

STANISLAUS COUNTY
Aging and Veterans Services
Area Agency on Aging

Area Plan Update-July 1, 2022-June 30, 2023

Margie Palomino, Director

Draft



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, adults with disabilities, and their caregivers.

Area Plan Update, 2022-2023
Stanislaus County-PSA 30
Table of Contents

<u>Section</u>	<u>Page Number</u>
Area Plan Update Components Checklist	3
Transmittal Letter	4
Introduction	5
Section 7-Public Hearings	13
Section 9-Area Plan Narrative Goals and Objectives	15
Section 10-Service Unit Plan Objectives	23
Section 16-Governing Board-Board of Supervisors	41
Section 17-Advisory Council-Commission on Aging	42
Section 18-Legal Services	44
Section 21-Organizational Chart	48
Section 22- Assurances.....	49

AREA PLAN UPDATE (APU) CHECKLIST

PSA 30

Check one: ☐ FY21-22 ☒ FY 22-23 ☐ FY 23-24

Use for APUs only

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included
	➤ <i>Update/Submit A) through I) <u>ANNUALLY</u>:</i>	
n/a	A) Transmittal Letter- (requires <u>hard copy</u> with original ink signatures or official signature stamp- no photocopies)	<input checked="" type="checkbox"/>
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>
n/a	E) Annual Budget	<input checked="" type="checkbox"/>
10	F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>
18	G) Legal Assistance	<input checked="" type="checkbox"/>
	➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2020-2024</i>	Mark Changed/Not Changed (C or N/C)
		C N/C
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/> <input checked="" type="checkbox"/>
5	Needs Assessment	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	AP Narrative Objectives:	<input checked="" type="checkbox"/> <input type="checkbox"/>
9	• System-Building and Administration	<input checked="" type="checkbox"/> <input type="checkbox"/>
9	• Title IIIB-Funded Programs	<input checked="" type="checkbox"/> <input type="checkbox"/>
9	• Title IIIB-Transportation	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title IIIB-Funded Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/> <input type="checkbox"/>
9	• Title IIIC-1	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title IIIC-2	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title IIID	<input type="checkbox"/> <input checked="" type="checkbox"/>
20	• Title IIIE-Family Caregiver Support Program	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/> <input checked="" type="checkbox"/>
12	Disaster Preparedness	<input type="checkbox"/> <input checked="" type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input type="checkbox"/> <input checked="" type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/> <input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/> <input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/> <input type="checkbox"/>
21	Organizational Chart(s)	<input checked="" type="checkbox"/> <input 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 Update 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 Update. 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 Update. 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. Terrence Withrow

Chairman, Stanislaus County Board of Supervisors

Date

2. Lillian Castigliano

President, Stanislaus County Commission on Aging

Date

3. Margie Palomino

Director, Aging and Veterans Services

Date

Area Plan Update 2022-2023

Introduction:

Moving in to the second year of the Coronavirus-19 (COVID-19) pandemic, staff of the Stanislaus County Department of Aging and Veterans Services, along with their providers and vendors, have adapted to Centers for Disease Control (CDC) guidelines and local public health protocols in order to provide maximum services with minimal disruption. In Stanislaus County, the Area Agency on Aging (AAA) is embedded in the Department of Aging & Veterans Services. With the availability of COVID-19 vaccinations, boosters, and testing, most of our services have made a gradual return to in-person offerings.

It is estimated Stanislaus County will be home to over 117,534¹ citizens over the age of 60 in 2022. This figure is approximately 21% of the County's total population. It is notable that 27,288 of these older adults age 60+ are low income and Medi-Cal eligible. In addition, approximately 57% identify as part of a minority ethnic or racial group. Within the minority population an estimated 15,368 older adults age 60+, are Medi-Cal eligible. Anecdotal evidence indicates that there are more older adults whose income is below the standard set by the Elder Index², including many who are not considered to be part of a minority group.

The Aging & Veterans Services Senior Information Line was initially overwhelmed in 2020 when COVID-19 first hit Stanislaus County. Most of the calls were concerning the availability of meals for older adults. Due to vaccinations and most of the economy reopening, there has been a gradual calming and overall reduction in calls by an estimated 1500 throughout the 2021-2022 fiscal year. Even with the reduction in calls for meals, the Information Line received an increase in specific calls for housing assistance as the affordable housing crisis mounted for older adults in Stanislaus County. The Information Line received 547 calls for housing assistance in 2021, averaging 46 calls per month. The Senior Information Line continues to be the communication hub for Older Adult Services in Stanislaus County.

¹ 2022 CDA Population Demographic Projects by County and PSA

² <http://healthpolicy.ucla.edu/programs/health-disparities/elder-health/elder-index-data/Pages/Elder-Index2011.aspx>

To help combat the housing crisis in Stanislaus County, two new pilot programs were implemented by the Senior Advocacy Network (SAN) to aid economically insecure older adults at risk of homelessness. The Senior Advocacy Network is the contract provider for the Senior Law Project. The office remains open and fully operational, following state and local COVID-19 protocols.

The innovative Homeshare Program was the first pilot project to provide an alternative opportunity for housing by matching seniors seeking affordable housing with senior homeowners looking for additional income, companionship and/ or some help in the home in lieu of full rent. This scenario provided affordable room rental /shared home for a senior as well as supplemental income for the homeowner, often stabilizing both parties. Additional Coronavirus Aid, Relief and Economic Security Act (CARES Act) funding allowed for the Home Share pilot project to accept 82 enrollments and complete 176 hours of service.

The Rent Subsidy Program was created with the use of CARES Act funding. This program offers short term (up to 12 months) rent subsidy for low-income older adults paying >50% of their income in rent who were on a wait list to receive subsidized housing in two years or less. The monthly \$100 subsidy was designed to help ensure basic needs were met by easing rental burdens.

The AAA also partnered with the Senior Advocacy Network to help prevent older adults from becoming victims of scams. Car magnets were created and distributed to providers and agencies with the toll free “Stop the Scams” national phone number.

