

STANISLAUS COUNTY
Aging and Veterans Services
Area Agency on Aging

DRAFT

Area Plan-July 1, 2024-June 30, 2028

Margie Palomino, Director



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

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2024-2028 4-YEAR AREA PLAN REQUIRED COMPONENTS CHECKLIST

To ensure all required components are included, “X” mark the far-right column boxes.
Enclose a copy of the checklist with your Area Plan; *submit this form with the Area Plan due 5-1-24 only*

Section	Four-Year Area Plan Components	4-Year Plan
TL	Transmittal Letter – <i>Can be electronically signed and verified, email signed letter or pdf copy of original signed letter can be sent to areaplan@aging.ca.gov</i>	<input checked="" type="checkbox"/>
1	Mission Statement	<input checked="" type="checkbox"/>
2	Description of the Planning and Service Area (PSA)	<input checked="" type="checkbox"/>
3	Description of the Area Agency on Aging (AAA)	<input checked="" type="checkbox"/>
4	Planning Process & Establishing Priorities & Identification of Priorities	<input checked="" type="checkbox"/>
5	Needs Assessment & Targeting	<input checked="" type="checkbox"/>
6	Priority Services & Public Hearings	<input checked="" type="checkbox"/>
7	Area Plan Narrative Goals and Objectives:	<input checked="" type="checkbox"/>
7	Title IIIB Funded Program Development (PD) Objectives	<input checked="" type="checkbox"/>
7	Title IIIB Funded Coordination (C) Objectives	<input checked="" type="checkbox"/>
7	System-Building and Administrative Goals & Objectives	<input checked="" type="checkbox"/>
8	Service Unit Plan (SUP) and Long-Term Care Ombudsman Outcomes	<input checked="" type="checkbox"/>
9	Senior Centers and Focal Points	<input checked="" type="checkbox"/>
10	Title III E Family Caregiver Support Program	<input checked="" type="checkbox"/>
11	Legal Assistance	<input checked="" type="checkbox"/>
12	Disaster Preparedness	<input checked="" type="checkbox"/>
13	Notice of Intent to Provide Direct Services	<input checked="" type="checkbox"/>
14	Request for Approval to Provide Direct Services	<input checked="" type="checkbox"/>
15	Governing Board	<input checked="" type="checkbox"/>
16	Advisory Council	<input checked="" type="checkbox"/>
17	Multipurpose Senior Center Acquisition or Construction Compliance Review	<input checked="" type="checkbox"/>
18	Organization Chart	<input checked="" type="checkbox"/>
19	Assurances	<input checked="" type="checkbox"/>

TRANSMITTAL LETTER
2024-2028 Four Year Area Plan/ Annual Update
Check one: **FY 24-25** **FY 25-26** **FY 26-27** **FY 27-28**

AAA Name: Stanislaus County Aging and Veterans Services

PSA 30

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

1. Mani Grewal

Chairman, Stanislaus County Board of Supervisors

Date

2. Martha Martin

President, Stanislaus County Commission on Aging

Date

3. Margie Palomino

Director, Aging and Veterans Services

Date

SECTION 1. MISSION STATEMENT

As required by the Older Americans Act, Stanislaus County Area Agency on Aging commits to the following mission statements:

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

~Local Mission Statement~

Stanislaus County Area Agency on Aging has also adopted the following local mission statement:
To help Seniors and Veterans obtain services and benefits they need to live secure, healthy, independent lives.

~Stanislaus County Core Values~

- ✓ **We believe each person matters.**
- ✓ **We work every day to earn people's trust.**
- ✓ **We are good partners.**
- ✓ **We encourage innovation.**
- ✓ **We deliver results.**

These five core values are at the heart of the Stanislaus County Area Agency on Aging's mission to help older adults and Veterans obtain services and benefits to live secure, healthy, independent lives. Each person matters, regardless of age or disability. We make every effort to meet our clients with compassion, respect, and service to earn trust. Striving to mirror the county's mission to build community, we continuously work at partnerships with other agencies that serve the same population in order to bring people together and share in the journey. This highlights our determination to be good colleagues and teammates. In addition, we encourage creative solutions and innovation to deliver the best results to all older adults, their caregivers, and persons with disabilities.

