

STANISLAUS COUNTY
Aging and Veterans Services
Area Agency on Aging

Area Plan-July 1, 2020-June 30, 2024

Margie Palomino, Director



The Area Plan for the Stanislaus County Area Agency on Aging outlines the way that the funds from the Older Americans Act will be used to provide services for older adults, caregivers of frail elders, and persons with disabilities.

Area Plan, 2020-2024
Stanislaus County-PSA 30
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2020-2024 4-YEAR AREA PLAN REQUIRED COMPONENTS CHECKLIST

To ensure all required components are included, "X" mark the far-right column boxes.

Enclose a copy of the checklist with your Area Plan; submit this form with the Area Plan

due 5-1-20 only

Section	Four-Year Area Plan Components	4-Year Plan
	Transmittal Letter – <i>must have original, ink signatures or official signature stamps- no photocopies</i>	<input checked="" type="checkbox"/>
1	Mission Statement	<input checked="" type="checkbox"/>
2	Description of the Planning and Service Area (PSA)	<input checked="" type="checkbox"/>
3	Description of the Area Agency on Aging (AAA)	<input checked="" type="checkbox"/>
4	Planning Process / Establishing Priorities	<input checked="" type="checkbox"/>
5	Needs Assessment	<input checked="" type="checkbox"/>
6	Targeting	<input checked="" type="checkbox"/>
7	Public Hearings	<input checked="" type="checkbox"/>
8	Identification of Priorities	<input checked="" type="checkbox"/>
9	Area Plan Narrative Goals and Objectives:	<input checked="" type="checkbox"/>
9	Title IIIB Funded Program Development (PD) Objectives	<input checked="" type="checkbox"/>
9	Title IIIB Funded Coordination (C) Objectives	<input checked="" type="checkbox"/>
9	System-Building and Administrative Goals & Objectives	<input checked="" type="checkbox"/>
10	Service Unit Plan (SUP) Objectives and Long-Term Care Ombudsman Outcomes	<input checked="" type="checkbox"/>
11	Focal Points	<input checked="" type="checkbox"/>
12	Disaster Preparedness	<input checked="" type="checkbox"/>
13	Priority Services	<input checked="" type="checkbox"/>
14	Notice of Intent to Provide Direct Services	<input checked="" type="checkbox"/>
15	Request for Approval to Provide Direct Services	<input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/>
18	Legal Assistance	<input checked="" type="checkbox"/>
19	Multipurpose Senior Center Acquisition or Construction Compliance	<input checked="" type="checkbox"/>
20	Title III E Family Caregiver Support Program	<input checked="" type="checkbox"/>
21	Organization Chart	<input checked="" type="checkbox"/>
22	Assurances	<input checked="" type="checkbox"/>

TRANSMITTAL LETTER
2020-2024 Four Year Area Plan/ Annual Update

Check one: FY 20-24 FY 21-22 FY 22-23 FY 23-24

AAA Name: Stanislaus County Aging and Veterans Services

PSA 30

This Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council, and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in this Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

1. Kristin Olsen

Chairwoman, Stanislaus County Board of Supervisors

Date

2. Lillian Castigliano

President, Stanislaus County Commission on Aging

Date

3. Margie Palomino

Director, Department of Aging and Veterans Services

Date

STANISLAUS COUNTY AREA AGENCY ON AGING, PSA 30

SECTION 1. Mission Statement:

The reasons for the Stanislaus County Area Agency on Aging to exist and the purpose in the community are:

- To provide leadership in addressing issues that relate to older Californians, particularly to persons in Stanislaus County.
- To develop community-based systems of care that provide services which support independence within California's interdependent society, and which protect the quality of life of older persons and persons with functional impairments.
- To promote citizen involvement in the planning and delivery of services to older persons and persons with functional impairments.

SECTION 2. Description of the Planning and Service Area (PSA)30:

Stanislaus County is located in the Central Valley, midway between San Francisco and the Sierra Nevada mountains. It is a mix of rural, suburban and urban areas, bisected by State Route 99 and Interstate 5, an area of 1,495.6 square miles. There are nine incorporated cities, most of which are relatively small. Modesto is the largest city, geographically and with the highest population- approximately 215,200¹ persons. The California Department of Finance has estimated that the County was home to 558,972 persons in 2019. Of those, approximately 109,227, or 19.9% of the population, are projected to be over the age of 60 in 2020². Approximately 24,974 older adults qualify for Medi-Cal and will be coping with the challenges associated with low income. This number does not include older adults whose income is relatively low, but above the threshold to qualify for various assistance programs.

Approximately 39,670 of older adults, 36.3%, consider themselves to be a part of a minority group. Within that group, 9,084 older adults can be considered to have income that is

¹ <https://dof.ca.gov/Forecasting/Demographics/Estimates/e-1/CityCounty2019>

² <https://agid.acl.gov/DataFiles/ACS2016/Table.aspx?tableid=S21043B&stateabbr=CA>

low, based upon the estimate of the number of older adults who qualify for Medi-Cal and the percentage that identify as part of a minority population. For the older adult population, approximately 5%, or 5,375, do not speak English. Approximately 20.3% of the older adult population state that they speak English less than “very well”. The largest minority group designate themselves to be ethnically Hispanic, 24.6%³ of older adults, approximately 26,870 persons. The next largest minority group identify as Asian at 5.6%, then African American, 2.9%, American Indian, 1.2%, and Native Hawaiian/Alaskan Native, 0.7%. In the County, 44.6% of older adults identify as male and 55.4%, female.

As part of California’s Central Valley, a major industry in Stanislaus County is agriculture, and corporations associated with agriculture. Products that come from Stanislaus County include almonds, walnuts, peaches, apricots, dairy products, olives, wine grapes, melons, poultry products and tomatoes. The Gallo Winery is based in Modesto, as is Stanislaus Foods, processor of tomatoes for pasta and pizza sauces. Frito-Lay and Del Monte have plants in Modesto, and Con Agra Foods is in Oakdale. Companies that are known regionally include Sciabica Olive Oil and Sconza Candy Company. Outside of the cities and suburbs is range land for cattle and orchards.

Higher education opportunities are available in Stanislaus County. The Modesto Junior College (MJC) provides Associates Degrees as well as technical degrees. MJC has classes to assist persons attain their GED. The College provides numerous classes to enhance various aspects of modern life for all ages and provides space for the Modesto Institute for Continued Learning (MICL). The programs available through MJC appeal to retirees, keeping many older adults active and enjoying a good quality of life. These include bus trips, seminars with

³ <https://data.census.gov/cedsci/table?>

nationally known scholars as speakers, and personal improvement classes. Turlock is home to the California State University, Stanislaus. Other institutions located in Modesto are: California Beauty College, Adrian's Beauty College, Humphrey's University, Brandman University, San Joaquin Valley College, and the Community Business College.

The Area Agency on Aging (AAA) is half of the Stanislaus County Department of Aging and Veterans Services. The Veterans Services Representatives assist veterans and their dependents, regardless of their age, and regularly refer older veterans to services through the AAA. In addition to the day-to-day operations in the Department, the AAA staff continues to be active in establishing specific services for older adults and persons with disabilities.

A member of the Commission on Aging advisory council is the Program Manager of MOVE, a Transportation Services Agency. The staff of MOVE assists seniors and persons with disabilities to understand the fixed route bus and paratransit systems; coordinates a volunteer driver program known as Bridges; and coordinates rides for homebound veterans, to get to the Veterans Clinic in Modesto and to the San Francisco Bay Area medical facilities in Livermore and Palo Alto.

The Multipurpose Senior Services Program (MSSP) has been part of the AAA for over 10 years. This Medi-Cal waiver program provides direct case management services from social workers and nurses to help low income older adults remain in their homes as long as possible.

For the last 16 years the AAA and the Healthy Aging Association have co-sponsored the annual Healthy Aging and Fall Prevention Summit, held in October. The Summit provides free health screenings to anyone over the age of 55, including balance testing, cholesterol and blood pressure checks, diabetes, hearing and visual tests, bone density and depression screening. Flu and pneumonia shots are a regular feature. In addition, over 70 vendors provide free information

about a variety of health-related services. Featured speakers have given seminars on depression and living with diabetes. For the past several years the Second Harvest Food Bank has distributed fresh fruits and vegetables to participants as a reward for showing proof they visited all the information booths. Over 1,200 seniors and caregivers have participated each year. The next Summit will be October 16, 2020.

The Information & Assistance (I&A) staff continues to be the main resource for senior services in the County, the services that are funded by the OAA and many other services available through other agencies. The AAA staff has contracts with non-profit agencies for many of the Older Americans Act (OAA) services. These include:

- Congregate Meals: Providers for two sites-Turlock and Newman
- Homemaker Program: Contracted to Catholic Charities.
- Long Term Care Ombudsman Program: Contracted to Catholic Charities.
- Elder Abuse Prevention: Contracted to Catholic Charities.
- Disease Prevention and Health Promotion: Contracted to the Healthy Aging Association
- Senior Law Project: Contracted to the Senior Advocacy Network.

The AAA provides a number of OAA services directly. These include:

- Information and Assistance (I&A)
- Outreach
- Case Management
- Congregate and Home Delivered Meals: Vendors provide meals and AAA administers the programs.
- Family Caregiver Support Program
- Health Insurance Counseling and Advocacy Program (HICAP)
- Cash/Material Aid

The AAA staff and Commission on Aging members have been active participants with a group of agencies attempting to work together to provide extended care for and with seniors in the larger community. The Senior Coalition of Stanislaus County includes staff from the AAA, the Healthy Aging Association, the Disability Resource Agency for Independent Living (DRAIL), local hospitals, representatives from in-home health care companies, health insurance

companies, the In Home Supportive Services Public Authority, Adult Protective Services (APS), Catholic Charities, and the County Behavioral Health and Recovery Services department. The Coalition members are seeking ways to better coordinate care to assist all older adults, regardless of their financial status. Information about available services and the means to access those services continues to be the priority for all participants in the Coalition.

The Stanislaus Elder Abuse Prevention Alliance (SEAPA) includes a group of staff and volunteers from Catholic Charities, the AAA, law enforcement, APS, care facilities, the Commission on Aging, clergy, and municipal offices in various communities to work together informing the public about elder abuse and methods of prevention. SEAPA members sponsor and participate in specific elder abuse prevention events, as well as in other health care events.

The Stanislaus Senior Foundation was established to raise funds to meet the needs of seniors that cannot be met from other sources. Over the past several years the AAA has coordinated with APS and other community agencies to assist older adults who were facing eviction, the disconnection of utility services, or who may need assistive devices. The AAA staff evaluates each request and determines the best way to assist the older adult, deciding between this grant and the OAA Cash/Material Aid program, which may be the best option for each request. Funds from the Foundation have also been used to enhance the quality of life for low income seniors by providing holiday gift baskets, purchasing ukuleles for volunteer groups, and I-pods to be used by care facility residents with dementia. AAA staff, members of the Commission on Aging and staff from other agencies volunteer their time to coordinate these efforts and to plan the fund raisers that make their assistance possible.

Following the passage of Proposition 63, the Mental Health Services Act, the Stanislaus County Behavioral Health and Recovery Services (BHRS) Department has contracted with the

AAA to provide services to assist seniors who may be depressed, or could become depressed.

Project Hope programs include one-on-one assistance for older adults in their homes. Services include Brief Counseling, Navigation (assistance understanding various programs), and Friendly Visitor programs. Following basic evaluation by a social worker, the opportunity is presented to receive counseling by a clinician or to be paired with a friendly visitor volunteer. The AAA staff and volunteers involved in each of these services aim to help older adults deal with the challenges that can come when they experience any number of inevitable life changes. The main challenge that remains is helping some older adults understand that they can ask for and receive help to cope with the things that happen to most people.

SECTION 3. Description of the Area Agency on Aging (AAA)

PSA 30

The Stanislaus County Area Agency on Aging (AAA) division of the Aging and Veterans Services Department has been an integral part of the community for almost 40 years. The AAA has a reputation among service organizations as being responsive to the needs of seniors, persons with disabilities, and caregivers. Too often it is believed that since the AAA is a County agency, a potential client is restricted by his or her income level. In April 2017, the Department of Aging and Veterans Services staff moved to a renovated building that includes the staff from Adult Protective Services (APS), In Home Supportive Services (IHSS), MOVE Stanislaus, and the Healthy Aging Association. MOVE and the Healthy Aging Association are agencies whose missions coordinate with that of the AAA, benefitting all the agencies. Referrals from and to APS and IHSS have become easier through face-to-face interaction.

As stated earlier, the AAA staff is active in the Senior Coalition of Stanislaus County. The Coalition members meet monthly to exchange ideas, network about advocacy opportunities, and the means to collaborate to assist older adults in Stanislaus County. A major focus for the AAA staff and members of the Coalition is participating in the governor's task force designing the Master Plan for Aging.