The Senior Meals Program continued to be administered as a direct service by the AAA, except for the communities of Turlock and Newman. United Samaritans, a not-for-profit organization and the Newman Crows Landing Unified School District prepared and served meals for their communities through the Congregate Meals Program. The Newman Crows Landing Unified School District recently expanded service to offer home delivered meals, beginning in October 2021. This enhanced meal delivery to rural outlying areas. Both providers have been serving congregate meals in-person since August 2021. Most of the seven other Congregate Meals sites reopened in August 2021 with the exception of two who reopened in September 2021. The demand for Home Delivered Meals continued to rise throughout the pandemic. Increased CARES Act

funding allowed for 1,500 additional enrollments and 99,625 more meals to be delivered to older adults throughout the county. Additional funding will permit the expansion of the Home Delivered Meals from 5 frozen boxed meals to 7 frozen boxed meals per week.

The Homemaker Program continues to be contracted to Catholic Charities, Diocese of Stockton. Homemaker services resumed gradually as COVID-19 vaccinations became available, following state and local COVID-19 guidelines. Additional CARES Act funding allowed for 57 additional enrollments and 408 hours of assistance.

The Long-Term Care Ombudsman and Elder Abuse Prevention Programs are also contracted to Catholic Charities. The Catholic Charities Ombudsman staff and volunteers have resumed facility visits, following all COVID-19 state and local protocols. Some additional state funding allowed for two additional part-time employees to cover the loss of volunteers during the pandemic. Currently, Ombudsman staff began recruiting for more volunteers. Elder Abuse Prevention seminars originally intended for the public were suspended, but the staff from Catholic Charities resumed their Elder Abuse Prevention training sessions for care facilities in the current year.

The “Tai Chi for Arthritis and Fall Prevention” and “A Matter of Balance” programs, the evidence-based Older Americans Act (OAA) Title III D programs that are part of the Healthy Aging Association services offered to older adults, resumed in-person classes. Tai Chi resumed in-person classes July 2021. To date, 60 older adults have completed these classes to prevent falls. A Matter of Balance resumed in-person classes as of January 2022 and currently 12 older adults are enrolled. Both Tai Chi and A Matter of Balance classes are offered at central Modesto locations and attendance has gradually increased. Classes continue to expand to more locations as more coaches are trained. The Healthy Aging Association monthly newsletter continued to be a valuable resource throughout the county. The newsletter includes current pandemic health updates, education, and COVID-19 vaccination and testing information. The newsletters were also listed on their website, www.healthyagingassociation.org, and were sent via email and regular mail to over 1,000 adults.

For over 18 years the AAA has managed the Family Caregiver Support Program (FCSP) as a direct service. Most of the funds for this program have been dedicated to

respite services for the informal caregivers referred to the program. The AAA employs one full time Case Manager to complete home visits and arrange respite care with contracted home health agencies. The current Case Manager is fully operational and entering homes following the current state and local COVID-19 guidelines. Enrollments and services allowed 70 unpaid family caregivers to receive 1,400 hours of respite care or access other available services for the first two quarters. In addition to the respite time, 11 caregivers have received 11 assistive devices during the first half of the year. Examples of the devices included walkers, shower chairs, grab bars, transport chairs, gait belts, hand-held shower wands, and a bed handle. These items were purchased to assist the caregivers as they seek to effectively care for their loved ones. The FCSP will be utilizing two nursing student interns from March 2022 through May 2022 to assist with assessments.

The Multipurpose Senior Services Program (MSSP) continued to be an integral part of the AAA. Contact with clients resumed under a hybrid model. A portion of the work was completed by phone with the client and home visits were conducted for necessary follow-up. The MSSP staff served 160 clients. Both the MSSP clients and staff benefitted from the assistance of social work and nursing program interns from the California State University, Stanislaus. The program hosted four interns since July 2021.

The Health Insurance Counseling and Advocacy Program (HICAP) staff and volunteers continue to assist Medicare recipients with their issues as part of the AAA. A Health Maintenance Organization (HMO) forum was conducted in October 2021, during Medicare Open Enrollment. It was held in-person in one of the local community centers and 21 people attended. The event was also recorded and posted as a YouTube video on the Aging & Veterans Services website, www.agingervices.info. Last spring the staff and volunteers assisted 271 older adults via telephone and email. For the first half of FY 2021, 632 older adults were assisted. Most of these were in-person appointments at the AAA office or one of the satellite offices.

The Prevention and Early Intervention (PEI) programs overseen by the Department of Behavioral Health and Recovery Services include the AAA's Project Hope Program. The Project Hope Program resumed in-person visits to provide free in-

home emotional support, navigation services, and social contact. Currently, 39 volunteers assisted with the Friendly Visitor Program, dedicated to older adults who live alone and are isolated. Collectively, the Project Hope Program provided 123 unduplicated seniors with 698 supportive services ranging from brief counseling, navigation and service coordination and one-on-one support during the first six months of FY 2021. Presentations were made remotely to a variety of agencies and have included information such as COVID-19 protocol and practices; discrimination and harassment prevention; service coordination and navigation; access to information; suicide awareness and recognizing the signs of suicide.

The Commission on Aging members continued to be involved in various projects in their communities and throughout the County. Ten members represented the five County Supervisor Districts, maintaining contact with the older adults and agencies in those districts. Other Commission members represented veterans, service providers, health care workers, minority groups, persons with disabilities, caregivers, elected officials, and organizations whose mission it is to serve the needs of older adults. The AAA hosted an in-person Commission on Aging retreat in October 2021 to encourage greater member involvement. Staff conducted informational presentations and encouraged participation of new and continuing members. The publication of the Master Plan for Aging³ was an exciting opportunity for Commission members. The AAA and 11 Commission on Aging members were actively working with local agencies to focus on Goal One of the Five Bold Goals: Housing for All Ages and Stages. This was a timely catalyst to begin looking for ways to tackle the older adult housing crisis in Stanislaus County. As mentioned earlier, the Home Share Program and Rent Subsidy Programs emerged from this collaboration and the work continues to create more solutions to this growing challenge.

