data collected from a feedback survey revealed that the patients liked the routine. They found it beneficial and helpful and want to participate in future routines. They also have been given a complete packet with all four routines to use at home. To create and complete the project, the student collaborated with two key members of the exercise staff, phase three patients and faculty supervisor, as well as the site supervisor when available. It was evaluated through a patient feedback survey as well as personal interviews and memoir collection. Plans for sustainability included multiple routines that can re-rotated out and reused by the staff.

**11:30-11:50**

***New Student Online Orientation***

**Gary Dinoso**

**Agency:** CSUS Gerontology Program

**Agency & Faculty Supervisor:** Dr**.** Cheryl Osborne & Professor Deon Batchelder

The Gerontology Program at California State University, Sacramento is dedicated to providing education and preparation for their students while upholding the highest standards of academia. In recent years, the number of students in the Gerontology Program at California State University, Sacramento has increased – and continues to do so at an unprecedented rate. Therefore, it is important that the Gerontology Program remains up to date on student and faculty concerns as well as resources available which promote academic success. Through the conclusion of data from completed student and faculty surveys, the student intern’s project offers a mandatory online learning orientation for new students of the Gerontology Program. In total, 38 students and 3 faculty completed the surveys which demonstrated a response rate of about 6% (students) and 4% (faculty). For students, the responses indicate a low use of relevant technologies, low use of campus resources, and issues in time-management. For faculty, the responses suggest the need for students to improve reading skills – syllabi and rubric, the need to improve American Psychological Association (APA) style, and the need to use campus resources. The “New Student Online Orientation” was created to offer solutions to these concerns. This module overviews academic requirements, program advising, pertinent technologies, access to various campus resources, and personal tips to succeed in the program. As a result of this project, graduates of the Gerontology Program will have familiarized themselves with resource management – a skill necessary of all Gerontologists. Moreover, enhanced student learning outcomes are able to be achieved.

**11:50-12:30**

**LUNCH**

**12:30-12:50**

***Mercy Hospice Volunteer Brochure: A Guide for New Patients and Family***

**Vanessa Brady**

**Agency:** Mercy Hospice

**Agency & Faculty Supervisors:** Terry Stewart LCSW & Dr. Teri Tift

Mercy Hospice is a Medicare funded program offered to terminally ill patients of all ages with a diagnosis of six months or less. Most patients on Hospice receive care in their home from a live in family caregiver. Family caregivers can experience burnout and stress, which is why Mercy Hospice offers volunteer support for patients and families on hospice. A volunteer can decrease these burdens and reduce the stress on both a caregiver and a patient. A Volunteer Brochure was created to describe the role of the volunteer at Mercy Hospice. The goal of this project was to offer a visual resource to describe a volunteer’s role and explain what volunteers can and cannot do. The student created a brochure and had 50 copies printed for the agency. The student was able to leave copies of the brochure for Mercy Hospice use and distribution. The effectiveness of this project was evaluated by a written questionnaire. Feedback was obtained from 4 volunteers, and 2 home health aides. The Volunteer Brochure surveys showed that the brochure would be a useful and informative resource for patients and family.

**12:50-1:10**

***Appreciation for Those Who Give***

**Billy Lo**

**Agency:** Mercy Hospice

**Agency & Faculty Supervisors:** Terry Stewart LCSW & Dr. Teri Tift

The purpose of this project was to highlight the role of volunteers at Mercy Hospice. Many times, the volunteers are overlooked because they are viewed as *just volunteers* and their roles are often misunderstood. The volunteers provide care for the patient and their families holistically and their efforts can be overlooked at times because they do not have the title of nurse or social worker. Many of the interdisciplinary team understand that the volunteers provide care to the patients but they often times do not understand what goes on at the homes when the volunteers are out in the field. Many of the volunteer’s work may go unnoticed by the team because the volunteers may not always be there to communicate with the staff weekly. Volunteers play a critical role on the care team especially within hospice. Being a palliative care volunteer is hard work and takes a special person to become one because the individual is caring for a patient who is dying. This project showcased and recognized the work of volunteers on the Mercy Hospice team and showed the team who the volunteers are on a more personal level. This goal by creating a newsletter to show who the volunteers are, how they contributed to the team, some events they were a part of, and personal fun facts about them. Through speaking at the interdisciplinary team meetings with staff and supervisors, sending emails to volunteers and meeting with volunteers at the office, the student was able to determine what types of information to include in the newsletter. Through these combined efforts, the student was successful in creating a meaningful newsletter that highlighted who volunteers are and what they have done to improve the quality-of-life of patients. As a result of this project, staff were more intrigued by their volunteers and volunteers appreciated what the student had done for them.