The AAA works closely with the staff of the Veterans Services Office, the other half of the County Department of Aging and Veterans Services, to assure veterans and their dependents understand and receive their benefits. Many of the veterans in the county are also older adults or developed some form of disability necessitating assistance with daily living issues. The AAA staff works to help coordinate services that combine the help available through the Veterans Administration and the AAA.

The AAA staff coordinates a semi-monthly meeting called the Serving Our Seniors (SOS) Network. This meeting is open to anyone that provides services for older adults and

persons with disabilities. The regular group includes staff from non-profit agencies, long term care facilities, service organizations, government agencies, veterans organizations, companies that offer goods and services to older adults, and AAA staff. The meeting is used as a forum to publicize events and outreach opportunities, and network between the various groups.

The Stanislaus Elder Abuse Prevention Alliance (SEAPA) provides seminars, outreach events, and other training opportunities for older adults, persons with disabilities, and caregivers regarding known abuse and how to avoid becoming a victim. The AAA staff continues to assist with the planning of seminars and outreach events, working with the other agencies and interested persons to help all citizens understand the ways that seniors can be abused. In response to the increase in scams that target older adults, APS staff, AAA staff, the Senior Advocacy Network, and the SEAPA coordinator have launched new advertising campaigns highlighting specific scams. Information has been made available to point older adults to the means to receive help when faced with a scam.

October 16, 2020 the AAA and the Healthy Aging Association will co-sponsor the 18th Annual Healthy Aging and Fall Prevention Summit. The Summit is a free event for older adults to get free health screenings, fall risk assessment, immunizations, and receive vital information from over 70 vendors. Over 1,000 older adults and caregivers attend each year.

Following the passage of Proposition 63, the Mental Health Services Act, AAA staff and Commission on Aging members were successful in efforts to contract with the County Behavioral Health and Recovery Services department to conduct programs for preventing and alleviating depression in older adults. Project Hope is a set of programs involving social workers and volunteers to assess and assist older adults in their homes as they work through major life changes. Participants can receive individual counseling from a licensed clinical social worker

who also can help point them towards services. Specially trained volunteers can be paired with older adults for visits a few times per month.

An outgrowth of a project by an intern with the Multipurpose Senior Services Program is a Caregivers Resource Fair held every spring for the last three years, co-sponsored by the AAA. Vendors provide information designed to assist caregivers, a home health agency contributes by providing respite on-site or in the home, and a variety of speakers give tips for handling various aspects of caring for older adults. The Alzheimer's Association is active in the County, providing educational workshops in conjunction with the AAA.

The AAA has been a member of a Local Implementing Agency with the CalFresh Healthy Living (formerly SNAP-Ed) program for over five years. During that time AAA staff has participated in planning programs that will help older adults with low income develop effective shopping and cooking techniques, as well as ways to become more active. The programs have been contracted to the Healthy Aging Association who have incorporated the guidelines of the CalFresh Healthy Living program into their program to distribute fruits and vegetables along with information about healthy eating habits, encourage consistent exercise with walking clubs, and strength training classes.

The planning process for the AAA involved the staff, current consumers, the staff of current provider organizations, the staff from associated agencies, and members of the general public. A Needs Assessment Survey was distributed to current participants; older adults contacted through the staff of the Long-Term Care Ombudsman, Homemaker and senior transportation programs; older adults receiving legal assistance; and the Veterans Services Office. Since the survey was designed and results were collected through a Survey Monkey contract, a direct link to the survey was also distributed through the Stanislaus County website and several private email lists. Commission on Aging members distributed surveys at senior centers in their districts.

Focus groups were held in six local communities throughout the County. The groups met in both urban and rural settings, involving persons who are culturally and geographically disadvantaged. The AAA staff provided translation services for the meeting in Grayson.

The results of the Older Adult Needs Assessment Survey, focus groups, and requests from the Information and Assistance line were used to plan programs beyond the OAA contracted services, and enhance the current services. Using input from the organizations and agencies, various narrative objectives have been designed to support the two goals, "Provide Information and Assistance" and "Promote Health and Well-Being" for older adults, caregivers and persons with disabilities. The AAA staff will work closely with other agencies to find ways to meet the expressed needs.

The AAA staff participated in the "Mobilizing for Action through Planning and Partnership" efforts organized through the Stanislaus County Public Health Department in 2019. Data regarding health needs and situations was compiled with emphasis on various groups, including older adults. A final report about potential changes to health care systems for the County is still in process, with AAA staff continuing to represent the needs of older adults.

As listed above, the AAA staff conducted a Senior Needs Assessment Survey with current participants of OAA programs, and with other populations throughout Stanislaus County. Additionally, Focus Groups were done in a variety of communities throughout the County: two in Modesto, one in Newman (southwest rural community), one in Grayson (west rural community with translation in Spanish), one in Oakdale (east side of the County), and one in Turlock (south part of the County). The AAA staff and members of the Commission on Aging are active with StanCOG (Stanislaus Council of Governments), a council whose mission is to meet transportation needs for all residents of Stanislaus County. The AAA staff participated in the health needs assessment efforts done by the County Health Department.

The anonymous Needs Assessment Survey was completed by 684 persons. Through regular mail, email and hand-delivery by service providers and Commission on Aging members, it was received by approximately 2,350 seniors and caregivers in the County. This number included current participants in the OAA and MSSP programs, and persons seeking transportation assistance through MOVE. A link to the survey with a description of the Area Agency on Aging Area Plan process was available on the public Stanislaus County website and through associated agencies. Caregivers and people who identify as part of the Lesbian, Gay, Bisexual and Transgender (LGBT) community received information and the link to the survey via a private email list. Surveys went to rural and urban areas. Using only the known recipients, the completed surveys represent a return rate of 29%. The Survey included questions about how respondents view their abilities relative to Activities of Daily Living (ADL), Instrumental Activities of Daily Living (IADL), demographic information and their view of how various services meet their needs. A section that asked about additional issues not listed on the survey received responses from 157 people.

For the ADLs and IADLs, following are the noteworthy results indicating some degree of difficulty – minor, serious or unable to do:

- Bathing – 23%
- Dressing – 22%
- Getting into and out of bed and/or chair – 31%
- Getting to the bathroom – 18%
- Walking – 43%
- Meal preparation – 31%
- Shopping – 35%
- Light housework – 33%
- Heavy housework – 66%

Personal and societal issues that might concern older adults were rated on a scale including minor, serious, very serious, and not applicable. Respondents indicated the following issues represent areas that were of concern for them:

- Safe at home – 18%
- Obtaining information about older adult services – 27%
- Receiving older adult services – 18%
- Finding affordable housing – 16%
- Remaining in own home – 13%
- Getting legal assistance – 20%
- Losing memory – 35%
- Poor vision or blindness – 37%
- Feeling lonely – 32%
- Feeling sad frequently – 33%
- Having enough money – 34%
- Transportation – 22%
- Crime and/or fraud – 17%
- Feeling isolated – 22%
- Accidents in the home – 26%
- Elder abuse – 7%
- Relief from caregiving responsibilities – 10%

Demographics:

Respondent age:

- 55-59 – 2.2%
- 60-64 – 7.75%

- Over 65 – 90%

Gender:

- Male – 23%
- Female – 76%

Sexual Orientation:

- Heterosexual – 88%
- LGBTQ – 1.72%
- Declined to state – 6%

Sex at birth:

- Male – 24%
- Female – 75%

Income:

- Single, at or below 125% Federal Poverty Level (FPL)-\$1,301/month-24.7%
- Single above 125% of FPL – 29.7%
- Two persons, at or below 125% of FPL-\$1,761/month – 5.89%
- Two persons above 125% of FPL – 22.42%
- Declined to state – 17.49%

Primary Language:

- English – 91.6%
- Spanish – 8.73%
- Other – 2.86% - Assyrian & Hindi – greatest numbers

Ethnicity:

- White – 72%
- African American – 4%
- Hispanic – 14%
- Asian – 2.4%
- American Indian/Alaska Native – 2.1%
- Native Hawaiian/Pacific Islander – 1%
- Multiple ethnicities – 2.69%
- Declined to state – 1.8%

Access to services appropriate for ethnicity:

- Yes -73%
- No – 9%
- Don't know – 16%

Living Arrangement:

- Alone – 45%
- With children – 11%
- With spouse – 37%
- Other – 2.25%

Housing Type:

- Single Family – 71%
- Condominium – 3%

- Apartment – 17%
- Mobile home – 5%

Living Standard Indicators:

Home:

- May lose home – 6.6%
- No permanent home – 15%

Means of Transportation:

- Personal vehicle – 73%
- Ride with family – 16%
- Ride with friends – 10%
- Senior bus – 2%
- Public transportation – 3%
- Dial-a-Ride – 3%
- Walk – 3%

Use of Public Transportation:

- Use public transportation – 10%
- Don't use public transportation – 77%
- No need to use – 17%
- Not able to use – 3%
- Not comfortable using – 3.4%
- None available – 13%
- Doesn't run often enough – 18%
- Too far from home – 37%

Plan for disasters:

- Yes – 41%
- No – 58%

How often exercise?

- Don't exercise – 10%
- Daily – 25%
- 2-3 times per week – 45%
- Once per week – 2 %
- Occasionally – 12%

Additional comments were made by 157 respondents to the anonymous survey. The AAA Information and Assistance line was provided with each survey, though we are unable to know if the persons who expressed concerns accessed the help of the AAA staff. One person stated that he or she was afraid of a stepson. Another stated that there was the possibility of losing their home. Others stated that they were concerned about having enough money to meet

expenses. And for the 27% who stated that it was a problem to receive information about services for older adults, new ways need to be identified to help the AAA staff convey the mission in the various communities.

The Long-Term Care Ombudsman Program staff and volunteers used the suggested survey for care facilities to discuss the needs of the residents. Of the 28 residents surveyed, half stated that a specific medical need precipitated their stay in the care facility. The other half stated that they were unable to continue to live safely in their homes, the result of a fall or other long-term health needs. Only 2.86% of the residents made the decision to move to a care facility, apart from their family or medical team. Most of the residents had seen a doctor during their stay, with varying rates of frequency. Most residents (71%) knew that a Resident Council is available in their facility, but only 30% attended the meetings. For Family Councils, 54% of residents stated that there is not such a Council, 43% stated they didn't know and 3% said their facility had a Family Council. The residents reported that if a Family Council exists, they are unaware if their families attend. For satisfaction regarding their stay in this facility, 93% rated their quality of life as average or better, with 36% rated as high.

A total of 79 older adults participated in the Focus Groups. Results from the groups showed some recurring themes and other opinions that were specific to the area or participants. All the participants expressed a need for adequate and dependable transportation services, showing concern for either their current situation or the potential of losing their ability to drive a private vehicle. In addition to wanting better transportation to necessary things, many stated that they want to be able to access social events. In one of the rural groups it was stated that reaching medical appointments, such as seeing specialists in the Bay Area, was difficult. This was especially true for persons who are not veterans. Many attendees stated that the current

transportation services are inadequate and difficult to use. Some were unaware of the potential transportation options.

Another common response was the lack of medical specialists. This response was consistent with the assessment done by the County Health Department. According to the Stanislaus Medical Society, the total number of primary care physicians in the County decreased by 21% between 2015 and 2018. This is particularly true in the rural areas and smaller communities. The participants were most concerned about getting to medical appointments without particular challenges. Healthcare needs were coupled with improved transportation needs.

The need for more affordable housing for older adults was a theme in most of the groups. Many had concerns about repeated rent increases and the reality that most older adults receive fixed incomes. This need was also part of a County-wide task force addressing the issue of increased numbers of persons experiencing homelessness, including older adults. Requests to the I&A line in the AAA have also shown the increased need for affordable and appropriate housing for older adults.

Many participants expressed concern for their neighbors that included a need to find ways to engage older adults in activities or organize efforts to alleviate isolation. In the rural communities, participants recognized the need for outreach to members of the Hispanic community and more translation services, particularly in doctors' offices. Other service requests included assistance with yard work, addressing the needs of caregivers, home repair, and attention to the needs in smaller communities. Some participants were concerned about having affordable long-term care facilities. Participants in all the groups agreed that focus group meetings should continue beyond the initial planning times.

SECTION 6. Targeting

PSA 30

As required by the Older Americans Act, the AAA staff strives to make services available to all persons over the age of 60, with special attention to persons who demonstrate the greatest economic need; social or cultural need; to be at risk of institutionalization; to be part of a minority group with economic need; to be limited in their ability to speak English; live in a rural area; to have a severe disability; suffer from Alzheimer’s disease or a related form of dementia.

Approximately 34% of the Survey respondents indicated that they are concerned about having enough money to meet expenses. According to the latest estimates from the Department of Health Care Services, approximately 24% of seniors over 60 in the County qualify for Medi-Cal, a 2% increase from 2016. These numbers indicate concerns by older adults and demonstrated needs of many seniors. For over 50 years the Federal government has set a standard, the Federal Poverty Limit (FPL) as the means to provide financial assistance to persons whose income is below that standard. The FPL only includes the cost of food and the level is the same throughout the continental United States.

