

## Measuring Commission Success — for May 11, 2026 MCCOA general meeting.

Everyone (AAA, MCCOA, and Public) wants to improve the situation for older people in Marin. That's our common ground. We are partners, all on the same side.

With that in mind, when I read the Draft Area Plan, I found myself asking, "How much are we planning and how much are we actually improving the situation out there?" How do we know? How do we measure improvement and our success?

### Here are some examples of what got me thinking — from the AAA Draft Area Plan 2024-2028

**P 3** "data-driven planning goals and services". **P 8** "a data-driven approach to prioritizing service provision decisions".

**P 13** "Data is only meaningful if it is used."

I asked myself, does this mean used in studies and reports or does it mean used to change the situation out there for older adults? If it means changing the situation out there, how is data used to know if we are changing it? How do we use data to measure our effectiveness?

**P 14** AAA's "Area Plan emphasize improving access, coordination, and awareness of programs while advancing equity across service delivery systems."

I asked myself, how do we know we are advancing equity? Or does it mean emphasizing equity rather than knowing if we are actually changing it?

**P 16** The One Door Media Campaign is designed to "drive meaningful engagement and connections to support priority audiences including older adults."

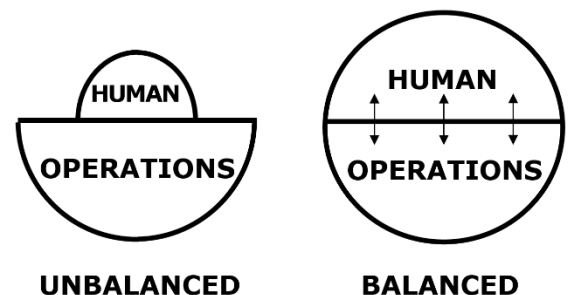
I asked myself, how do we know we are increasing meaningful engagement? Are our actions successful, and if so, how successful?

**P 20** "MCCOA continues to play a key advisory role in shaping the priorities of the Area Agency on Aging."

I asked myself, how do we know we shape the priorities of the AAA? Where is the data? Do I feel like a key advisor? How effective are we? How could we do better?

These questions led to writing the MCCOA April 13 Questionnaire which 14 Commissioners completed. **The questionnaire's results (attached) show that Commissioners are interested in discussing success and how we measure it.** However, the questionnaire also stirred up some strong feelings that opened a closely related door, our relationships and communications.

Good relationships and communication are essential for an effective and satisfying workgroup. Like most groups we rarely discuss the human side of our work. We would be more effective, efficient, and satisfied if we did. This is not a topic for a once-a-year "retreat" (then back to business as usual). It is a necessary ongoing part of any effective work group, and for us, preparing the best recommendations to the Marin County Board of Supervisors.



We can learn to cooperatively discuss how we understand "success," our relationships, and our communications. If we create more balanced discussions, we will be more effective and more satisfied.

Sincerely,  
Barry Phegan

## Completed Assessment Questionnaires — April 13, 2026

14 out of the 15 Commissioners, present in the room, completed and submitted their questionnaires. Here is the tally, Yes-30, Maybe-12, No-0. Commissioner's comments/suggestions are • bulleted.

### Would you like the Commission to discuss any of the following 3 items?

1. Generally, is the Commission doing a good job or not? Do you think we know? Are we getting better at what we do, standing still, or sliding back?

**Discuss? Yes 9 Maybe 5 No 0**

- Perhaps an ad hoc committee or Retreat. It might be difficult with the whole Commission.
- At a retreat.

2. How might we better understand or assess MCCOA success or progress?

**Discuss? Yes 10 Maybe 4 No 0**

- If you present multiple suggestions, it would be good to discuss this.

3. How might we work more effectively with staff? What could the Commission change or do differently to help the AAA staff, and what could the AAA staff change or do differently to help the Commission?

**Discuss? Yes 11 Maybe 3 No 0**

- Communicate <—> should go both ways. AAA <—> COA
- I think we need staff input.

**Related Commissioner's Suggestion** — Do you have any other topic or question you would like the Commission to discuss, related to MCCOA expectations and success, or assessing or measuring our progress or performance?

- Share information on a timely basis.
- How can we as a Commission be more collaborative with other Commissioners; respect and work together.
- What is the role of MCCOA versus the AAA? What are the criteria by which we are able to assess success? Performance measures?
- I think these are everything we'd like to do and will continue to do. Perhaps an ad hoc committee may or may not be the best idea. Let's wait for next year's direction.
- Everyone is here because we want to improve the situation for older people in Marin. That's our common ground. We should see each other as partners. We are all on the same side.
- These are great topics and need to be discussed. We will need you [Barry] to propose an agenda and some suggestions like you did for the listening session. Thanks.
- Kentfield issue, Age Friendly – MADI (Marin Aging and Disability Institute)
- I would like to receive an unbiased debate on the following question: What are the benefits and drawbacks of having the AAA linked exclusively to a County as opposed to having it as a separate non-profit act as the Board of Directors.

**Next Step** — Discuss these results at the May 11, MCCOA General Meeting.