Commission on Aging meetings frequently involve presentations from agencies, County departments, and organizations outside of the AAA. During the pandemic, Supervisor Mani Grewal presented a commendation to Lyfted Farms at a Commission meeting, in support of their large meal cold storage space so that drive-through pick up meals could be provided while congregate meal sites were closed. Another presentation

³ <https://mpa.aging.ca.gov/>

included information about specialized telecommunications equipment to persons with disabilities. The HICAP staff provided information and resources to the Commission as well as Program for All-Inclusive Care for the Elderly (PACE).

The AAA continued to participate in several programs that enhance the services funded by the Older Americans Act. These included the Cal Fresh Healthy Living (CFHL, formerly SNAP-Ed) and the Dignity at Home Fall Prevention programs, both contracted to the Healthy Aging Association. The CFHL program includes the “Young at Heart Strength Training” and “Food Smarts for Adults” programs. The Young at Heart classes resumed in-person at four sites throughout Stanislaus County as of January 2022, following local public health guidelines. Through the first half of Fiscal Year 2021-2022, there were 185 CFHL participants who took Young at Heart classes via Zoom. A total of 431 older adults took Young at Heart classes throughout the County. The Food Smarts classes continue to be held via Zoom for 13 participants who were not part of the CFHL classes prior to the pandemic. The Green Bag Program was back to distributing fresh fruits and vegetables monthly, in-person, at six sites, after a year of distributing via drive-through. The Nutrition Five Series program was part of the Direct Education for the Green Bag Program until May 2022, when they will switch back to Food Smarts. Information from the California Department of Social Services (CDSS) was included with each bag, along with the monthly newsletter from the Healthy Aging Association. Approximately 260 older adults received free produce each month.

The Dignity at Home Fall Prevention program provided the opportunity for older adults (not connected to other programs) to have their homes assessed for potential changes that can result in the chance for independent living for a longer period of time. Staff from the Healthy Aging Association (HAA) conduct in-home assessments and recommend assistive devices and life-style changes, referring older adults to services to provide and install appropriate devices. Through the first half of FY 2021-2022, 41 older adults had their homes assessed for fall risks and received a variety of services. A great partnership was formed between the AAA Family Caregiver Program and the HAA Dignity at Home program. Referrals were made to Dignity at Home when a need for assistive devices and home modifications were discovered during home visits. This

collaboration between the agencies and programs enhanced the level of care and provision of services to older adults across Stanislaus County.

Because funds for the Older Americans Act and Older Californians Act are limited, several years ago the Stanislaus County Commission on Aging formed the Stanislaus Senior Foundation to meet the unusual needs of older adults in our community. The volunteers who comprise the Foundation Board work with AAA staff to screen for needs and allocate funds for a variety of services and/or goods. Often meeting needs involved accessing funds from sources such as Adult Protective Services or other agencies involved with assisting older adults to live independently and safely in the community. The Foundation members apply for grants, host an annual fundraiser, and accept community donations. Funds from the Older Americans (OAA) and Older Californians Acts (OCA) were not used to meet the needs. During the first half of FY 2021-2022, six older adults were assisted through the Foundation.

The Senior Coalition of Stanislaus County is a regional coalition under the California Collaborative working on implementing the Master Plan for Aging. The Coalition includes staff from County departments, hospitals, home health agencies, private businesses, and community groups. Part of their purpose is to exchange information about their services to prevent duplication and ensure that potential clients understand availability of assistance within the county. They also have had a proactive role in seeking additional programs to enhance life for older adults. The Coalition continues to focus on advocating for affordable housing, better access to transportation, and caregiving for older adults in Stanislaus County.

One of the areas highlighted in the Needs Assessment Survey completed in 2019 was the need for citizens to be more aware of services available through the AAA. The pandemic forced the cancellation of in-person outreach events, preventing one of the ways staff and volunteers usually interacted with potential clients. Agency contacts were possible through Zoom and other platforms, but these methods presented their own challenges. The AAA staff continued efforts to tap into social media networks to provide avenues for older adults to access services.

An effort begun in early 2021 sought to provide additional services within the existing Family Caregiver Support and Multipurpose Senior Services Programs.

Agencies and businesses, referenced in Objective 2.6, will expand services for informal caregivers, keeping frail elders in home and community settings and preventing premature placement in long-term care facilities. The AAA staff plans to coordinate a Caregiver Support Training for client caregivers when pandemic restrictions are lifted in order to provide skills and tools of support for caregivers.

Throughout the pandemic, AAA staff continued to conduct outreach on older adult programs through various communication sources. Efforts were made to reach older adults even when most outreach events were cancelled. Senior Information brochures were distributed by Commission on Aging members, the Senior Coalition, and Serving Our Seniors (SOS) networking group, which included approximately 150 agencies serving older adults in Stanislaus County. The Senior Information brochure highlighted the Senior Information Line as the key to referrals and served as the main hub for older adults to access services in Stanislaus County. The Healthy Aging Association regularly advertised the Senior Information Line and other Area Agency on Aging programs in their newsletter that is mailed out and sent out electronically to approximately 1000 older adults per month. The Healthy Aging Association also promoted meals programs and other various services for older adults on their social media platforms (Facebook and Instagram), in addition to their website. The Area Agency on Aging (Aging & Veterans Services) communicated through their website and recently began posting HICAP YouTube videos to assist older adults in navigating the Medicare system. The AAA also promotes services on the Stanislaus County Facebook page as well as the Stanislaus County Veterans Service Office Facebook page. The AAA staff looks forward to in-person outreach events beginning again in 2022.

The AAA staff continues to work to find ways to meet extraordinary needs beyond the scope of OAA programs. Three new Program Development Objectives in Section 9 of this Update seek to offer caregiver training and expand the meals program for both the Congregate and Home Delivered Meals to older adults in Stanislaus County.