By contrast, the Insight Center for Community Economic Development, collaborating with the UCLA Center for Health Policy Research, developed the Elder Self-Sufficiency Index (Elder Index). The Elder Index includes more of the costs needed by individuals and families to maintain their basic standard of living than the Federal Poverty Level (FPL) and recognizes that the cost of living is different in the various areas of California. These costs include housing, transportation, insurance, food, health costs, etc.

	<u>2019 FPL</u>	<u>2011 Elder Index for Stanislaus County</u>
<u>1 person</u>	\$12,492	\$20,736
<u>2 persons</u>	16,908	28,790

The older adults whose incomes are above the FPL, but below the Elder Index level, are known as the “hidden poor” because many do not qualify for assistance under federally funded programs. Though the data used for the Elder Index is not up to date, the number of older adults in

the County has grown and it is likely that the number of persons whose income is above the FPL, but below the Elder Index has either remained constant or has increased.

AAA programs such as Cal Fresh Healthy Living (formerly SNAP-Ed or Food Stamps) seek to assist low income older adults by providing fresh fruits and vegetables, along with education opportunities to encourage healthy food choices, despite their financial and location challenges. The financial threshold for qualification for this program is higher than the FPL and in line with the Elder Index. The program is available in both urban and rural settings. Monthly distribution of fresh fruits and vegetables are available in several areas of Modesto, Oakdale, Riverbank, Grayson, and Patterson. The fruit and vegetables are available due to a partnership between the Second Harvest Food Bank and the Healthy Aging Association, the vendor contracted with the AAA to accomplish the Cal Fresh Healthy Living program.

The annual Farmers Market Coupon program also has set a financial threshold close to the Elder Index level and is available at certified markets throughout the County. Since this program has been part of the early spring events, qualified older adults have gladly taken advantage of the opportunity to stretch their food budgets.

Approximately 36.3% of older adults identify themselves as being part of a minority group. The largest minority group is those people who identify as of Hispanic heritage, 24.6% of adults 60 and older. Asian Americans make up 5.6% of the senior population, African Americans, 2.9%, and for all other minority groups, the total is 6.4%. Approximately 4.9% of seniors do not speak English, with an unknown number for whom English is their second language, likely limiting their ability to fully understand possible services only available in English. For many years it has been a contractual requirement for the AAA providers to print any flyers or brochures in both English and Spanish, and to ensure that the AAA has copies in both languages. When AAA staff members attend outreach events, they carry brochures in English and Spanish and make every effort to have bilingual staff available to answer questions. The meal site in Grayson is part of this rural community, whose usual

attendees identify as Hispanic, with Spanish the main language spoken there. One of the strength training classes done by the Healthy Aging Association is done in Grayson.

Though the Hispanic population remains the largest minority group in Stanislaus County, several other ethnic minority groups are growing. Consumers that identify as Assyrian, members of communities associated with India, immigrants from China, Vietnam, Laos and Cambodia include older adults in their numbers. Many in these groups experience the isolation that comes from a lack of services available in their language and in accordance with their culture. Many also wrestle with the changes in their lives associated with their children and grandchildren assimilating into American culture, leaving behind long-established traditions and the expectations of the older adults. The AAA staff, as County employees, has access to a language service to assist with communication efforts.

The communities of Hughson, Newman, Westley, Grayson, Denair, Keyes, and Waterford are considered to be rural. These communities with ranch areas outside of the towns include approximately 8,100 seniors or 7.9% of the population over 60. Outreach events are often coordinated by city staff or by Stanislaus Elder Abuse Prevention Alliance (SEAPA), the coalition of agencies organized to inform seniors and caregivers about elder abuse prevention. These events are available to the public throughout the County and the AAA staff and volunteers are active participants. These are often the means to connect with older adults in the rural areas. For events in any of the larger cities, the AAA has provided bus service to bring participants in from both the east and west sides of the County.

The Needs Assessment Survey included questions about sexual orientation and inclusion in the Lesbian, Gay, Bisexual, and Transgender (LGBT) community. Through the efforts of a member of the Commission on Aging, the private email list, and the County website, in-pur was sought from the LGBT community. Members of churches that are known to welcome LGBT members were asked to complete surveys. Only 2% of the Survey respondents identified as being part of the LGBT community. The AAA staff has made efforts to reach out to members of the LGBT community with

information and services, assuring all persons that the services are available to older adults and caregivers regardless of income, ethnicity, location, gender, gender identity, or sexual orientation. A support group for older adults in the LGBTQ community is listed on the AAA website and is held in the Veterans Center, adjacent to the Aging and Veterans Services offices.

The AAA staff includes the staff of the Multipurpose Senior Services Program (MSSP), the Medi-Cal waiver program of case management that assists low income frail seniors to remain in their homes as long as possible. The MSSP program includes social workers, a public health nurse, and volunteers who assure their clientele the opportunity to enjoy the best quality of life possible, despite their challenges. Another feature of this program is an agreement with the California State University, Stanislaus Departments of Social Work and Nursing. Interns from the Social Work major and students in the Nursing program gain real world experience and learn from the staff and older adults who are part of the MSSP program.

The AAA employs a social worker for the Case Management program to assist older adults who do not qualify for MSSP, or who need assistance before the MSSP program can be accessed for them. This program is intended to assist seniors on a short-term basis but can be available for as long as the older adult needs the assistance. This program helps address the issue that many older adults do not qualify for programs that assist persons with lower income, but do not have enough income to afford particular kinds of care or assistance.

A growing need in Stanislaus County is for support for persons with a diagnosis of dementia and support for their caregivers. The staff of the AAA has worked closely with the staff of the Alzheimer's Association to sponsor educational and support group opportunities for both caregivers and those suffering from Alzheimer's disease and related forms of dementia. Respite opportunities for caregivers, including assistance through home health agencies, have been the focus of the Family Caregiver Support Program. Information about local support groups and agencies that can assist caregivers are part of the *Caregiver Information, Services and Resources Guide* maintained by AAA

staff. The Guide is distributed at outreach events and to caregivers that access the Family Caregiver Support Program. It may also be accessed through a link on the AAA web site, www.agingservices.info.

The additional funding for the Senior Meals Programs presents the opportunity to expand these vital services to a wider audience. We will be doing additional outreach to all the communities that include congregate meal sites, encouraging older adults to enjoy the experience of meeting new friends while enjoying a meal they didn't have to cook. We also plan to increase the number of older adults unable to go to a meal site to accept the meals delivered to their door. The current programs include persons from various backgrounds, ethnicities, and socioeconomic groups, and serve persons throughout the rural and urban areas of the County.

The Survey indicated that 96% of the respondents identified they lived in specific kinds of housing structures. However, 15% stated that they didn't have a permanent home and 6.6% stated they were in danger of losing their home. The Focus Group participants indicated their concern about the increase in homelessness and the dearth of affordable housing for older adults. The AAA staff and Commission on Aging have formed a committee to investigate possibilities to address the issue in the short and long terms. The AAA I&A staff have maintained a list of housing options specific to the needs of older adults and have worked to assist persons as they attempt to locate appropriate housing options.

According to data gathered as part of the Stanislaus County Community Health Assessment, unintentional injury deaths were the 5th highest cause of death between 2015-2017 in Stanislaus County.⁴ The AAA and the agencies that work with them have been active for many years to prevent debilitating falls and encourage lifestyle changes. The funds available through the "Dignity at Home Fall Prevention" legislation will provide the AAA with the chance to make some permanent changes for older adults. We will continue to advertise the current programs that address the serious nature of

⁴ Centers for Disease Control and Prevention, National Center for Health Statistics, Underlying Cause of Death.

falls and provide educational opportunities for older adults, persons with disabilities, and caregivers. We will contract the assessments and physical changes to another agency, providing oversight and assistance where needed.

Barriers to accessing services include the challenges associated with conveying information to potential consumers; the needs of persons for whom English is difficult to understand; and finding ways to coordinate the efforts of various agencies. The AAA staff includes multiple bilingual staff, beginning with the director and including I&A staff, HICAP manager and volunteers, Prevention and Early Intervention (PEI) staff, and MSSP staff. The AAA staff continues to make information about services available through the publication of the Information and Assistance flyer known as the “pink” in English, or “blue” in Spanish. Many agencies attest to the AAA staff that this brochure has been helpful in making referrals for consumers, but it is often heard that new consumers are unaware of services during critical times in their lives. A need identified at several of the focus groups was the need for a “single point access” service where any consumer can get information about all services for older adults. While the AAA staff has attempted to be that one place by advertising the Information and Assistance phone number, consumers and agency personnel still identify the need for more complete coordination and information to meet the growing needs of older adults, caregivers, and persons with disabilities.

SECTION 7. Public Hearings

PSA 30

At least one public hearing must be held each year of the four-year planning cycle. CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, Older Americans Act Reauthorization Act of 2016, Section 314(c)(1).

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English? Yes or No	Was hearing held at a Long-Term Care Facility? Yes or No
2020-2021	Due date for comments- June 17, 2020	No Location-Multiple systems used-see note below		No	No
2021-2022					
2022-2023					
2023-2024					

The following must be discussed at each Public Hearing conducted during the planning cycle:

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.
2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?
 Yes. Go to question #3
 Not applicable, PD and/or C funds are not used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and/or C
4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services
 Yes. Go to question #5

No, Explain:

5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.
6. List any other issues discussed or raised at the public hearing.

Note any changes to the Area Plan which were a result of input by attendees.

Note: Due to the Coronavirus emergency, the Public Hearing scheduled for April 13 was not held. It was determined that the most effective way to give the public the opportunity to review the Area Plan, comment on it, and provide feedback to the AAA staff was to communicate via email and online availability. The final draft of the Area Plan was sent to the following people and places: Commission on Aging members; provider staff; attendees of coalitions of agencies providing services for older adults; the Modesto Bee; and the Stanislaus County website. Everyone was given a deadline to submit questions and other feedback.

In the last four years, the number of persons age 60 and older has increased 12.5% from an estimate of 97,110 in 2016, to 109,227 for 2020. The elder population is anticipated to be approximately 19.9% ⁵of the total population. With the growth of the population the needs have also grown. The AAA staff will continue to encourage the relationship between agencies in the County, finding ways to meet the growing needs of the older adult population. The goals for the AAA for the next four years will be: *Provide Information and Assistance to Older Adults, Caregivers and Persons with Disabilities*; and *Promote Health and Well-Being for Older Adults, Caregivers and Persons with Disabilities*.

A recurring theme from the focus groups was that the information about services for older adults, through the AAA and in conjunction with the AAA, is not widely known by the general public. Additionally, over 27% of Survey respondents indicated that it was a problem to get information about services for older adults. The AAA staff will take advantage of new outreach opportunities within each community, attempting to help the public know about the services available to all older adults in the County.

During FY 2020, changes were made to an established networking group, chaired by AAA staff. The revitalized group, “Serving Our Seniors-Network” (SOS) meets six times a year (every other month) and involves any organization or agency that includes older adults as part of their work. The meeting provides the opportunity for individual organizations to briefly discuss their programs and announce events or changes. Also featured at each meeting is a presentation by agencies or groups, giving a chance for the group to learn about new programs or opportunities for older adults. The AAA staff provides communication between participating agencies and organizes the presentation roster. It is anticipated that new collaborations between

⁵ http://www.aging.ca.gov/docs/DataAndStatistics/IFF/2020_Population_Demographic_Projections.pdf

agencies will increase the visibility of the AAA in the community and help older adults, caregivers, and persons with disabilities understand the options available to them.

As listed earlier, the AAA and the contracted providers have made information about particular services available in English and Spanish. The AAA has bilingual staff members, English and Spanish, for each of the programs done as direct services. The contracted providers have been encouraged to seek staff who are bilingual.

Congregate meals sites are located throughout the County: in urban and rural areas, Newman in the south western area, Patterson and Grayson in the rural western area, several sites in Modesto, Riverbank and Oakdale in the eastern part of the County, and Turlock south of Modesto. Home-Delivered meals are delivered to seniors in rural and urban settings throughout the County. Homemakers serve older adults throughout the County, as do the home health agencies contracted through the Family Caregiver Support Program. The Health Insurance Counseling and Advocacy Program (HICAP) staff and volunteers meet with Medicare recipients in the Modesto office, and have satellite meetings in Turlock, Oakdale and Patterson. They also will do home visits with recipients that can't go to one of those offices. Health Promotion services are offered throughout the County, mainly through the Tai Chi, and A Matter of Balance classes.

The AAA participates in the Cal Fresh Healthy Living Program, contracted to a local non-profit agency. The agency coordinates several programs that encourage low income older adults to adopt healthy lifestyles. One program offers free fresh fruits and vegetables monthly in five communities, coupled with an educational program. In addition, the agency conducts Young at Heart Strength Training and Bingocize classes at various sites in the County to encourage developing appropriate and effective exercise habits. An additional program

encourages older adults to increase their exercise habits by using walking trails in three communities that were established as part of the Cal Fresh Healthy Living Program.