SECTION 2. DESCRIPTION OF THE PLANNING AND SERVICE AREA (PSA)

Geography

Stanislaus County is located in Central California within 90 minutes of the San Francisco Bay Area, the Silicon Valley, Sacramento, the Sierra Nevada Mountains, and California's Central Coast. With approximately 564,404 people calling this area home, our community reflects a region rich in diversity with a strong sense of community. Two of California's major north-south transportation routes (Interstate 5 and Highway 99) intersect the area and the County has quickly become one of the dominant logistics center locations on the west coast.

Stanislaus County was established in 1854 and has a total land area of 1,494 miles. There are nine incorporated cities within Stanislaus County: Ceres, Hughson, Modesto, Newman, Oakdale, Patterson, Riverbank, Turlock, and Waterford. Also, there are 13 unincorporated

communities within the County: Denair, Empire, Grayson, Hickman, Keyes, Knights Ferry, La Grange, Monterey Park Tract, Riverdale Park Tract, Salida, Valley Home, Vernalis and Westley.

Temperatures range from an average low of 38 degrees Fahrenheit in the winter to an average high of 85 degrees Fahrenheit during the spring and fall season. Temperatures move up into the 90's during the summer months with low humidity and cooling evening breezes from the San Joaquin Delta.

Economy

Stanislaus County is a global center for agribusiness, positioned by its mild Mediterranean climate, rich soils, and progressive farming practices. The area is recognized internationally for agricultural innovation with almonds, milk, poultry, wine, cattle, and walnuts being some of our featured industries. Almonds are the number one commodity, followed by milk. Farmers in Stanislaus County export more than 133 commodities to 102 countries around the world.

Manufacturing continues to be an important employer sector in Stanislaus County. Some of the largest brands in the world can be found with operations here. The County is home to Blue Diamond Growers, Gallo and Bronco Wineries, Stanislaus Foods, Con Agra Foods, Foster Farms, Frito-Lay, Del Monte, Sciabica Olive Oil, and Sconza Candy Company.

The healthcare sector plays a major part in the County's economic engine as well. Tenet Healthcare, Sutter Health, and Kaiser Permanente have major facilities in Stanislaus County.

Other Points of Interest

Higher education opportunities are available in Stanislaus County. Turlock is home to the California State University, Stanislaus (CSUS), offering more than 186 undergraduate majors, minors, and concentrations; 26 graduate programs (19 master's programs, six post-graduate credentials, and a doctorate in educational leadership); and more than 2,000 courses. As part of their Field Education Program, both CSUS nursing students and Masters in Social Work (MSW) student interns have volunteered at the Area Agency on Aging (AAA), which enhances the learning opportunities for the students and benefits the AAA programs.

The Modesto Junior College (MJC) provides associate degrees as well as technical degrees and classes to assist persons in obtaining their GED. The College provides numerous classes to enhance various aspects of modern life for all ages and provides space for the Modesto Institute for Continued Learning (MICL). The programs available through MJC appeal to retirees, keeping many older adults active and enjoying a good quality of life. These include bus trips, seminars with nationally known scholars as speakers, and personal improvement classes.

Other institutions located in Modesto are California Beauty College, Adrian's Beauty College, Humphrey's University, Brandman University, San Joaquin Valley College, and the Community Business College.

Population Data

In 2023, it was estimated that Stanislaus County's total population was **564,404**. Based on the California Department of Aging Population Demographics from the Administration for Community Living, Aging Integrated Database, Stanislaus County is home to approximately **111,386 (or 20% of the total citizens) over the age of 60** who qualify for Older Americans Act services and programs. Other notable data:

- **Approximately 41% of older adults over the age of 60 identify as part of a minority ethnic or racial group.**

White (Non-Minority)	65,645
Hispanic	30,619
Black	2,812
Asian/Pacific Islander	8,277
American Indian & Alaskan Native	831
Other	3,202

- Approximately **26% or 28,889 citizens over the age 60+ population are low income and Medi-Cal eligible.**
- An estimated **10% or 11,893 of 60+ minority groups are Medi-Cal eligible.**
- Anecdotal evidence indicates that there are more older adults whose income is below the standard set by the Elder Index, including many who are not considered to be part of a minority group.