Key to Acronyms

Area Agency on Aging (AAA)

Coronavirus Aid, Relief, and Economic Security Act (CARES)

Older Americans Act (OAA)

Multipurpose Senior Services Program (MSSP)

Health Insurance Counseling & Advocacy Program (HICAP)

Program of All-inclusive Care for the Elderly (PACE)

CalFresh Healthy Living (CFHL)

Senior Advocacy Network (SAN)

Healthy Aging Association (HAA)

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	October 12, 2020	Virtual	18	No	No
2021-2022	March 8, 2021	Virtual	26	No	No
2022-2023	April 11, 2022	Stanislaus Veterans Center		No	No
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.

The Area Plan Update draft was sent to all the service providers, including the staff at the Long-Term Care Ombudsman Program. Additionally, one of the Commission on Aging members is the Director of MOVE Stanislaus, the local agency involved with paratransit coordination and is one of the agencies that authorizes services for persons with disabilities. These organizations represent the interests of these populations.

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
No comments.

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:

There were no changes in the minimum percentages between FY 2020-2021 and FY 2021-2022.

5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.
No comments.

6. List any other issues discussed or raised at the public hearing.

A Commission member raised concerns about the distribution of the Covid-19 vaccines to older adults living in small long-term care facilities. The AAA Director and another Commission member stated that the Health Services Agency is working to provide vaccines to older adults unable to either get to a doctor's office or to any of the clinics in the County.

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

There were no changes following the Public Hearing.

SECTION 9 - Area Plan Narrative Goals and Objectives**PSA 30****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. Members of the Alliance solicit the funds needed to do these events from businesses and grants, separate from the OAA.</p> <p><u>Outcome:</u> Older adults, caregivers and the general public will learn about elder abuse prevention.</p> <p><u>Measurement:</u> The number of outreach events and number of attendees.</p> <ul style="list-style-type: none"> Year Three: Elder Abuse Prevention information distributed through AAA Information and Assistance. 	7/1/20-6/30/24	C	No outreach events held in early FY 2021 due to staff changes and COVID. The Alliance will be planning events for FY 2022-23.
<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, date TBD. The AAA staff will participate in the planning and execution of the Summit, assisting with multiple aspects of the event. Free health screenings and information about fall prevention and a variety of health topics will be available to the public. The Senior Coalition does not receive OAA funds.</p> <p><u>Outcome:</u> Older adults and caregivers will attend the Summit.</p> <p><u>Measurement:</u> The number of attendees and health evaluations completed.</p>	October 14, 2022	C	Summit held virtually, Oct 2021. Information sessions on the Healthy Aging website, drive-through for Info bags, 5 cities, senior housing, and HDM, MSSP clients received bags. 3,000 bags out.

<p>Objective 1.3: The AAA staff and Commission on Aging members will partner with the Stanislaus Senior Foundation, a non-OAA funded organization, to assist older adults whose needs cannot be met through other programs. The AAA staff will assess the needs and refer their recommendation to the Foundation members to provide the appropriate assistance. Funds for this assistance do not come from the OAA.</p> <p><u>Outcome:</u> Low income older adults will receive assistance to remain independent and/or gain a better quality of life as long as possible.</p> <p><u>Measurement:</u> The number of older adults that are referred by AAA staff to the Stanislaus Senior Foundation.</p> <ul style="list-style-type: none"> Year 3: The AAA will support Senior Foundation through referrals and assessments, serving older adults most in need of assistance. 	7/1/20-6/30/24	C	Six older adults received assistance from the Senior Foundation during the first 2 quarters of FY 2021-22.
<p>Objective 1.4: The AAA staff will promote various AAA programs through outreach events, coordinating the planning for events with other County departments, community organizations, and businesses. The agencies involved in planning do not receive OAA funds. Advertisement will be to members of diverse populations, older adults of various ethnic backgrounds and LGBTQ 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 and the number of attendees.</p> <ul style="list-style-type: none"> Year 3: LGBTQ support group newsletter emails will be sent to providers and community organizations. 	7/1/20-6/30/24	C	In-person outreach events suspended due to COVID-19 Pandemic.

<p>Objective 1.5: The AAA will partner with the “Stop the Scams” committee to help develop fliers, posters, and advertisements. The committee members will market and distribute the new literature at outreach events, in publications, and at strategic offices. Advertisements will include the 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>	7/1/20-6/30/24		Car magnets were made and placed on agency vehicles to advertise the toll-free scam hotline.
<p>Objective 1.6: The AAA staff will create social media accounts, providing a new means for the AAA staff to interact with the wider community. The new accounts will serve to announce events and services associated with the AAA.</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	Complete
<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> <ul style="list-style-type: none"> Year 3: In-person forums are on track for October 2022. 	7/1/20-6/30/24		One forum resumed under hybrid model in October 2021.
<p>Objective 1.8: The AAA will provide Caregiver Assessment as part of the Support Services for the Family Caregiver Support Program, Caring for Elderly persons.</p>	7/1/20-6/30/24		First 2 quarters of 2022 =228 hours.

<p>Objective 1.9: The AAA will help to develop, market and promote the “Stanislaus Home Share” pilot project facilitated through the Senior Advocacy Network. Create program flier, collect data regarding potential homeowner and renters and distribute fliers through local aging services network and program participants.</p> <p><u>Outcome:</u> Older adult housing seekers and homeowners will have increased awareness and opportunity for affordable rent and supplemental income respectively, through home sharing.</p> <p><u>Measurement:</u> Number of occurrences for collecting basic information from homeowners and renters as well as distributing fliers, informational letters, emails etc... for outreach/marketing efforts.</p>	7/1/21-6/30/22	PD	<p>Complete.</p> <p>The Home Share program has matched 7 home providers and 7 home seekers since October 2021.</p>
<p>Objective 1.10: The AAA will coordinate with local caregiver agencies and professionals to provide a Caregiver Training for caregivers seeking assistance with their role in keeping care recipients healthy and independent at home.</p> <p><u>Outcome:</u> Sponsor the special training event emphasizing assistance to the caregiver.</p> <p><u>Measurement:</u></p> <ul style="list-style-type: none"> Year 3: The AAA will research trainers and network with other agencies and professionals to gain interest in caregiver training. 	7/1/22-6/30/23	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 living. Addressing these concerns and seeking ways that can help people be healthier can help if possible.