With the additional funds provided for the expansion of the Senior Meals Programs, the AAA staff have changed the process used to screen potential Home Delivered Meals customers. A priority system set up when funds and staff from the previous contractor were limited has been re-examined to include some older adults who had not been previously eligible. Outreach and promotional activities are being implemented to highlight the benefits of participation at congregate meals sites.

For over 20 years the contracted agency for the Title III D Health Promotion Program has emphasized various ways to prevent falls and reduce the effects of injury for older adults. The funds now available through the Dignity at Home Fall Prevention Program will be used to expand the efforts by the AAA to assist older adults continue to be as healthy as possible. The funds will be used for the required set of interventions:

1. Education about fall prevention and the importance of changing habits and environments.
2. Outreach to older adults and persons with disabilities uniquely qualified for assistance.
3. Assessments to determine appropriate solutions.
4. Referrals to qualified agencies and licensed personnel.
5. Purchase of specific items aimed at preventing falls.

The process to determine the adequate proportion for use of OAA Section Title III B funds includes considerations resulting from the various ways that needs have been determined. Data from calls to the Information and Assistance line, the Senior Needs Assessment Survey and focus groups throughout Stanislaus County have been the main means used to determine how best to allocate the limited funds. In the Access category, funds will be spent for Case Management, Information & Assistance, and Outreach. For In-Home services, the AAA funds are used for the Homemaker Program. For Legal services, the AAA contracts with the Senior

Advocacy Network to provide legal assistance, including a close relationship with the Long-Term Care Ombudsman and Adult Protective Services Programs.

The Senior Foundation of Stanislaus County was created to fill gaps where funds for unexpected issues were not available. This Foundation, through their fund-raising efforts, has been able to meet needs such as preventing utility shut-offs, and rental assistance. The AAA staff and volunteer members of the Foundation continue to work closely with the staff of APS, IHSS, and other adult services to find creative solutions to many of the challenges faced by older adults and the agencies that assist them.

Funds appropriated by Congress to address needs due to the Coronavirus were spent on meals, both Home Delivered Meals and “Grab-and-Go” Meals in place of Congregate Meals. In Newman and Turlock, the congregate meal providers continued to make daily meals, boxed and available for older adults to pick up. Since March the older adults in Newman and Turlock were provided 1,887 meals, an average of 270 meals per week, enjoyed by a high number of 72 older adults. Throughout the remainder of the County nine sites were established, providing boxes of 5 frozen meals. Over the seven-week period, 9,819 older adults were given 49,095 meals at these sites. These distribution sites will continue to be used at least through the summer and possibly through the end of 2020. Additional funds will be used according to the Federal requirements.

Goal # 1

Goal: Provide Information and Assistance to Older Adults, Caregivers, and Persons with Disabilities

Rationale: Results of the Older Adult Needs Assessment Survey and Focus Groups showed that information about services and access to services for older adults is lacking.

	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Objective 1.1: The AAA staff will coordinate with the Stanislaus Elder Abuse Prevention Alliance (SEAPA) to conduct outreach events in various communities to increase awareness of the signs of elder abuse, how to prevent abuse, and give the resources to better serve the victims of abuse.</p> <p><i>Outcome:</i> Older adults, caregivers and the general public will learn about elder abuse prevention.</p> <p><i>Measurement:</i> The number of outreach events and number of attendees.</p>	7/1/20-6/30/24	C	
<p>Objective 1.2: The AAA staff will work with the members of the Senior Coalition of Stanislaus County to sponsor the Healthy Aging and Fall Prevention Summit, October 16, 2020. Free health screenings and information about fall prevention and a variety of health topics will be presented to the public.</p> <p><i>Outcome:</i> Older adults and caregivers will attend the Summit.</p> <p><i>Measurement:</i> The number of attendees and health evaluations completed.</p>	7/1/20-6/30/24	C	
<p>Objective 1.3: The AAA staff and Commission on Aging members will partner with the Stanislaus Senior Foundation to assist older adults whose needs exceed available assistance.</p> <p><i>Outcome:</i> Low income older adults will receive assistance to remain independent as long as possible.</p> <p><i>Measurement:</i> The number of older adults that are referred by AAA staff to the Stanislaus Senior Foundation.</p>	7/1/20-6/30/24	C	

<p>Objective 1.4: The AAA staff will promote programs with various agencies and organizations to encourage participation by diverse populations within the County, including older adults of various ethnic backgrounds and LGBT older adults and caregivers.</p> <p><u>Outcome:</u> Information about available services will be conveyed to the public via participation in outreach opportunities.</p> <p><u>Measurement:</u> The number of events attended by AAA staff and staff from other agencies.</p>	7/1/20-6/30/24	C	
<p>Objective 1.5: The AAA will partner with the “Stop the Scams” coalition to help develop, market and distribute “Stop the Scam” fliers, posters, advertisements and toll free local Scam phone line.</p> <p><u>Outcome:</u> Information about scams and how to prevent becoming a victim will be developed and distributed throughout the County.</p> <p><u>Measurement:</u> The number of publications produced and distributed.</p>	7/1/20-6/3/24	C	
<p>Objective 1.6: The AAA staff will create social media accounts for Aging Services and partner with other agencies and county departments to promote special events & programs.</p> <p><u>Outcome:</u> Events and services will be available to the public via social media.</p> <p><u>Measurement:</u> The number of accounts established and the number of “hits” recorded.</p>	7/1/20-6/30/21	PD	
<p>Objective 1.7: The AAA HICAP staff will coordinate with the cities of Modesto, Oakdale, Patterson, and Turlock to hold HMO Forums during Open Enrollment for Medicare.</p> <p><u>Outcome:</u> Medicare beneficiaries will learn of their choices to augment their Medicare Insurance coverage during Open Enrollment time.</p> <p><u>Measurement:</u> The number of attendees at each forum.</p>	7/1/20-6/3/24	C	

Goal # 2

Goal: Promote Health & Well-Being for Older Adults, Person with Disabilities, and Caregivers			
Rationale: The responses on the Older Adult Survey and the Focus Groups included concerns about basic physical aspects of daily living. Addressing these concerns and seeking ways that can help people be healthier can help older adults stay as independent as possible.			
	Projected Start and End Dates	Title IIB Funded PD or C	Update Status
<p>Objective 2.1: The AAA staff will request a resolution from the Board of Supervisors to declare May to be Older Americans Month, The AAA staff and Commission on Aging will coordinate to honor one outstanding older adult from each supervisor’s district at a Board of Supervisor’s Meeting to highlight the contributions they have made to their communities.</p> <p><u>Outcome:</u> Sponsoring the special event will emphasize the on-going contributions of the older adult population.</p> <p><u>Measurement:</u> Participation by the public to nominate candidates to be honored and the completion of the special session of the Board of Supervisors.</p>	7/1/20-6/30/24	C	
<p>Objective 2.2: The AAA staff will coordinate with local senior service providers, senior housing complexes, and medical or social service staff of primary care offices or long-term care facilities to promote the utilization of the older adult Prevention and Early Intervention (PEI) programs available in Stanislaus County.</p> <p><u>Outcome:</u> AAA staff will offer group presentations and participate in local senior outreach events to promote the PEI programs.</p> <p><u>Measurement:</u> AAA staff will provide a minimum of 12 presentations and attend 6 outreach events annually.</p>	7/1/20-6/30/24	C	

<p>Objective 2.3: The AAA staff will coordinate with members of the Senior Coalition of Stanislaus County to understand and access available services, assisting older adults to age with dignity, choice and independence.</p> <p><u>Outcome:</u> Members of the Coalition will coordinate to provide accurate information and services for older adults and caregivers in Stanislaus County.</p> <p><u>Measurement:</u> The variety of service providers in the Coalition and the number of events/services available to older adults and caregivers.</p>	<p>7/1/20-6/30/24</p>	<p>C</p>	
<p>Objective 2.4: The AAA staff will coordinate with the Commission on Aging Housing Subcommittee to help promote increased affordable housing and new innovative housing options for older adults as a homelessness prevention intervention.</p> <p><u>Outcome:</u> Older adults will have access to affordable housing Information.</p> <p><u>Measurement:</u> Housing list rooms for rent and room and boards be developed and distributed by the AAA.</p> <p>A data base of potential renters that are willing to rent rooms in shared home to a senior will be developed and maintained by the AAA.</p>	<p>7/1/20-6/30/24</p>	<p>C</p>	

**TITLE III/VIIA SERVICE UNIT PLAN
OBJECTIVES**

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service. They are defined in the NAPIS State Program Report (SPR)

For services not defined in NAPIS, refer to the Service Categories and Data Dictionary and the National Ombudsman Reporting System (NORS) Instructions.

1. Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VIIA. Only report services provided; others may be deleted.

Homemaker (In-Home) Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	5,200	2	
2021-2022			
2022-2023			
2023-2024			

Home-Delivered Meal Unit of Service = 1 meal

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	125,000	2	
2021-2022			
2022-2023			
2023-2024			

Case Management (Access) Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	300	2	
2021-2022			
2022-2023			
2023-2024			

Congregate Meals Unit of Service = 1 meal

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	63,000	2	
2021-2022			
2022-2023			
2023-2024			

Legal Assistance Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	1,600	1	
2021-2022			
2022-2023			
2023-2024			

Nutrition Education Unit of Service = 1 session per participant

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	2,500	1	
2021-2022			
2022-2023			
2023-2024			

Information and Assistance (Access) Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	3,000	1, 2	1.3, 1.4, 2.1
2021-2022			
2022-2023			
2023-2024			

Outreach (Access) Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	600	1, 2	1.1, 1.2, 1.3, 1.4, 2.2
2021-2022			
2022-2023			
2023-2024			

Other Supportive Service Category: Cash/Material Aid, Unit of Service: 1 Instance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	15	1	
2021-2022			
2022-2023			
2023-2024			

Title IIID/ Disease Prevention and Health Promotion

Unit of Service = 1 contact

Service Activities: A Matter of Balance Classes

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	96	2	
2021-2022			
2022-2023			
2023-2024			

Unit of Service = 1 contact

Service Activities: Tai Chi. Moving for Better Balance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	100	2	
2021-2022			
2022-2023			
2023-2024			

TITLE IIIB and Title VIIA:
Long-Term Care Ombudsman Program Outcomes
2020-2024 Four-Year Planning Cycle

As mandated by the Older Americans Act Reauthorization Act of 2016, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of ensuring their dignity, quality of life, and quality of care.

Each year during the four-year cycle, analysts from the Office of the State Long-Term Care Ombudsman (OSLTCO) will forward baseline numbers to the AAA from the prior fiscal year National Ombudsman Reporting System (NORS) data as entered into the Statewide Ombudsman Program database by the local LTC Ombudsman Program and reported by the OSTLCO in the State Annual Report to the Administration on Aging (AoA).

The AAA will establish targets each year in consultation with the local LTC Ombudsman Program Coordinator. Use the yearly baseline data as the benchmark for determining yearly targets. Refer to your local LTC Ombudsman Program’s last three years of AoA data for historical trends. Targets should be reasonable and attainable based on current program resources.

Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. Older Americans Act Reauthorization Act of 2016, Section 712(a)(3), (5)]

Measures and Targets:

A. Complaint Resolution Rate (NORS Element CD-08) (Complaint Disposition). The average California complaint resolution rate for FY 2017-2018 was 73%.

<p>1. FY 2018-2019 Baseline Resolution Rate: Number of complaints resolved <u>200</u> + number of partially resolved complaints <u>94</u> divided by the total number of complaints received <u>516</u>= Baseline Resolution Rate <u>57</u> % FY 2020-2021 Target Resolution Rate 65%</p>
<p>2. FY 2019-2020 Baseline Resolution Rate: Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ % FY 2021-2022 Target Resolution Rate _____ %</p>
<p>3. FY 2020 - 2021 Baseline Resolution Rate: Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ % FY 2022-2023 Target Resolution Rate _____ %</p>

<p>4. FY 2021-2022 Baseline Resolution Rate: Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ % FY 2023-2024 Target Resolution Rate _____</p>
<p>Program Goals and Objective Numbers: <u>2</u></p>

B. Work with Resident Councils (NORS Elements S-64 and S-65)

<p>1. FY 2018-2019 Baseline: Number of Resident Council meetings attended <u>39</u> 2. FY 2020-2021 Target: 45</p>
<p>2. FY 2019-2020 Baseline: Number of Resident Council meetings attended _____ FY 2021-2022 Target: _____</p>
<p>3. FY 2020-2021 Baseline: Number of Resident Council meetings attended _____ FY 2022-2023 Target: _____</p>
<p>4. FY 2021-2022 Baseline: Number of Resident Council meetings attended _____ FY 2023-2024 Target: _____</p>
<p>Program Goals and Objective Numbers: <u>1</u></p>

C. Work with Family Councils (NORS Elements S-66 and S-67)

<p>1. FY 2018-2019 Baseline: Number of Family Council meetings attended <u>0</u> 2. FY 2020-2021 Target: <u>2</u></p>
<p>2. FY 2019-2020 Baseline: Number of Family Council meetings attended _____ FY 2021- 2022 Target: _____</p>
<p>3. FY 2020-2021 Baseline: Number of Family Council meetings attended _____ FY 2022-2023 Target: _____</p>
<p>4. FY 2021-2022 Baseline: Number of Family Council meetings attended _____ FY 2023-2024 Target: _____</p>
<p>Program Goals and Objective Numbers: <u>1</u></p>

D. Information and Assistance to Facility Staff (NORS Elements S-53 and S-54)

Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in-person.