Planning and Service Area 30

The Stanislaus County Area Agency on Aging (AAA) is assigned as Planning and Service Area (PSA) 30, which is part of the California Department of Aging (CDA) and the statewide network of 33 Area Agencies on Aging. The Stanislaus County AAA is a division of the Stanislaus County Department of Aging and Veterans Services. The Veterans Services Office assists veterans and their dependents in obtaining federal, state, and local benefits such as housing, employment, and mental health services. Additionally, it assists older adults with VA claims for disability compensation, pension, survivor's benefits, and health care. The Veterans Service Office regularly refers older adult veterans to services through the AAA.

Service System

The AAA continues to work on ways to be responsive to the needs of older adults, persons with disabilities, and caregivers. The use of multiple media platforms to include department and county websites, social media, social contacts, community events, and our current participants to increase program service awareness and spread the word about the services and references available through the AAA, to include all Older Americans Act (OAA) funded programs.

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

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

The AAA provides a number of OAA services directly to include:

- ✓ Information and Assistance (I&A)
- ✓ Outreach
- ✓ Case Management
- ✓ Congregate and Home Delivered Meals: Vendors provide meals and AAA administers the programs.

- ✓ Family Caregiver Support Program
- ✓ Health Insurance Counseling and Advocacy Program (HICAP)
- ✓ Cash/Material Aid

The Department of Aging and Veterans Services are neighbors to Adult Protective Services (APS), In Home Supportive Services (IHSS), and the Healthy Aging Association. The Healthy Aging Association whose mission coordinates with that of the AAA, benefits all the agencies with their services offered to older adults. All four agencies are located at the same address, adjacent to the Stanislaus Veterans Center in Modesto. Referrals to and from APS and IHSS have become easier through easy face-to-face interaction, in addition to MOU's that have been adopted for more effective information sharing.

To meet the needs of seniors in rural areas as well as those with cultural challenges, AAA-contracted service providers work throughout the county. Congregate meals and exercise classes are available in rural Newman to the south, Patterson to the west, Waterford to the east, and Oakdale to the northeast, as well as cities more centrally located. These include Modesto, Ceres, and Turlock. In the rural, mostly Hispanic community of Grayson, a "Young at Heart" older adult exercise class is taught in Spanish and is followed by lunch from the Senior Meals Program. HICAP bilingual staff members have visited Grayson and Patterson to bring information about their services. Catholic Charities, the contracted provider for the Homemaker, Elder Abuse and Long-Term Care Ombudsman programs serves older adults throughout the county. The Family Caregiver Support Program assists caregivers in and from all areas of the county as well. The AAA staff, to include the Information & Assistance (I&A) and Health Insurance Counseling Program (HICAP) staff, often visit various places in the county, both urban and rural, with information about the AAA services. All programs make referrals to other agencies as needed. If older adults call Information & Assistance (I&A) from outlying areas, there is a statewide toll-free number for them to access the I&A information line.

The AAA staff participates in several older adult events and community festivals during the spring, summer, and fall. Information is available in Spanish and English, with brochures from a wide variety of agencies beyond the providers of AAA services. In addition, the AAA continues to work on collaboration with the Central California LGBTQ+ collaborative, who presents periodic training to AAA staff and are encouraged to attend events and provide information to older adults. Each year a Senior Information Day is held in partnership with the Stanislaus County Library. The AAA hosts an outdoor information fair, in conjunction with the Modesto Farmer's Market. The event includes vendors, refreshments, and raffle prizes. Along with a plethora of information, 200-500 Farmer's Market Coupons are distributed, valued at \$50.00 each. Stanislaus Elder Abuse Prevention Alliance also hosts Information events in Turlock, Modesto, Newman, Riverbank and Oakdale, involving members of the extended local communities. The Senior Community Services Employment Program (SCSEP) has participants from all areas of the county.

AAA staff recently partnered with the Family Resource Centers located in rural and lower income areas of the county to provide information about senior services. The Homemaker, Family Caregiver, and Meals Programs are all successful in reaching older adults who need assistance in one or more areas to remain independent in their homes and communities. The AAA staff is active in assisting providers of these programs to find other sources of funding beyond the money available through the Older Americans and Older Californians Acts. Expanding these programs will make it possible for the low and moderate income seniors to remain in their homes as long as possible. Toward that end, the AAA staff has offered the services of a grant writer to assist providers in applying for other sources of funding.