	Project Start and End Dates	Title IIIB Funde d 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, Board of Supervisors and Commission on Aging will coordinate to honor one outstanding older adult from each supervisor's district at a Board of Supervisor's Meeting. Neither the Commission on Aging nor the Supervisors receive OAA funds.</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> <ul style="list-style-type: none"> Year 3: The AAA will honor 5 Outstanding Seniors in May 2023. 	7/1/20- 6/30/24	C	<p>In-person award to 5 Seniors held in May 2021.</p> <p>2022 Award Ceremony scheduled for May 17, 2022.</p>

<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 offer group presentations to promote the utilization of the older adult Prevention and Early Intervention (PEI) programs. The staff will also seek ways to participate in outreach events. The groups listed above do not receive OAA funds.</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> <ul style="list-style-type: none"> Year 3: AAA staff will work to record trainings and presentations that can be disseminated to service providers for access anytime. 	7/1/20-6/30/24	C	Due to COVID, Peer Navigation training was held remotely for 9 service providers. No outreach events were possible.
<p>Objective 2.3: The AAA staff will coordinate with members of the Senior Coalition of Stanislaus County to understand and access available services. Coordination will involve providing referrals to various organizations seeking to avoid duplication of services. This will result from understanding the various services available from organizations that do not receive OAA funds.</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> <ul style="list-style-type: none"> Year 3: Continue participating in Senior Coalition 	7/1/20-6/30/24	C	Contacts between agencies, referrals for services-CalFresh, food services, COVID news.

<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. Coordination will involve investigating potential options and assessing the needs of older adults. The Commission on Aging does not receive OAA funds.</p> <p><u>Outcome:</u> Older adults will have access to affordable housing Information.</p> <p><u>Measurement:</u> Housing lists of “rooms for rent” and “room and board” facilities will be developed and distributed by the AAA.</p> <ul style="list-style-type: none"> Year 3: Senior Information Line staff will record the number of seniors interested in a shared housing /home match program as well home owners interested in renting a room as part of the program. 	7/1/22-6/30/24	C	
<p>Objective 2.5: The AAA staff will participate in the Stanislaus Community System of Care (StanCSOC), a 25-member council representing all major sectors of our community, which was established to lead efforts to prevent homelessness. The AAA staff will help to manage services with CSOC organizations including County departments, housing providers and community organizers. None of the other partners receive OAA funds.</p> <p><u>Outcome:</u> Older adults will move from homelessness to transitional housing to permanent housing, aided by AAA staff.</p> <p><u>Measurement:</u> The number of older adults aided by the partners.</p> <ul style="list-style-type: none"> Year 3: Staff will participate in monthly meetings. 	7/1/20-6/30/24	C	Committee members research on possible solutions. Options being considered

<p>Objective 2.6: The AAA staff will work to expand the services available through the Family Caregiver Support Program, Caregiver Caring for Elderly, and the Multipurpose Senior Services Program to include additional services such as chore and home adaptation services. These services will provide opportunities for caregivers to more effectively care for their loved ones. The AAA staff will pursue agencies to contract with the AAA for these services.</p> <p><u>Outcome:</u> Caregivers and older adults will have services that will continue to allow them to live in the community.</p> <p><u>Measurement:</u> The increased number of clients and services.</p>	1/1/21-6/30/21	PD	Complete. 893 hours of respite services and 15 assistive devices
<p>Objective 2.7: The AAA will provide In-Home Supervision, Homemaker Assistance, In-Home Personal Care, Out-of-Home Overnight Care and Assistive Devices as part of the Respite Care and Supplemental Services available for the Family Caregiver Support Program, Caring for Elderly persons.</p> <p><u>Outcome:</u> Caregivers will receive more efficient and timely respite services.</p> <p><u>Measurement:</u> Increased number of clients and services.</p> <ul style="list-style-type: none"> Year 3: The AAA will utilize nursing student interns to enhance and increase service by conducting assessments and other needs. 	7/1/22-6/30/24	PD	
<p>Objective 2.8: The AAA will work to expand the Senior Meals Program by creating 3 new Congregate Meal Sites in Modesto, Ceres, and Turlock (Ceres Community Center, Stanislaus Veterans Center, and Turlock Senior Center).</p> <p><u>Outcome:</u> Increase the number of older adults receiving meals throughout Stanislaus County.</p> <p><u>Measurement:</u> Number of new participants.</p>	7/1/22-6/30/24	PD	
<p>Objective 2.9: The AAA will expand the Home Delivered Meals program by increasing the number of meals. They will move from 5 meal frozen boxes to 7 meal frozen boxes per week.</p> <p><u>Outcome:</u> Increase the number of meals being served to homebound older adults in Stanislaus County.</p> <p><u>Measurement:</u> Number of new meals.</p>	7/1/22-6/30/24	PD	

SECTION 10 – Service Unit Plan (SUP) Objectives**PSA 30****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](#).

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	4,700	2	
2022-2023	4,700	2	
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	125,000	2	
2022-2023	125,500	2	
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	400	2	
2022-2023	400	2	
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	63,000	2	
2022-2023	72,000	2	
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	1,600	1	
2022-2023	1,600	1	
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	2,500	1	
2022-2023	2,500	1	
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	3,000	1, 2	1.3, 1.4, 2.1
2022-2023	4,000	1, 2	1.3, 1.4, 2.1
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	600	1, 2	1.1, 1.2, 1.3, 1.4, 2.2
2022-2023	600	1, 2	1.1, 1.2, 1.3, 1.4, 2.2
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	25	1	
2022-2023	30	1	
2023-2024			

Title IIID/ Health Promotion-Evidence Based

Unit of Service = 1 contact

Evidence-Based Program Name(s): A Matter of Balance Classes

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	96	2	
2021-2022	50	2	
2022-2023	50	2	
2023-2024			

Unit of Service = 1 contact

Evidence-Based Program Name(s): Tai Chi. for Arthritis and Fall Prevention

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	100	2	
2021-2022	76	2	
2022-2023	76	2	
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%.