<p>1. FY 2018-2019 Baseline: Number of Instances <u>174</u> 2. FY 2020-2021 Target: 200</p>
<p>2. FY 2019-2020 Baseline: Number of Instances _____ FY 2021-2022 Target: _____</p>
<p>3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: _____</p>
<p>4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____</p>

Program Goals and Objective Numbers: 1

E. Information and Assistance to Individuals (NORS Element S-55) Count of instances of Ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by: telephone, letter, email, fax, or in person.

1. FY 2018-2019 Baseline: Number of Instances 425
2. FY 2020-2021 Target: <u>500</u>
2. FY 2019-2020 Baseline: Number of Instances _____ FY 2021-2022 Target: ____
3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: ____
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: ____

Program Goals and Objective Numbers: 1

F. Community Education (NORS Element S-68) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program.

1. FY 2018-2019 Baseline: Number of Sessions 9
2. FY 2020-2021 Target: 10
2. FY 2019-2020 Baseline: Number of Sessions _____ FY 2021-2022 Target: __
3. FY 2020-2021 Baseline: Number of Sessions _____ FY 2022-2023 Target: __
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: __

Program Goals and Objective Numbers: 1

G. Systems Advocacy (NORS Elements S-07, S-07.1)

FY 2020-2021
<p>The Ombudsman Program will work with Long Term Care facilities to help with improving the quality of care for residents through existing resident council meetings. The Ombudsman program will educate both residents and administration of the benefits of having a strong resident council that can help with addressing facility concerns, resolving differences, and developing suggestions that improve facility wide services. The resident council could make community connections that are relevant to long term facilities.</p> <p>Some examples of educational topics to be presented to residents will be the right to self-determination and to be treated with dignity and respect. The Ombudsman Program will provide residents with additional important resident rights information such as, the right to participate in facility surveys and the right to form and hold regular meetings.</p> <p>The Ombudsman Program will determine what facilities have an existing resident council, then work with resident participants on how the Ombudsman program can assist with enhancing their resident council. For those facilities that do not have a resident council, the Ombudsman program will work with the facility administration to identify residents that the Ombudsman can speak to about establishing a resident council.</p> <p>By residents joining with other residents they will be able to support new residents and speak up for those that cannot. In turn, residents will be able to participate in creating an environment that is best for their care and quality of life.</p>
FY 2021-2022
<p>Outcome of FY 2020-2021 Efforts:</p> <p>FY 2021-2022 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)</p>
FY 2022-2023
<p>Outcome of FY 2021-2022 Efforts:</p> <p>FY 2022-2023 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)</p>
FY 2023-2024

Outcome of 2022-2023 Efforts:

FY 2023-2024 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)

Outcome 2. Residents have regular access to an Ombudsman.
[[Older Americans Act Reauthorization Act of 2016), Section 712(a)(3)(D), (5)(B)(ii)]

Measures and Targets:

A. Routine Access: Nursing Facilities (NORS Element S-58) Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter not in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>18</u> divided by the total number of Nursing Facilities <u>20</u> = Baseline <u>90</u> % FY 2020-2021 Target: 95 %
2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities = Baseline _____ % FY 2021-2022 Target: %
3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities = Baseline _____ % FY 2022-2023 Target: %
4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities = Baseline _____ % FY 2023-2024 Target: %
Program Goals and Objective Numbers: <u> 2 </u>

B. Routine access: Residential Care Communities (NORS Element S-61) Percentage of RCFEs within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year not in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this

measure, no RCFE can be counted more than once.

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>73</u> divided by the total number of RCFEs <u>87</u> = Baseline <u>83.9</u> % FY 2020-2021 Target: 95 %
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %
4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %
Program Goals and Objective Numbers: <u>2</u>

C. Number of Full-Time Equivalent (FTE) Staff (NORS Element S-23) This number may only include staff time legitimately charged to the LTC Ombudsman Program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman Program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

1. FY 2018-2019 Baseline: 2.98 FTEs FY 2020-2021 Target: <u>3.5</u> FTEs
2. FY 2019-2020 Baseline: _____ FTEs FY 2021-2022 Target: _____ FTEs
3. FY 2020-2021 Baseline: _____ FTEs FY 2022-2023 Target: _____ FTEs
4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs
Program Goals and Objective Numbers: <u>2</u>

D. Number of Certified LTC Ombudsman Volunteers (NORS Element S-24)

1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>18</u> 2. FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>25</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers _____
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <u>2</u>

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2016, Section 712(c)]

Measures and Targets:

In the box below, in narrative format, describe one or more specific efforts your program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Reporting System (NORS) data reporting.

Some examples could include:

- Hiring additional staff to enter data
- Updating computer equipment to make data entry easier
- Initiating a case review process to ensure case entry is completed in a timely manner

The Ombudsman Program has hired additional staff to assist in monitoring the NORS data for accuracy and consistency. The staff person will also follow up with Ombudsmen as needed, to assist in ensuring that the data is being entered in a timely manner.

TITLE VIIA Elder Abuse Prevention Program

PSA 30

The agency receiving Title VIIA Elder Abuse Prevention funding is: Catholic Charities

Fiscal Year	Total # of Public Education Sessions
2020-2021	4
2021-2022	4
2022-2023	4
2023-2024	4

Fiscal Year	Total # of Training Sessions for Professionals
2020-2021	6
2021-2022	7
2022-2023	8
2023-2024	9

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2020-2021	0
2021-2022	0
2022-2023	0
2023-2024	0

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2020-2021	48
2021-2022	48
2022-2023	48
2023-2024	48

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2020-2021	3000	Elder abuse awareness brochures and flyers, scam alert flyers, reporting elder abuse
2021-2022	3200	Elder abuse awareness brochures and flyers, scam alert flyers, reporting elder abuse
2022-2023	3200	Update brochures and flyers, mandated reporter requirements
2023-2024	3200	Elder abuse awareness brochures and flyers, scam alert flyers, prevention assistance, mandated reporting

Fiscal Year	Total Number of Individuals Served
2020-2021	1300
2021-2022	1320
2022-2023	1350
2023-2024	1350

This Service Unit Plan (SUP) uses the five broad federally mandated service categories. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 2018 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds

Direct and/or Contracted IIIE Services

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2020-2021	# of activities: 35 Total est. audience for above: 10,300	1	
2021-2022	# of activities: Total est. audience for above:		
2022-2023	# of activities: Total est. audience for above:		
2023-2024	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2020-2021	900	1	
2021-2022			
2022-2023			
2023-2024			
Support Services	Total hours		
2020-2021	275	1	
2021-2022			
2022-2023			
2023-2024			

Respite Care	Total hours		
2020-2021	3,000	2	
2021-2022			
2022-2023			
2023-2024			
Supplemental Services	Total occurrences		
2020-2021	75	2	
2021-2022			
2022-2023			
2023-2024			

Health Insurance Counseling and Advocacy Program (HICAP) Service Unit Plan

CCR Article 3, Section 7300(d)

STATE & FEDERAL PERFORMANCE TARGETS: The Administration for Community Living (ACL) establishes targets for the State Health Insurance Assistance Program (SHIP)/HICAP performance measures (PMs). ACL introduced revisions to the SHIP PMs in late 2016 in conjunction with the original funding announcement (ref HHS-2017-ACL-CIP-SAPG-0184) for implementation with the release of the Notice of Award (Grant No. 90SAPG0052-01-01 issued July 2017).

The new five federal PMs generally reflect the former seven PMs (PM 2.1 through PM 2.7), except for PM 2.7, (Total Counseling Hours), which was removed because it is already being captured under the *SHIP Annual Resource Report*. As a part of these changes, ACL eliminated the performance-based funding scoring methodology and replaced it with a Likert scale comparison model for setting National Performance Measure Targets that define the proportional penetration rates needed for improvements.

Using ACL's approach, CDA HICAP provides State and Federal Performance Measures with goal-oriented targets for each AAA's Planning and Service Area (PSA). One change to all PMs is the shift to county-level data. In general, the State and Federal Performance Measures include the following:

- PM 1.1 Clients Counseled ~ Number of finalized Intakes for clients/beneficiaries that received HICAP services
- PM 1.2 Public and Media Events (PAM) ~ Number of completed PAM forms categorized as "interactive" events
- PM 2.1 Client Contacts ~ Percentage of one-on-one interactions with any Medicare beneficiaries
- PM 2.2 PAM Outreach Contacts ~ Percentage of persons reached through events categorized as "interactive"
- PM 2.3 Medicare Beneficiaries Under 65 ~ Percentage of one-on-one interactions with Medicare beneficiaries under the age of 65
- PM 2.4 Hard-to-Reach Contacts ~ Percentage of one-on-one interactions with "hard-to-reach" Medicare beneficiaries designated as:
 - PM 2.4a Low-income (LIS)
 - PM 2.4b Rural
 - PM 2.4c English Second Language (ESL)
- PM 2.5 Enrollment Contacts ~ Percentage of contacts with one or more qualifying enrollment topics discussed

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at: <https://www.aging.ca.gov/Providers and Partners/Area Agencies on Aging/#pp-planning>. (Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal *Annual Resource Report* data are documented and verified complete/ finalized in CDA's Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements. HICAP Service Units do not need to be input in the Area Plan (with the exception of HICAP Paid Legal Services, where applicable).

COMMUNITY FOCAL POINTS LIST

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c),
(Older Americans Act Reauthorization Act of 2016, Section 306(a))

In the form below, provide the current list of designated community focal points and their addresses. This information must match the total number of focal points reported in the National Aging Program Information System (NAPIS) State Program Report (SPR), i.e., California Aging Reporting System, NAPISCare, Section III.D.

Designated Community Focal Point	Address
Modesto Senior Center	211 Bodem St, Modesto, CA 95350
Gladys Lemmons Senior Center	450 East A St, Oakdale, CA 95361
Hammon Senior Center	1033 West Las Palmas Ave, Patterson, CA 95363
Mancini Hall	Tuolumne Blvd, Modesto, CA 95354
The Turlock Corps of The Salvation Army	893 Lander Ave, Turlock, CA 95380

1. Describe how the AAA coordinates its disaster preparedness plans and activities with local emergency response agencies, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response as required in OAA, Title III, Section 310:

The Stanislaus County administration and Board of Supervisors govern the Department of Aging and Veterans Services. During and after a disaster the staff of the department will be part of a countywide effort to respond to emergency needs for all citizens. The staff of the department will be contacted by the staff of the Office of Emergency Services (OES) and directed as to how they may assist the efforts that will be coordinated by the OES.

The mission of the Stanislaus County Area Agency on Aging (AAA) in response to a disaster is to provide accurate information about services available to senior citizens, persons with disabilities, and their caregivers; ensure referral to those services; and to assist in the full recovery from a disaster. An integral part of this plan is to coordinate information and services with the Stanislaus County Community Services Agency Adult Services Division to avoid duplication of services. All information and services will be coordinated with the Stanislaus County Office of Emergency Services.

Assistance following a disaster includes:

- a. Connecting senior citizens with agencies that can help maintain optimal health.
- b. Help to restore the former living conditions, when possible.

The staff of the Department of Aging and Veterans Services has complied with County regulations in drafting a Continuity of Operations Plan (COOP). This plan outlines how staff will handle the various parts of their jobs following an event that could interrupt the normal operations. It includes information about the physical needs of staff, as well as the means to handle the interruption of tasks.

2. Identify each of the local Office of Emergency Services (OES) contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster (add

additional information as needed for each OES within the PSA):

Name	Title	Telephone	email
Richard Murdock	Fire Warden	Office: 209-552-3600 Cell:	Fire Prevention@stanoes.com

3. Identify the Disaster Response Coordinator within the AAA:

Name	Title	Telephone	email
Linda Lowe	Planner	Office: 209-525-4612 Cell: 209-604-5982	lowel@stancounty.com

4. List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered:

Critical Services	How Delivered?
a. Information and Assistance b Meals c MSSP d Post-disaster follow-up	a Resources at the AAA office or remotely, using access through the County message system b Assist the providers of senior meals with delivery of meals to homes and sites c Assist social workers to contact potentially affected older adults d Contact older adults within affected area, using County and AAA database, offer information and potential assistance

5. List any agencies with which the AAA has formal emergency preparation or response agreements.

As a county department the AAA staff acts under the direction of the Office of Emergency Services (OES). As such the Department of Aging and Veterans Services is dependent upon the OES to maintain agreements with the American Red Cross, FEMA, and state agencies. Each of the AAA provider agencies must submit, as part of their contract, their disaster plans.