**1:10-1:30**

***Mercy Outreach and Volunteer Recruitment in Elk Grove***

**Micki Thao**

**Agency:** Mercy Hospice

**Agency & Faculty Supervisors:** Terry Stewart LCSW & Professor Lisa Harris-Chavez

Mercy Hospice, a non-profit agency, has been providing services to patients with a terminal illness and prognosis of six months or less to live since 1979.  Their mission is to help support the care of a patient by addressing the physical, emotional, and spiritual need of the individual to allow them to live and die with strength and dignity.  Mercy Hospice interdisciplinary team works closely with patients and their caregivers to manage symptoms and pain control so the patient’s end of life care is as comfortable as possible.  When a patient is admitted to hospice, they or the caregiver may request a hospice volunteer.  A volunteer’s role may range from providing patient companionship, caregiver respite, to caregiver companionship.  With the growth of the hospice population in Elk Grove, it is pertinent to recruit more volunteers in that geographic to keep up with the demand of a volunteer.  The student intern’s project provided community education on the philosophy of hospice and education on the role of a volunteer.   The student intern received positive feedback from the attendees of the presentations held at Camden Springs and Toastmasters Club.  There was a total of nineteen attendees at both presentations with one person expressing interest in hospice volunteering from Camden Springs and two people expressing interest in hospice volunteering at Toastmasters.  The effectiveness of the project was evaluated through a survey.  The student intern reported the feedback from both presentations to the supervisor, interdisciplinary team, and other hospice volunteers who reported excitement and anticipation of future volunteers from Elk Grove.  One of nurses commented on the thoughtfulness of the project and was pleased to see the upcoming volunteers in Elk Grove.

**1:30-1:50**

***Mercy Hospice Volunteer Recruitment***

**Emilie Williams**

**Agency:** Mercy Hospice

**Agency & Faculty Supervisors:** Terry Stewart LCSW & Professor Lisa Harris-Chavez

Mercy hospice has been providing quality end-of-life care for decades. Mercy strives to provide compassionate, supportive care that addresses the physical, emotional, and spiritual needs of patients with terminal illnesses, allowing them to live and die with strength and dignity. There are five core values Mercy holds dear: excellence, dignity, justice, service, and stewardship. Hospice consists of an interdisciplinary team of professional individuals, including volunteers. The volunteer role is just as important as any other professional role in the hospice setting, if not more important. Volunteers are needed especially in the outskirts of Sacramento in areas such as El Dorado Hills, Elk Grove, Roseville, etc. Recruitment for volunteers in those areas is being implemented. The intern worked with the Renaissance society on campus at Sacramento State to form an alliance and recruit volunteers. The intern presented on Mercy hospice and the background of how it came to be the organization it is today, and provided the opportunity for members of the Renaissance Society to ask questions and gain more information and understanding on becoming a hospice volunteer. Handouts with brief information on Mercy hospice were passed around during the presentation. The intern put together 100 goodie bags (provided by Mercy hospice) containing pamphlets about becoming a hospice volunteer, along with hand sanitizer, a pen and Chapstick. Of the roughly seventy members of the Renaissance society the intern presented to, nine members completed evaluation forms, also provided by Mercy hospice. Eight of the nine members who filled out the evaluation forms provided contact information seeking further information on volunteering. The intern followed up with e-mails to the participants providing direct contact information for the volunteer coordinator at Mercy hospice, along with dates, times and registration instructions for the Sacramento Hospice Consortium.

**1:50-2:10**

***Financial Literacy of Personal Financial Planning***

**Jessica Parker**

**Agency:** Lambert Wealth Advisory

**Agency & Faculty Supervisors:** Jeff Lambert & Dr. Teri Tift

Lambert Wealth Advisory helps individuals and families to use their financial resources to achieve their unique goals and to live more meaningful and fulfilling lives. The owner and intern supervisor is Jeffrey Lambert, who is a Fee-Only, NAPFA-Registered Financial Advisor. The agency provides financial planning services. This project was aimed to develop and teach a seminar for gerontology students who are looking for a better understanding about financial planning and retirement and therefore will be better able to assist older adults. The gerontology student attendees left the seminar with an increased level of financial literacy and a better understanding of how to properly plan for their financial future. The theory of personal financial planning was integrated throughout to support the central idea of the project. This project will be used by the agency. Implementing this project helped the agency to have a product that will clearly identify the needs of the younger population that do not have a financial planner. It helped the agency know how to better serve its current clients and future clients. This project gave exposure to the agency, leading to more potential clients. This project was intended to increase the financial literacy of all seminar participants. The evaluation process included a short survey that was given to all the seminar participants. After the seminar the student intern reviewed all the evaluations and comments. The results showed that 94% of the seminar attendees learned something new and stated that they will use the information in planning their financial future.