1. FY 2018-2019 Baseline Resolution Rate:

Number of complaints resolved 200 + number of partially resolved complaints 94 divided by the total number of complaints received 516 = Baseline Resolution Rate 57 % FY 2020-2021 Target Resolution Rate 65%

2. FY 2019-2020 Baseline Resolution Rate:

Number of complaints partially or fully resolved 174 divided by the total number of complaints received 330 = Baseline Resolution Rate 53 %
 FY 2021-2022 Target Resolution Rate 65 %

3. FY 2020 - 2021 Baseline Resolution Rate: Number of complaints partially or fully resolved <u>210</u> divided by the total number of complaints received <u>291</u> = Baseline Resolution Rate <u>72</u> % FY 2022-2023 Target Resolution Rate <u>65</u> %
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 _____
Program Goals and Objective Numbers: <u>2</u>

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

1. FY 2018-2019 Baseline: Number of Resident Council meetings attended <u>39</u> 2. FY 2020-2021 Target: <u>45</u>
2. FY 2019-2020 Baseline: Number of Resident Council meetings attended <u>15</u> FY 2021-2022 Target: <u>20</u>
3. FY 2020-2021 Baseline: Number of Resident Council meetings attended <u>20</u> FY 2022-2023 Target: <u>40</u>
4. FY 2021-2022 Baseline: Number of Resident Council meetings attended _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <u>1</u>

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

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

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.

1. FY 2018-2019 Baseline: Number of Instances <u>174</u> 2. FY 2020-2021 Target: <u>200</u>
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2. FY 2019-2020 Baseline: Number of Instances <u>184</u> FY 2021-2022 Target: <u>200</u>
3. FY 2020-2021 Baseline: Number of Instances <u>435</u> FY 2022-2023 Target: <u>250</u>
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: ____
Program Goals and Objective Numbers: <u>1</u>

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 <u>354</u> FY 2021-2022 Target: 360
3. FY 2020-2021 Baseline: Number of Instances <u>671</u> FY 2022-2023 Target: <u>500</u>
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: ____
Program Goals and Objective Numbers: <u>1</u>

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 <u>2</u> FY 2021-2022 Target: 2
3. FY 2020-2021 Baseline: Number of Sessions <u>3</u> FY 2022-2023 Target: <u>5</u>
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: ____
Program Goals and Objective Numbers: <u>1</u>

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>In 2021 since restrictions have eased, the Ombudsmen representatives are now able to enter facilities and have begun identifying facilities with or without resident councils.</p> <p>The Ombudsman Program has created a brochure “Resident Councils – Information on Resident Councils for Residents Living at Skilled Nursing Facilities” that includes resident council rights, tips and best practices. At Residential Care Facilities for the Elderly (RCFE) the Ombudsmen are working with administrators to initiate resident council. The Ombudsman Program has purchased “2020 RCFE Laws and Regulations Easy Reference Guide” to assist resident council members.</p> <p>FY 2021-2022 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) For both types of facilities (SNF) and (RCFE) if there is no active resident council, the Ombudsmen will support interested residents by providing information and ideas on how to structure a resident council and assist with challenges. While providing either direct resident support or through a resident council, the Ombudsman Program will provide educational material regarding Scams, LGBTQ+ workshops, residents’ visitation rights and LGBT Long-Term Care Facilities Resident Bill of Rights.</p> <p>.....</p>

FY 2022-2023**Outcome of FY 2021-2022 Efforts:**

In 2021, the Ombudsman program was challenged by the new variants of the Coronavirus. It was necessary for facilities to continue restrictions according to state and local public health guidelines. This made working with the resident and family councils unpredictable. In addition, staff shortages at facilities, coupled with a shortage of Ombudsman volunteers willing to enter facilities, made progress slow for advocating resident and family councils. In the past few months, the Ombudsman Program and staff have been able to identify several active resident councils and when possible will be participating more as COVID-19 restrictions are lifted.

FY 2022-2023 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)

Due to the ongoing pandemic restrictions and health concerns, the Stanislaus Ombudsman Program has suffered a loss of approximately 6 volunteers, bringing their count from 19 down to 9. Because the success of the program depends on volunteers, the Stanislaus Ombudsman Program will be working to recruit new volunteers. They will work to advertise the need through the AAA, Serving Our Seniors Network, local churches, and other collaborative agencies. In addition, the Stanislaus Ombudsman will actively relay the need during public education sessions in the community. A new flyer has been made to be distributed accordingly. The goal is to conduct at least 2 training sessions for new volunteers.

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) Number of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter **not** in response to a complaint. 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 18
FY 2020-2021 Target: 14

2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 0
FY 2021-2022 Target: 14

3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 8
FY 2022-2023 Target: 19

4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint
FY 2023-2024 Target:

Program Goals and Objective Numbers:

B. Routine access: Residential Care Communities (NORS Element S-61)
Number 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. 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> FY 2020-2021 Target: 70
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint: <u>0</u> FY 2021-2022 Target: 71
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>72</u> FY 2022-2023 Target: 93
4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: _____

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: <u>2</u> FTEs FY 2021-2022 Target: 3.5 FTEs
3. FY 2020-2021 Baseline: <u>5.46</u> FTEs FY 2022-2023 Target: <u>4.25</u> 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>10</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers <u>15</u> FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers <u>15</u>
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers <u>11</u> FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers <u>16</u>
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.