6. Describe how the AAA will:

- Identify vulnerable populations.

The AAA staff will use the databases that include MSSP and home-delivered meals clients. We will coordinate with the county In Home Supportive Services Department to offer assistance contacting and assisting their clients.

The AAA staff will work with the Latino Community Roundtable, a non-profit group who has agreed to assist in contacting citizens in the Hispanic population, especially Hispanic seniors, in case of emergencies.

- Follow-up with these vulnerable populations after a disaster event.

We will seek to contact these clients via telephone, if applicable, or by visit to their home or shelter. We will offer assistance in completion of forms, referrals for appropriate repairs to homes, or reparation, depending upon the nature of the disaster and the availability of appropriate alternatives, such as housing.

2020-2024 Four-Year Planning Cycle

Funding for Access, In-Home Services, and Legal Assistance

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2020-21 through FY 2023-2024:

Access:

Transportation, Assisted Transportation, Case Management, Information and Assistance, Outreach, Comprehensive Assessment, Health, Mental Health, and Public Information

2020-21 33.04% 21-22 33.04% 22-23 33.04% 23-24 33.04%

In-Home Services:

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential

2020-21 20.47% 21-22 20.47% 22-23 20.47% 23-24 20.47%

Legal Assistance Required Activities:

Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar

2020-21 22.02% 21-22 22.02% 22-23 22.02% 23-24 22.02%

Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA.

Access Services:

Responses from the recent Needs Assessment Survey showed a significant need to inform the public, and older adults in particular, about the varied services available through the AAA and other agencies. Over 27% of respondents believed that getting information about older adult

services was either a minor, serious or very serious problem. In addition to the issue of getting information, 18% of respondents believed it was a problem to receive benefits. Though the Information and Assistance (I&A) brochure is distributed widely at various events and through multiple agencies, most of the focus group attendees were unaware of the details about the services listed in it. It is believed that the services are not sought until a need is identified. The AAA staff needs to find other ways to convey to the public about available services. The Information office at the AAA has received inquiries from older adults who did not qualify for MSSP or other case management programs. Referrals to the Case Management Program have illustrated the need for this service to continue in the coming years.

In-Home Services:

Approximately 33% of the Needs Assessment Survey respondents indicated that they had some degree of difficulty doing light housework. Doing heavy housework was difficult for twice that number of respondents (66%). Homemaker services will continue to be the focus for services in this category. The I&A staff frequently receives requests for assistance with various kinds of housework from older adults, persons with disabilities and caregivers. The staff has been able to refer consumers to community services that assist them find help that goes beyond light housework. The AAA staff will continue to foster community involvement with the needs of older adults.

Legal Assistance:

Of the respondents to the survey, 20% stated they believed that getting legal assistance could be a problem. The contractor for the Senior Law Project has maintained a Memorandum of Understanding with the contractor for the Ombudsman Program, as required. The contractor also has a contract with the Adult Protective Services Department, primarily executing restraining

orders. There is no shortage of opportunities for the Senior Law Project staff to assist older adults, but a significant number of respondents need to know about these services.

SECTION 14 – Notice of Intent to Provide Direct Services

PSA 30

If a AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served.

Check if not providing any of the below-listed direct services.

<u>Check applicable direct services</u>	<u>Check each applicable Fiscal Year</u>			
	20-21	21-22	22-23	23-24
Title IIIB				
<input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Case Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Outreach	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Program Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Coordination	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIID	20-21	21-22	22-23	23-24
<input type="checkbox"/> Disease Prevention and Health Promo.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIIE⁹	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Information Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Access Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Support Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Respite Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	X	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Supplemental Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title VIIA	20-21	21-22	22-23	23-24
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title VII	20-21	21-22	22-23	23-24
<input type="checkbox"/> Prevention of Elder Abuse, Neglect, and Exploitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Describe methods to be used to ensure target populations will be served throughout the PSA.

The staff of the AAA produces and distributes a flyer in English (pink) and Spanish (blue) that lists names and phone numbers of agencies and services that are available throughout Stanislaus County. The AAA direct line, 209-558-8698, and the 1-800-510-2020 numbers are listed prominently on the front of the flyer. These flyers are distributed at all outreach events, through the service providers, at doctor offices, churches, city and county offices. The “pinks” and “blues” are well-known to many people, due to the efforts of staff and volunteers who recognize that using this resource to either contact our office or the numbers listed will result in positive connections in Stanislaus County. These flyers are updated 2-3 times during the year to ensure the most current and accurate information is being conveyed to the general public. The main AAA staff person responsible for Information and Assistance is bilingual, English and Spanish. As noted in several other areas, the AAA staff and volunteers need to find more creative ways to distribute these flyers, as well as information about other services.

As mentioned under Priority Services, the Case Management Program has been beneficial to persons who cannot qualify for the MSSP program due to their level of income. In the years since this program became a direct service, the AAA staff have assisted older adults navigate through what can be a maze of potential services that help them maintain their independence in their homes. The staff have coordinated with other agencies and have been able to maintain contact with their clients until other services have been accessed. This program has been a valuable asset helping older adults access the variety of services available through the AAA.

The AAA staff attends many senior-specific outreach events each year. These include those sponsored by the Stanislaus Elder Abuse Prevention Alliance (SEAPA); health information events sponsored by various agencies; the annual Healthy Aging and Fall Prevention Summit;

and community events, particularly in under-served small communities. Presentations to groups such as classes at the Modesto Junior College, and service clubs in each community serve to give information to groups that interact with members of the target populations in ways that the AAA staff would not usually meet. Maintaining the Outreach Program as a direct service allows the AAA staff to give complete and accurate information to the general public and to specific target populations. In recent years our staff has grown to include a Director of Volunteer Services. This staff member is also the main person to represent the AAA at outreach events. As the staff seeks to increase volunteer involvement, general information will be distributed, increasing the presence of the AAA in the multiple communities in the County.

The AAA staff will use Program Development and Coordination funding to partner with agencies beyond the current service providers as well as to assist our providers to enhance and improve their programs. For the coming years these will include reaching out to seniors that are having difficulties with meeting expenses; those that may become isolated due to various circumstances; those who are culturally or geographically challenged; those who are victims of abuse; or those seniors that need some assistance or equipment to maintain their independence. The staff has sought ways to work with other non-profit and government agencies that will allow the staff and volunteers the opportunity to continue various services.

The Family Caregiver Support Program (FCSP) has been a direct service of the AAA since FY 2003-2004. Referrals for this service have come naturally from the I&A Program and through agencies such as the Community Hospice and Adult Protective Services. The AAA staff members that are bi-lingual, English/Spanish, have been able to effectively assess and address the needs of caregivers whose principle language is Spanish. The AAA staff regularly meets with caregivers in the various cities, towns and rural areas throughout the County to assess their needs and determine how the AAA can assist them. Public Information and Community Education

opportunities are available in rural and urban communities. Included in these opportunities are presentations to college students, attendance at health fairs, and participation in educational workshops specifically aimed at caregivers. The AAA staff has co-sponsored a number of events organized by the Northern California and Northern Nevada Chapter of the Alzheimer's Association, providing information and support for caregivers of Alzheimer's disease patients. The AAA staff chaired the committee from the Senior Coalition to produce a booklet, *Caregiver Information, Services and Resources in Stanislaus County*, and maintains an up to date version on the www.agingservices.info website. Hard copies are printed twice per year to distribute at outreach events, and for each caregiver that is assessed for participation in the Family Caregiver Support Program (FCSP). As workshop opportunities and potentially helpful information is available via the internet, the AAA staff notifies caregivers via a private email list-serve. Notification is sent to any caregiver who requests participation, being assured that their address and other private information is never shared. Two-three notifications per month, on average, are sent to over 100 caregivers. From the beginning of the FCSP the staff at the AAA determined that the best use of these specific funds has been to provide a limited amount of respite opportunities through vendor contracts with local home health agencies. The AAA staff starts the intake process through the I&A line, and subsequently visits caregivers and care receivers in their homes prior to authorization of in-home assistance, determining specific needs. Part of the assessment includes judging the feasibility of purchasing assistive devices. The ability to authorize funds for in-home respite assistance as well as some assistive devices not covered by insurance policies has made this program essential to helping caregivers maintain their loved ones at home for a greater amount of time. The assessments and in-home assistance have been available throughout the County, in rural and urban settings, and with caregivers who require services in languages other than English. The AAA staff has collaborated with other County

agencies such as Adult Protective Services and the In-Home Supportive Services programs to assist caregivers with particular needs. Referrals for the FCSP services are received from multiple sources and the program has successfully assisted caregivers who would not typically seek help from a County department. This is due to the belief that County services are only available for persons with low incomes. As a direct service of the AAA, this program has been the introduction to other services for many people.

SECTION 15 – Request for Approval to Provide Direct Services

PSA 30

Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

Check box if not requesting approval to provide any direct services.

Identify Service Category: Cash/Material Aid

Check applicable funding source:

IIIB

IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

FY 20-21 **FY 21-22** **FY 22-23** **FY 23-24**

Provide: documentation below that substantiates this request for direct delivery of the above stated service.

Due to a number of factors, many older adults are having difficulty meeting basic needs.

The Information and Assistance Program receives requests for assistance with utility bills, emergency rent help, or other immediate needs. Contact with the AAA staff is a natural and

readily accessible resource for many kinds of assistance. In many cases it has become preferable for agency staff and consumers to contact the AAA than to contact other agencies that appear to serve limited populations. Referrals for immediate assistance come from home health agencies, healthcare organizations, government agencies, and discharge planners from hospitals and rehabilitation facilities. Coordination among these sometimes disparate agencies is key to meeting the needs of the consumers and the AAA staff is qualified to handle that coordination as a neutral agency. The AAA staff will continue to partner with other agencies to meet these needs, especially when an older adult is in danger of potential abuse, has a utility shut-off notice, or other immediate emergency. Partner agencies/departments include Adult Protective Services, Catholic Charities, and the Senior Advocacy Network/Senior Law Project.

The AAA staff that assesses and approves the use of these funds manages and oversees other programs. In addition, the procedures used to handle the consumer's needs include the involvement of other AAA staff members. The cost for each of these staff can be spread over several programs, retaining most of the funds to assist consumers. Procedures include assessing the need, determining possible alternative funding sources, and determining the client's ability to avoid future emergencies. Cash/Material Aid will be used for immediate needs that cannot be met by other sources, or in conjunction with funding from other sources. It will be used to help a client to maintain the safest possible living situation, within their own abilities.

SECTION 15 – Request for Approval to Provide Direct Services PSA 30

Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

Check box if not requesting approval to provide any direct services.

Identify Service Category: Congregate Meals

Check applicable funding source:

IIIB

X IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

X FY 20-21 X FY 21-22 X FY 22-23 X FY 23-24

Provide: documentation below that substantiates this request for direct delivery of the above stated service.

In February 2018 the agency that had been the provider for both Senior Meals programs notified the AAA that they would not seek to have their contracts renewed, effective June 30, 2018. To avoid a disruption of services, the AAA staff negotiated

solutions that included temporary approval for the AAA to do the Congregate Meals program as a direct service, with the provision that a Request for Proposal (RFP) would be done during the 2018-2019 fiscal year.

Following the completed RFP done in January 2019, one local non-profit agency and one school system were approved as Congregate Meals providers for two communities, Turlock and Newman. Despite the concerted efforts of the AAA staff, no other proposals were received to be providers for the Congregate Meals sites for the balance of the County. One of the vendors that had supplied meals during FY 2018-2019 responded to the RFP to continue as a vendor, supplying the meals for the balance of the sites. The AAA has maintained the administration for the majority of the Congregate sites. The AAA staff expanded to include the positions of site managers, drivers, and a designated staff member that coordinates the data entry, management of supplies, and volunteer assistance. A Registered Dietitian (RD), a contract employee of the County, has continued to fulfill the requirement for RD oversight for all the sites. A staff member of the AAA is also a RD and Manager for the Senior Meals Programs.

SECTION 15 – Request for Approval to Provide Direct Services

PSA 30

Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

Check box if not requesting approval to provide any direct services.

Identify Service Category: Home-Delivered Meals

Check applicable funding source:

IIIB

IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

FY 20-21 **FY 21-22** **FY 22-23** **FY 23-24**

Provide: documentation below that substantiates this request for direct delivery of the above stated service.

A Request for Proposal was done in January 2019, with the result that only one agency responded to provide the Home-Delivered Meals. The AAA staff is applying to continue to provide this program as a direct service, with the successful proposer to continue as a vendor

since the proposer is a for-profit entity. The company has successfully provided the meals and has done the delivery since July 2019. The AAA staff has administered the program by assessing eligibility, maintaining the database of participants, ensuring that all the requirements of the program are met, including adherence to the nutrition requirements, and attention to appropriate policies and procedures.