**2:10-2:20**

**BREAK**

**2:20-2:40**

***Don’t Hold Your Breath!***

**Zyra Bonita**

**Agency:** Health for All

**Agency & Faculty Supervisors:** Norma Ivy & Dr. Teri Tift

The need for mental health services for the older population is rising because the number of older individuals is rapidly increasing. Health for All Adult Day Healthcare Center provides different services including diet/nutrition, transportation, speech and language therapy, occupational therapy, physical therapy, and recreational activities for the participants (Health for All, 2016). The center recognizes that several participants with mental illnesses, other than Alzheimer’s disease and dementia, need ways to help maintain their mental stability. The agency does not have a concrete intervention, other than a one-to-one-session and cognitive behavior therapy to help these participants to stabilize their mental status. Often times, the participants do not utilize these interventions. *Don’t Hold Your Breath!* could help change that. This program is to help reduce the stress levels of the participants with the goal to lower levels of depression and anxiety over time. This program is designed to teach various breathing exercises for the older adults in the center with mental illness, other than Alzheimer’s disease and/or dementia. Through these breathing exercises, the participants can feel relaxed and find other coping strategies when they are in uncontrolled situations. The program was evaluated with a survey questionnaire using quantitative data. Results revealed that four of eight participants found the exercises helpful and four of those eight will likely use them in the future.

**2:40-3:00**

***Creative Minds: Integration of Art and Music with Dementia Participants***

**Faeyao Saechao**

**Agency:** Health for All

**Agency & Faculty Supervisors:** Norma Ivy & Dr. Teri Tift

There is a growing number of older adults with dementia today; it is expected to increase in the years to come. There is no cure for many for types of dementia, including through the pharmacological route. Non-pharmacological prevention methods are becoming more popular, not that this will cure it but it can slow down the rate of dementia. Creative therapy in a group setting will not only give the individual a sense of autonomy but it provides a place for social interaction and the feeling of belonging. Through research, the student intern has created a program at Health for All, a community-based adult day services program that includes many participants with a diagnosis of dementia. The creative therapy program includes activities that is specifically for dementia participants since they may be overlooked due to the need of assistance with other participants. Specifically, the project will focus on two main art-related therapies such as visual art and music. The use of music while producing art has been shown to be an effective method in promoting reminiscence and the creation of artwork with dementia participants at the agency. Participants with dementia at the agency are often times wandering, frustrated and isolated; by creating this program, the goal was to diminish this issue at the agency. A small group of participants interacted with each other through painting with water colors and clay molding. The program was evaluated through a short questionnaire. In the questionnaire, there were questions about satisfaction and how a person feels when creating art was taken into consideration. The results were positive and many participants agreed that through creating art, they were able to self-express, feel more positive about themselves and have a sense of belonging in the community.

**3:00-3:20**

***Nutrition Support Strategies: A Guide for Caregivers***

**Brenta Rodriguez**

**Agency:** Triple R

**Agency & Faculty Supervisors:** Nina Moran & Professor Deon Batchelder

Triple R Adult Day Program is one of the longest running Adult Day programs in Sacramento. Their goal is to provide a program that will successfully enable older adults with dementia to improve their quality of life through recreational activities. The program also helps caregivers find local services they need and provides respite care throughout the week. This project was designed to be a caregiver friendly nutritional brochure, which includes methods on how to get an individual with dementia to eat and make meal time less stressful for caregivers. A significant health issue that arises from dementia is malnutrition. The project proposal integrated evidence-based research about the importance of nutrition in dementia. The staff at Triple R found the project to be beneficial not only to caregivers, but by further improved the quality of care for the participants in their program. The student was able to expand the project to Triple R Midtown and Greenhaven locations. The effectiveness of the project was evaluated through a five-question survey given to eight caregivers after they analyzed the nutritional brochure. Caregivers reported that the brochure was visually appealing in today’s society and helped prepare them for future complications they may experience during meal times with their loved ones.

**3:20-3:40**

***A Letter to the Legislature on Behalf of the State Ombudsman***

**Nick Abiuso**

**Agency:** CDA

**Agency & Faculty Supervisors:** Joe Rodrigues & Professor Lisa Harris-Chavez

The Office of the State Long-Term Care Ombudsman (OSLTO) is involved in the advocacy and policy for older adults. It provides services for older persons in long term care settings. The ombudsman program is a state funded program that is not for profit and relies heavily on volunteers. Persons who become ombudsman do so because they genuinely want to resolve conflicts older adults are challenged with. These challenges can vary from health care abuse, financial abuse to a person’s civil rights being challenged. An ombudsman cannot enforce the law, and therefore uses their critical thinking skills to solve problems. If problems cannot be resolved it is the responsibility of the ombudsman who will act as a mediator and collaborate with other departments who can help alleviate the problem. It is of great concern that current laws and future legislation will support bills that do not favor the older population. Due to this growing concern, the student intern has created a sophisticated user friendly letter template for his or her successor to use. The creation and implementation was done during weeks of research in the advanced practice of Microsoft Word. The student intern received assistance from CSUS IT department in the creation of the template. The project has been evaluated by implementing it in real world experience. From the end of March to the middle of April the student intern has been writing letters to assembly and senate members on behalf of the State Ombudsman (SO) through the letter template. Constructive criticism and positive feedback have been discussed between the SO and the student intern. In addition to the letter template the student intern has created an interactive, reference guide and booklet for his or her successor. The booklet is titled, “A Student’s Guide to Policy and Advocacy for an Aging Society”. In the booklet it gives detailed direction on how to use the letter template. It also provides multiple modalities on how to perform as a student intern.

***3:40***

***Conclusions***

Dr. Donna Jensen

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