<p>2021-2022: 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.</p> <p>2022-2023: The Stanislaus Ombudsman Program purchased 2 new laptops to assist with entering data more rapidly at satellite locations or more immediately after leaving facilities.</p>
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TITLE VIIA Elder Abuse Prevention Program**PSA 30**

The program conducting the Title VIIA Elder Abuse Prevention work is:

<input checked="" type="checkbox"/>	Ombudsman Program
<input type="checkbox"/>	Legal Services Provider
<input type="checkbox"/>	Adult Protective Services
<input type="checkbox"/>	Other (explain/list)

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

Fiscal Year	Total # of Public Education Sessions
2020-2021	4
2021-2022	2
2022-2023	6
2023-2024	

Fiscal Year	Total # of Training Sessions for Professionals
2020-2021	6
2021-2022	3
2022-2023	6
2023-2024	

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2020-2021	0
2021-2022	0
2022-2023	1
2023-2024	

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2020-2021	48
2021-2022	24
2022-2023	30
2023-2024	

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	800	Elder abuse awareness brochures, flyers, posters, red flags of abuse flyers, types of scam flyers, reporting elder abuse, and mandated reporting educational material.

2023-2024		
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Fiscal Year	Total Number of Individuals Served
2020-2021	1300
2021-2022	900
2022-2023	1000
2023-2024	

TITLE III-E Service Unit Plan Objectives**PSA 30**

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 III-E Services

CATEGORIES	1	2	3
Services for Caregivers of Older Adults	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> 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: 35 Total est. audience for above: 10,300	1	
2022-2023	# of activities: Total est. audience for above:	1	
2023-2024	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2020-2021	900	1	
2021-2022	900	1	
2022-2023	900	1	
2023-2024			
Support Services	Total hours		
2020-2021	275	1	
2021-2022	275	1	
2022-2023	275	1	
2023-2024			

Respite Care	Total hours		
2020-2021	3,000	2	
2021-2022	2,800	2	
2022-2023	2,800	2	
2023-2024			
Supplemental Services	Total occurrences		
2020-2021	75	2	
2021-2022	75	2	
2022-2023	75	2	
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 the current SHIP PMs in late 2016, and continues to manage the PMs in conjunction with the SHIP Annual Resource Report, used to inform Congress. The SHIP PMs are comprised of five (5) base elements, with one multi-layered category. The PMs are not used in performance-based funding scoring methodology, but instead are assessed to determine a Likert scale comparison model for setting National PM Targets that define the proportional penetration rates needed for statewide improvements.

Using ACL's approach, CDA HICAP calculates State and Federal Performance Measures with goal-oriented targets for each AAA's Planning and Service Area (PSA). The PMs are calculated at the county-level data, then displayed under each Planning Service Area. 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).

**GOVERNING BOARD MEMBERSHIP
2020-2024 Four-Year Area Plan Cycle**

Total Number of Board Members: **5**

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

Office Term

Terrence (Terry) Withrow, Chairman	1/1/2023
Channcce Condit, Vice-Chairman	1/1/2025

Names and Titles of All Members:

Board Term

Expires:

Buck Condit	1/1/2025
Vito Chiesa	1/1/2025
Mani Grewal	1/1/2023

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

ADVISORY COUNCIL MEMBERSHIP**2020-2024 Four-Year Planning Cycle**Total Council Membership (include vacancies) 21Number of Council Members over age 60 18

	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
Race/Ethnic Composition		
White	<u>84%</u>	<u>58%</u>
Hispanic	<u>48%</u>	<u>21%</u>
Black	<u>3%</u>	<u>5%</u>
Asian/Pacific Islander	<u>6%</u>	<u>0</u>
Native American/Alaskan Native	<u>1%</u>	<u>0</u>
Other	<u>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	6/30/2024
Joyce Gandelman, 2 nd Vice President	6/30/2022

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

Lupe Aguilera	6/30/2023
Eileene King	6/30/2023
Sebastian Jones	6/30/2022
Jenny Kenoyer	6/30/2024
Richard Navarro	6/30/2024
Billie Taylor	6/30/2024
Ken Hanigan	6/30/2022
Steven Fimbrez	6/30/2023
Vacant	
Vacant	

Dianna Olsen	6/30/2024
John R. Dinan	6/30/2024
Jeri Johnson	6/30/2022
Stacie Morales	6/30/2022
Marye Martinez	6/30/2024
Teresa Jenna	6/30/2024
Richard Provost	6/30/2024
RoseLee Hurst	6/30/2024

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, equaling ten in total. 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. The remaining members are designated as members-at-large and are recommended by the Commission on Aging Membership Committee.

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. 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.

2. 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 biggest change in our local needs continues to be the lack of affordable housing for seniors. Seniors are facing evictions because landlords are selling their homes to take advantage of the increased value of their homes. There is insufficient affordable, low income or subsidized housing and seniors are forced to live in their cars, in shelters or on the street if they have no family or friends who can assist them. The City and County administrators have not put Senior housing as a priority in their housing plans.

3. 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.

4. 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.

5. 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 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.

6. 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.

7. 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	1
2022-2023	1
2023-2024	<i>Leave Blank until 2023</i>

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

Older adults access Legal Services by phoning for an appointment. We have been providing remote assistance for our clients, but many do not have the technological savvy to use Zoom or other remote programs. They prefer to meet in person which we will do following strict COVID protocols.

9. 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	Senior Advocacy Network	Stanislaus County
2022-2023	Senior Advocacy Network	Stanislaus County
2023-2024	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

10. 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.

11. 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.

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

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. Phone and remote appointments are being offered for clients who have transportation challenges.