The AAA staff is equipped to handle calls for service through the Information and Assistance Program. The AAA staff will continue to coordinate the various parts of the Home-Delivered Meals program throughout Stanislaus County, maintaining a basic level of service, and striving to meet more of the real needs of older adults.

SECTION 15 – Request for Approval to Provide Direct Services

PSA 30

Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

Check box if not requesting approval to provide any direct services.

Identify Service Category: HICAP

Check applicable funding source:

IIIB

IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

X FY 20-21 X FY 21-22 X FY 22-23 X FY 23-24

Provide: documentation below that substantiates this request for direct delivery of the above stated service.

The HICAP program has been part of the AAA direct services since FY 2006-07 and the HICAP staff have been able to access county resources such as the fiscal and administrative staff already located in the AAA office. The staff includes 2.9 FTE positions and 8 certified volunteer

counselors. This arrangement combines AAA and HICAP resources to reach out to potential consumers and volunteers. The staff and volunteers include persons who are bilingual, English and Spanish.

The AAA staff members trained to answer basic questions include the Information & Assistance (I&A) staff. The I&A staff have been able to assist the HICAP staff and volunteers arrange for appointments, and get preliminary information from clients, streamlining the appointment times. In addition, HICAP staff and volunteers assist the other AAA staff at outreach events, distributing information for all AAA programs.

The HICAP staff has established counseling appointments one day each month in cities away from the Modesto office. Either a staff member or a volunteer meets consumers in Turlock, Oakdale and Patterson. This gives the counselors the opportunity to reach people who might not drive to Modesto thus addressing the needs of older adults that may be geographically isolated. For consumers for whom the primary language is Spanish, a bilingual staff member conducts the appointment. These special counseling days have been arranged with the assistance of AAA staff and the staffs of the senior centers in those cities.

Collaboration between the divisions within the Department of Aging and Veterans Services continues to benefit from the presence of the HICAP staff and volunteers as one part of our department. In-person referrals and questions are easily handled, more effectively benefitting the consumer than would be available should the HICAP be contracted to a different agency.

ADVISORY COUNCIL MEMBERSHIP

2020-2024 Four-Year Planning Cycle

Total Council Membership (include vacancies) 21Number of Council Members over age 60 16

Race/Ethnic Composition	% of PSA's 60+Population	% on Advisory Council
White	<u>83.3%</u>	<u>73.7%</u>
Hispanic	<u>24.6%</u>	<u>15.8%</u>
Black	<u>2.9%</u>	<u>10.5%</u>
Asian/Pacific Islander	<u>6.3%</u>	<u>0</u>
Native American/Alaskan Native	<u>1.2%</u>	<u>0</u>
Other	<u>4.5%</u>	<u>0</u>

Name and Title of Officers:**Office Term****Expires:**

Lillian Castigliano, President	6/30/2022
Martha Martin, 1 st Vice President	6/30/2021
Joyce Gandelman, 2 nd Vice President	6/30/2022

Name and Title of other members:**Office Term****Expires:**

Mickey Peabody	6/30/2022
Lupe Aguilera	6/30/2023
Eileene King	6/30/2023
Jenny Kenoyer	6/30/2021
Maggie Mejia	6/30/2021
Billie Taylor	6/30/2021
Ken Hanigan	6/30/2021
Sharon Adams	6/30/2022
Sebastian Jones	6/30/2022
Steven Fimbrez	6/30/2023
Dianna Olsen	6/30/2021

EJ Houston	6/30/2021
Jeri Johnson	6/30/2022
Stacie Morales	6/30/2022
Myrna Wachs	6/30/2022
Theresa Jenna	6/30/2023

Indicate which member(s) represent each of the "Other Representation" categories listed below.

Yes No

- X Low Income Representative
- X Disabled Representative
- X Supportive Services Representative
- X Provider Representative
- X Health Care Provider Representative
- X Family Caregiver Representative
- X Local Elected Officials
- X Individuals with Leadership Experience in Private and Voluntary Sectors

Explain any "No" answer(s): _____

Explain any expiring terms – have they been replaced, renewed, or other?

Briefly describe the local governing board's process to appoint Advisory Council members:

Each supervisor appoints two members from his or her district. The supervisor may identify a potential candidate or a candidate may be recommended as a person interested in serving on the Commission on Aging. That person is interviewed by the supervisor or the representative of the supervisor and is subsequently chosen to represent the older adults, persons with disabilities, and caregivers of that district. The AAA staff and Commission on Aging leadership are notified of the appointment and the person is admitted as a voting member of the Commission.

2020-2024 Four-Year Area Planning Cycle

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2016 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)] CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg

1. Specific to Legal Services, what is your AAA’s Mission Statement or Purpose Statement? Statement must include Title IIIB requirements: Discuss:

The AAA and the Senior Advocacy Network, contractor for the Senior Law Project, is committed to providing legal assistance to persons designated by the Older Americans Act. This includes:

- To provide leadership in addressing issues that relate to older Californians, particularly to persons in Stanislaus County.
- To develop community-based systems of care that provide services which support independence within California’s interdependent society, and which protect the quality of life of older persons and persons with functional impairments.
- To promote citizen involvement in the planning and delivery of services to older persons and persons with functional impairments.
- To ensure justice, dignity, health, security, maximum autonomy and independence to older Californians, particularly those in greatest need, by protecting and enforcing the legal rights of individuals and by promoting social change through broad elder rights advocacy.

2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? Discuss:

The Senior Law Project is allocated 22.02% of Title IIIB funding.

3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years). Yes/No, Discuss:

Yes, the needs have changed. The biggest change in our local needs is affordable housing for seniors. We continue to see seniors falling behind in their rent because their monthly income cannot cover their essential needs. This has resulted in many seniors taking out pay day loans to cover their rent to avoid eviction, and the never-ending cycle of paying back outrageous interest for small loans.

4. Specific to Legal Services, does the AAA’s contract/agreement with the Legal

Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **Yes/No, Discuss:**

The agreement that the AAA has with the Senior Advocacy Network references the Guidelines and has incorporated the specific instructions into that agreement. The Senior Advocacy Network continues to serve consumers with the greatest needs, according to state and federal requirements. The staff is trained and available to offer services to older persons and those with disabilities throughout Stanislaus County.

5. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so what are the top four (4) priority legal issues in your PSA? Yes/No, Discuss:

- a. Affordable Housing/Homelessness – fewer seniors can afford to rent apartments and the waiting list for senior apartments can be up to 2 years. There is no new construction for senior housing which will continue to contribute senior homelessness.
- b. Elder Abuse – Financial abuse to seniors is increasing as family members and other organizations prey on seniors who have saved for their retirement. Family members see their parents/grandparents' retirement savings as their inheritance and take from the seniors while they are still alive, sometimes leaving the senior homeless and penniless. District Attorneys usually will not prosecute these cases, referring them to civil attorneys and legal aids.
- c. Consumer Issues/Unable to pay debts – many seniors do not have enough money for rent, utilities and medication so they often get behind in their rent, borrow from pay-day loans or reduce their medications or stop altogether if they can't afford it. Many have credit cards that go into default and then they are sued and have a judgment on their record that can cloud the title of their home, if they own one.
- d. Prosecution of Elder Abuse by District Attorney – The DA's Office refuses to prosecute the worst elder financial abuse cases. They cite the senior's dementia and mental capacity as making it impossible to litigate. That means that more and more persons are getting away with elder abuse crimes because they know nothing will happen.

6. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA AND what mechanism is used for reaching the target population? Yes/No, Discuss:

The target population is the same as referenced in other parts of this document: older adults over the age of 60 who are financially, geographically, culturally, and socially disadvantaged. The Senior Advocacy Network staff or volunteers participate in specific outreach events in various communities throughout the County. Brochures for this agency are available in the AAA office lobby, which also serves consumers who are veterans and persons applying to access paratransit services. Their contact information is available in the AAA Information and Assistance brochure, also widely available at outreach events and in various offices throughout the County where older adults live and take advantage of services.

7. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Discuss:

The targeted senior population is residents of Stanislaus County who need legal services. We reach the target group through stories in the newspaper, speaking engagements, having information tables at senior events, handing out brochures and SCAM door hangers and referrals from Judges, Courts, the County Recorder, law enforcement and word of mouth.

8. How many legal assistance service providers are in your PSA? Complete table below.

Fiscal Year	# of Legal Assistance Services Providers
2020-2021	1
2021-2022	<i>Leave Blank until 2021</i>
2022-2023	<i>Leave Blank until 2022</i>
2023-2024	<i>Leave Blank until 2023</i>

9. Does your PSA have a hotline for legal services? Yes/No, Discuss:

Yes, the Senior Advocacy Network has a 24 hour hot-line but it is mainly utilized when we are closed and a person calls thinking they have an emergency when many times it is not. When the call is not an emergency, the caller is assisted during regular business hours.

10. What methods of outreach are Legal Services providers using? Discuss:

We provide outreach through speaking engagements, having information tables at senior events, attending legal seminars where we promote our organization, speaking to other attorneys and the public about our mission and how we help seniors.

11. What geographic regions are covered by each provider? Complete table below:

Fiscal Year	Name of Provider	Geographic Region covered
2020-2021	a. Senior Advocacy Network b. c.	a. Stanislaus County b. c.
2021-2022	<i>Leave Blank until 2021</i>	<i>Leave Blank until 2021</i>
2022-2023	<i>Leave Blank until 2022</i>	<i>Leave Blank until 2022</i>
2023-2024	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

12. Discuss how older adults access Legal Services in your PSA: Discuss:

Older adults initially access our legal services by phone and then come into our office after an appointment has been scheduled. They can use public transportation, their own vehicles or Dial-a-ride or get rides from friends. We make house calls for older adults that are unable to come to the office due to health issues.

13. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area): Discuss:

- a. Elder abuse, including financial elder abuse. As described above in question 5, financial abuse of elders is growing and goes unprosecuted for the most part.
- b. Housing – eviction defense
- c. Consumer issues including sending letters if client is judgment proof or filing responses to complaints if the senior is sued and is NOT judgment proof;
- d. Public benefits – assistance in over payments of Social Security/SSI; guidance regarding veteran's benefits;
- e. Free Wills – provided by our pro-bono attorney panel.

14. In the past four years, has there been a change in the types of legal issues handled by the Title IIIB legal provider(s) in your PSA? Yes/No, Discuss:

Yes. We received a grant from the California State Bar to provide eviction and homelessness defense and education to keep seniors in their homes or to keep an eviction off their record. Other than this housing grant, we are providing the same legal services we have done in the past.

15. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. Discuss:

- a. **Mobility and transportation** are the biggest barriers. Many clients who don't drive and rely on public transportation cancel appointments or have difficulty getting to our office. Dial-a-Ride drops them off but doesn't wait so the client ends up sitting in our office up to 2 hours after their appointment is finished before they are picked up to go home. The door-through-door services, promised in Measure L, are not available yet.
- b. **Language** – clients who speak other languages have difficulty when calling our office to schedule appointments and are asked to have an English speaker call to make the appointment. However, once in our office, we are able to utilize our language line for ANY language.
- c. **Lack of knowledge** of senior services in the PSA. Many clients who do not attend senior fairs or just recently have become seniors are not aware of all the senior services available in our PSA, despite the outreach we do.

16. What other organizations or groups does your legal service provider coordinate services with? Discuss:

- a. Catholic Charities Ombudsman Program
- b. Adult Protective Services
- c. Veterans' Service Center
- d. HICAP
- e. Project Sentinel
- f. District Attorney's office
- g. Family Partnership Center
- h. CANHR
- i. State Bar of California

SECTION 19 – Multipurpose Senior Center Acquisition or Construction Compliance Review

CCR Title 22, Article 3,
 Section 7302(a)(15)
20-year tracking
requirement

- No. Title IIIB funds not used for Acquisition or Construction.
- Yes. Title IIIB funds used for Acquisition or Construction.

Title III Grantee and/or Senior Center (complete the chart below):

Title III Grantee and/or Senior Center	Type Acq/Const	IIIB Funds Awarded	% Total Cost	Recapture Period		Compliance Verification State Use Only
				Begin	End	
Name: Address:						
Name: Address:						
Name: Address:						
Name: Address:						

SECTION 20. Family Caregiver Support Program

2020-2024 Four-Year Planning Cycle

Based on the AAA’s review of current support needs and services for **family caregivers and grandparents** (or other older relative of a child in the PSA), indicate what services the AAA **intends** to provide using Title III E and/or matching FCSP funds for both family caregivers and grandparents/older relative caregivers.

Check YES or NO for each of the services* identified below and indicate if the service will be provided directly or contracted. **If the AAA will not provide a service, a justification for each service is required in the space below.**

Family Caregiver Services Category	2020-2021	2021-2022	2022-2023	2023-2024
Family Caregiver Information Services	X Yes No X Direct Contract			
Family Caregiver Access Assistance	X Yes No X Direct Contract			
Family Caregiver Support Services	X Yes No X Direct Contract			
Family Caregiver Respite Care	X Yes No X Direct Contract			
Family Caregiver Supplemental Services	X Yes No X Direct Contract			

Grandparent Services Category	2020-21	2021-2022	2022-2023	2023-2024
Grandparent Information Services	Yes X No Direct Contract			
Grandparent Access Assistance	Yes X No Direct Contract			
Grandparent Support Services	Yes X No Direct Contract			
Grandparent Respite Care	Yes X No Direct Contract			
Grandparent Supplemental Services	Yes X No Direct Contract			

Justification: For each service category checked “no”, explain how it is being addressed within the PSA. The justification must include the following:

- Provider name and address of agency
- Description of the service
- Where the service is provided (entire PSA, certain counties, etc.)
- Information that influenced the decision not to provide the service (research, needs assessment, survey of senior population in PSA, etc.)
- How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds

The AAA has elected to not access Family Caregiver Support Program funds for services to grandparents because a comprehensive program serving the needs of grandparents and their grandchildren exists within the Stanislaus County Behavioral Health and Recovery Services Department. The Family Partnership Center is located at 421 E. Morris Avenue, Modesto, CA, 95350, phone-209-558-8550. They are open 8 a.m.-5 p.m., Monday through Friday, with special events planned for some evenings and weekends.

Grandparent Information Services:

The Family Partnership Center is listed and described on the Stanislaus County website, www.stancounty.com, through the Behavioral Health and Recovery Services (BHRS) link. In addition to that means of Public Information, the staff participates in Community Education events by distributing flyers at fairs throughout the County. A link from the AAA website,

www.agingservices.info, to the BHRS web site is available as a means to provide more information about services for grandparents.

Grandparent Access Services:

Through the published phone number, 209-558-8550, callers are given information about the various services available for seniors caring for minor children. Bilingual staff members assist mono-lingual Hispanic clients. Once per month a lawyer from the Senior Advocacy Network, the Senior Law Project contractor, donates time to complete necessary paperwork for guardianship applications, as well as other potential legal issues.

Grandparent Support Services:

The Kinship Program within the Family Partnership Center provides culturally comprehensive support services to senior caregivers who are raising their grandchildren. Their main purpose is to provide access to seamless services for caregivers, and stability in family life for their grandchildren. These services are available to any Stanislaus County resident. Support groups are held in Oakdale, Turlock and Modesto. In addition, the “Caregiver Information, Services and Resources Booklet”, available at the www.agingservices.info web site, includes the name and contact information for support groups facilitated by the Family Partnership Center.

Grandparent Respite Services:

Respite services for grandparents include monthly Movie Nights and daily after school programs, giving a safe place for the children to go for fun and study time, while giving their grandparents a break or allowing them to work. The fun and after-school programs are available in Oakdale, Turlock and Modesto. The after-school programs include craft classes and exercise opportunities.

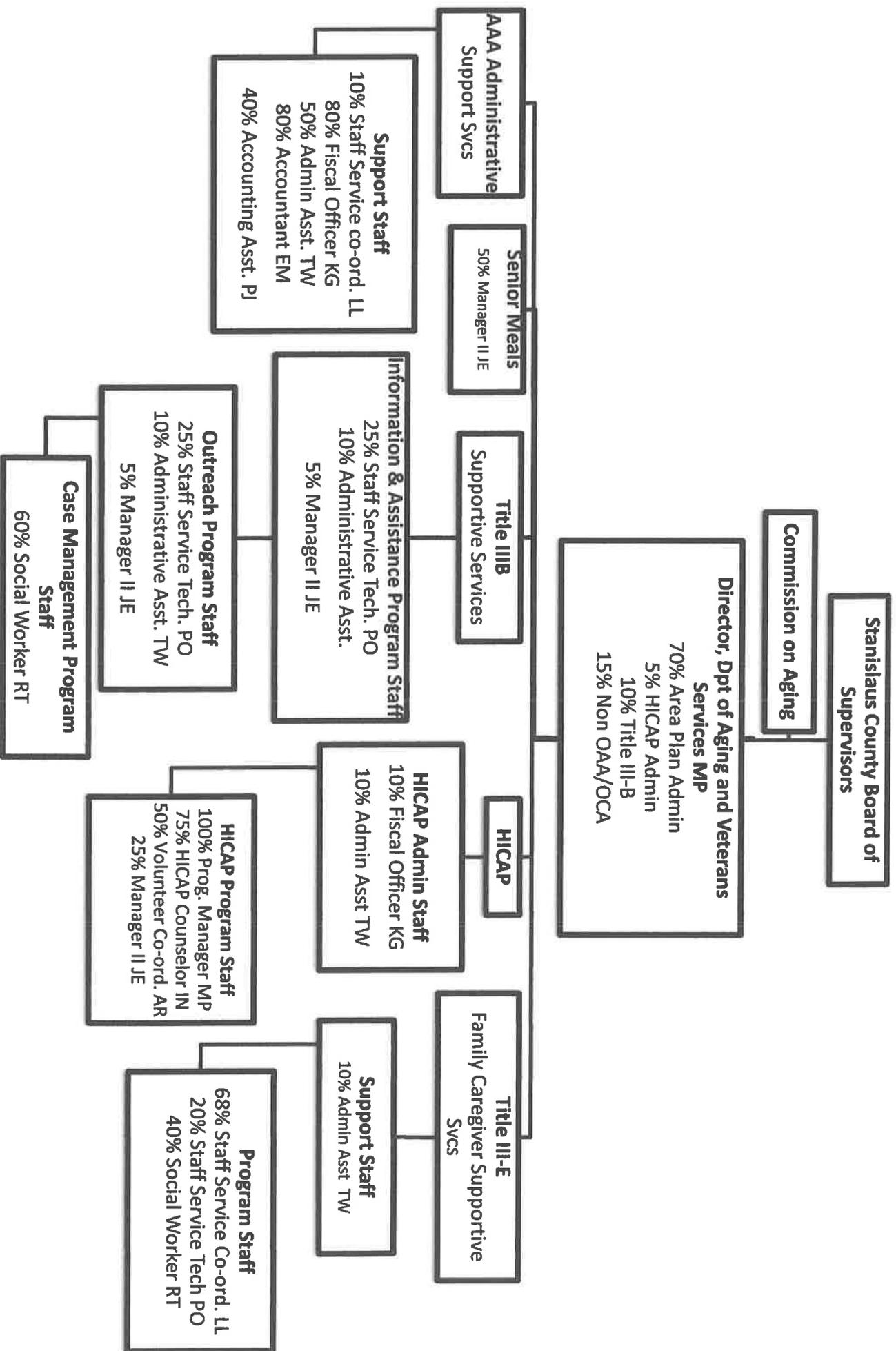
Grandparent Supplemental Services:

For Supplemental Services, all caregivers who are not caring for a frail elder, but need assistance with other issues are referred to various agencies that specialize in handling different situations. Some caregivers have been assisted through the local Central Valley Opportunity Center for rental and/or energy needs. Others have been referred to Advancing Vibrant Communities, a non-profit agency that connects volunteers to people with requests for in-home adaptations that can assist the caregiver. The AAA Information and Assistance staff use their knowledge, resources and persuasive capacity to find applicable services for caregivers.

The decision to not access Family Caregiver Support Program funds for grandparents raising their grandchildren was made due to the need to concentrate on using the limited funds for services to caregivers of frail elders. Stanislaus County BHRS has been engaged in services to grandparents for many years, with well-established programs throughout the County.

The AAA Director is part of the Healthy Communities Committee created by the Stanislaus County Board of Supervisors. This Committee includes the directors of the Health Services Agency, BHRS, the AAA, and Community Services Agency of Stanislaus County. The Committee was created to increase coordination of services within the community. At regular meetings there is the opportunity to share about available and on-going services, as well as the challenges faced by various programs.

Area Agency on Aging – PSA 30 Organization Chart



SECTION 22 - ASSURANCES

Pursuant to the Older Americans Act Amendments of 2006 (OAA), the Area Agency on Aging assures that it will:

A. Assurances

1. OAA 306(a)(2)

Provide an adequate proportion, as required under OAA 2006 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

2. OAA 306(a)(4)(A)(i)(I-II)

(I) provide assurances that the area agency on aging will -

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;

(II) include proposed methods to achieve the objectives described in (aa) and (bb) of sub-clause (I);

3. OAA 306(a)(4)(A)(ii)

Include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area;

4. OAA 306(a)(4)(A)(iii)

With respect to the fiscal year preceding the fiscal year for which such plan is prepared—

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

5. OAA 306(a)(4)(B)

Use outreach efforts that —

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance;

6. OAA 306(a)(4)(C)

Ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

7. OAA 306(a)(5)

Coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

8. OAA 306(a)(9)

Carry out the State Long-Term Care Ombudsman program under OAA 2006 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

9. OAA 306(a)(11)

Provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including—

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

10. OAA 306(a)(13)(A-E)

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

Not give preference in receiving services to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

12. 306(a)(15)

Funds received under this title will be used—

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in OAA 2006 306(a)(4)(A)(i); and

(B) in compliance with the assurances specified in OAA 2006 306(a)(13) and the limitations specified in OAA 2006 212;

B. Additional Assurances:

Requirement: OAA 305(c)(5)

In the case of a State specified in subsection (b)(5), the State agency; and shall provide assurance, determined adequate by the State agency, that the area agency on aging will have the ability to develop an area plan and to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area.

Requirement: OAA 307(a)(7)(B)

(i) no individual (appointed or otherwise) involved in the designation of the State agency or an area agency on aging, or in the designation of the head of any subdivision of the State agency or of an area agency on aging, is subject to a conflict of interest prohibited under this Act;

(ii) no officer, employee, or other representative of the State agency or an area agency on aging is subject to a conflict of interest prohibited under this Act; and

(iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

Requirement: OAA 307(a)(11)(A)

(i) enter into contracts with providers of legal assistance, which can demonstrate the experience or capacity to deliver legal assistance;

(ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and

(iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

Requirement: OAA 307(a)(11)(B)

That no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the area agency on aging makes a finding, after assessment, pursuant to standards for service promulgated by the Assistant Secretary, that any grantee selected is the entity best able to provide the particular services.

Requirement: OAA 307(a)(11)(D)

To the extent practicable, that legal assistance furnished under the plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals; and

Requirement: OAA 307(a)(11)(E)

Give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

Requirement: OAA 307(a)(12)(A)

In carrying out such services conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for -

(i) public education to identify and prevent abuse of older individuals;

(ii) receipt of reports of abuse of older individuals;

(iii) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and

(iv) referral of complaints to law enforcement or public protective service agencies where appropriate.

Requirement: OAA 307(a)(15)

If a substantial number of the older individuals residing in any planning and service area in the State are of limited English-speaking ability, then the State will require the area agency on aging for each such planning and service area -

(A) To utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability.

(B) To designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include:

(i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and

(ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effective linguistic and cultural differences.

Requirement: OAA 307(a)(18)

Conduct efforts to facilitate the coordination of community-based, long-term care services, pursuant to Section 306(a)(7), for older individuals who -

(A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;

(B) are patients in hospitals and are at risk of prolonged institutionalization; or

(C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

Requirement: OAA 307(a)(26)

That funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the State agency, or an area agency on aging, to carry out a contract or commercial relationship that is not carried out to implement this title.

Requirement: OAA 307(a)(27)

Provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care.

C. Code of Federal Regulations (CFR), Title 45 Requirements:

CFR [1321.53(a)(b)]

(a) The Older Americans Act intends that the area agency on aging shall be the leader relative to all aging issues on behalf of all older persons in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the Planning and Service Area. These systems shall be designed to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.

(b) A comprehensive and coordinated community-based system described in paragraph (a) of this section shall:

- (1) Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue;
- (2) Provide a range of options;
- (3) Assure that these options are readily accessible to all older persons: The independent, semi-dependent and totally dependent, no matter what their income;
- (4) Include a commitment of public, private, voluntary and personal resources committed to supporting the system;
- (5) Involve collaborative decision-making among public, private, voluntary, religious and fraternal organizations and older people in the community;
- (6) Offer special help or targeted resources for the most vulnerable older persons, those in danger of losing their independence;
- (7) Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community;
- (8) Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person;
- (9) Have a unique character which is tailored to the specific nature of the community;
- (10) Be directed by leaders in the community who have the respect, capacity and authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

CFR [1321.53(c)]

The resources made available to the area agency on aging under the Older Americans Act are to be used to finance those activities necessary to achieve elements of a community based system set forth in paragraph (b) of this section.

CFR [1321.53(c)]

Work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate.

CFR [1321.53(c)]

Assure access from designated focal points to services financed under the Older Americans Act.

CFR [1321.53(c)]

Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with or access to other services and opportunities for the elderly from the designated community focal points.

CFR [1321.61(b)(4)]

Consult with and support the State's long-term care ombudsman program.

CFR [1321.61(d)]

No requirement in this section shall be deemed to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying

provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122.

CFR [1321.69(a)]

Persons age 60 and older who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part.