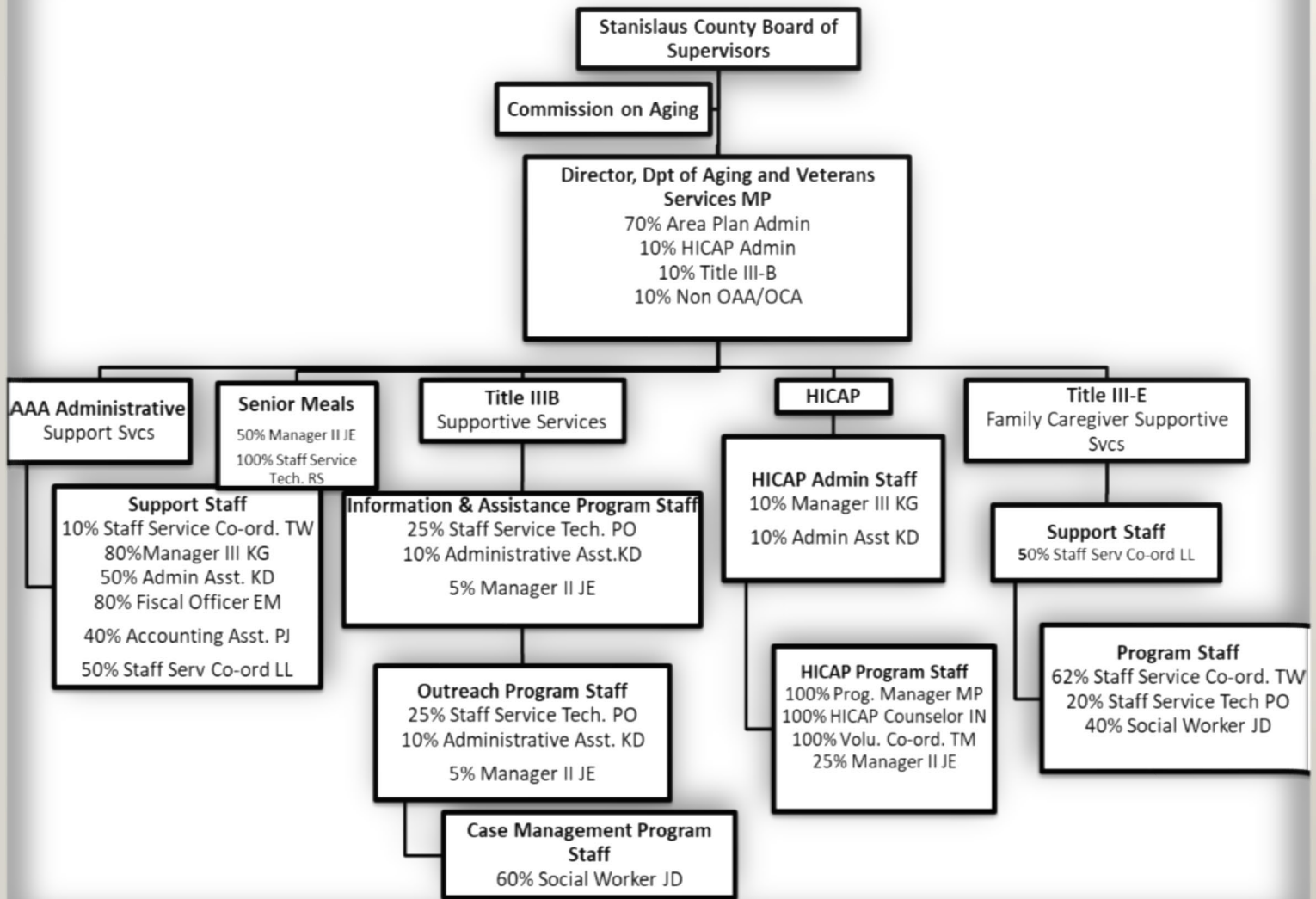
Language – clients who are hearing impaired or speak other languages have difficulty when calling our office to schedule appointments. Our office utilizes our language line for ANY language and helps aid the hearing impaired.

Assistance to bedbound or hospitalized- Clients who are bedbound or hospitalized are difficult to provide assistance. We are making visits to the home or hospitals on weekends or evenings.

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

- a. Catholic Charities Ombudsman Program for elder abuse.
- b. Adult Protective Services for restraining orders and case management.
- c. Stanislaus County Veterans Services Office for advocacy and affordable housing.
- d. HICAP for health insurance counseling.
- e. Project Sentinel for housing or landlord/eviction issues.
- f. District Attorney's office for elder abuse cases.
- g. Justice on Aging-receive homelessness prevention grant
- h. Stanislaus County Continuum of Care to coordinate housing.
- i. State Bar of California for homelessness prevention and equal access
- j. Congressman Harder's office- Veterans, Social Security, or other Federal benefits.

Area Agency on Aging- PSA 30 Organization Chart



SECTION 22 - ASSURANCES

Pursuant to the Older Americans Act Reauthorization Act of 2020, (OAA), the Area Agency on Aging assures that it will:

A. Assurances

1. OAA 306(a)(2)

Provide an adequate proportion, as required under Older Americans Act Reauthorization Act of 2016 Section 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 and behavioral 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 with 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 subclause (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, specifically including survivors of the Holocaust; 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)
Contain an assurance that the Area Agency on Aging will 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)
Provide assurances that the Area Agency on Aging will 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)(A)-(B)
 - (A) Provide assurances that the Area Agency on Aging, in carrying out the State Long-Term Care Ombudsman program under 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 2019 in carrying out such a program under this title;
 - (B) Funds made available to the Area Agency on Aging pursuant to section 712 shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in section 712;
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, an assurance that 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) An assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under Title VI; and
 - (C) An assurance that the Area Agency on Aging will 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)

Provide assurances that preference in receiving services under this Title will not be given by the Area Agency on Aging 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)

Provide assurances that funds received under this title will be used—

- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in Section 306(a)(4)(A)(i); and
- (B) in compliance with the assurances specified in Section 306(a)(13) and the limitations specified in Section 212;

13: OAA 305(c)(5)

In the case of a State specified in subsection (b)(5), the State agency 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.

14. OAA
307(a)(7)(
B)(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.

15. 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.

16. 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.

17. 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

18. 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.

19. OAA 307(a)(12)(A)

Any Area Agency on Aging, in carrying out such services will 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.

20. 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.

21. 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.

22. OAA 307(a)(26)

Area Agencies on Aging will provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care.

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

23. 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, inter-agency 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 persons, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

24. 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.

25. 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.

26. CFR [1321.53(c)]

Assure that services financed under the Older Americans Act in, or on behalf of, the community will be either based at, linked to or coordinated with the focal points designated.

27. 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.

28. CFR [1321.61(b)(4)]

Consult with and support the State's Long-Term Care Ombudsman Program.

29. 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.

30. 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.