The Senior Coalition of Stanislaus County is comprised of a group of agencies working in collaboration to enhance the physical, mental, and social well-being, while reducing fall risk for older adults and persons with disabilities. Sponsored by Healthy Aging Association and the Area Agency on Aging, it is a community effort through advocacy, education, coordinated services and best practices for independence. AAA staff and Commission on Aging members have been active participants along with the Healthy Aging Association, the Disability Resource Agency for Independent Living (DRAIL), local hospitals, representatives from in-home health care companies, health insurance companies to include local health plans, the In-Home Supportive Services, Public Authority, Adult Protective Services (APS), Catholic Charities, and the County Behavioral Health and Recovery Services department. The Coalition members are seeking ways to better coordinate care to assist all older adults, regardless of their financial status. Information about available services and the means to access those services continues to be the priority for all participants in the Coalition. One example of this is the *Fall Prevention Resource Guide* that the Senior Coalition compiles. It is a useful tool to assist older adults with resources to prevent falls and enhance service delivery.

Service delivery is not possible without the assistance of transportation. Transportation for older adults in Stanislaus County is supported by Stanislaus MOVE Transportation Agency who provides assisted transportation for older adults and persons with disabilities. The staff of MOVE assists older adults and persons with disabilities to understand the fixed bus route and paratransit systems in addition to travel training which trains them on the fixed route system. MOVE provides ADA paratransit eligibility, coordinates a volunteer driver program known as Bridges for mileage reimbursement; and also supports homebound veterans through their VetsVan program. VetsVan utilizes volunteer drivers to transport homebound and disabled veterans to the Veterans Clinic in Modesto and VA facilities that are difficult to get to in the San Francisco Bay Area, including Livermore and Palo Alto. The goal of MOVE Stanislaus is to empower older adults to improve their lives by finding the most appropriate mode of transportation to suit their needs.

The Multipurpose Senior Services Program (MSSP) has been part of the AAA for over 14 years. MSSP is an intensive case management program for low income, medically fragile seniors, 65 years of age and older. The MSSP case management team is comprised of social workers and a Registered Nurse. MSSP coordinates with the participant and their family to determine what services are needed in order to stay at home as safely and independently as possible. The following types of services and supports can be provided and referred by MSSP: Support and advocacy, medical equipment, transportation, home health services, communication devices, minor home safety equipment, and money management. The program's goal is to provide additional services and supports to aid participants in remaining in their own homes and preventing unnecessary institutionalization.

For the last 20 years the AAA and the Healthy Aging Association have co-sponsored the annual Healthy Aging and Fall Prevention Summit, held in October. The Summit is a much-anticipated free event that provides free health screenings to anyone over the age of 55, including balance testing, cholesterol and blood pressure checks, diabetes, hearing and visual tests, bone density, skin health assessments, foot care, and depression screening. COVID-10 booster, flu and pneumonia shots are a regular feature. In addition, over 75 vendors provide free information about a variety of health-related services. Featured speakers have given seminars on depression, oral care, and living with diabetes. For the past several years the Second Harvest Food Bank has distributed fresh fruits and vegetables to the first 500 participants. An average of 1,200 older adults and caregivers have participated each year. The 2023 Summit was in-person after 3 years being virtual and drive-thru. The next Summit will be in October 2024.

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

The Stanislaus Senior Foundation was established to raise funds to meet the needs of older adults that cannot be met from other sources. Over the past several years the AAA has coordinated with APS and other community agencies to assist older adults who were facing eviction, the disconnection of utility services, or those who may need assistive devices. The AAA staff refers each request to the Senior Foundation, who determines eligibility. Funds from the Foundation have also been used to enhance the quality of life for low-income older adults by providing holiday gift baskets. AAA staff, members of the Commission on Aging, and staff from other agencies volunteer their time to coordinate these efforts and to plan the fundraisers that make their assistance possible.

SECTION 3. DESCRIPTION OF THE AREA AGENCY ON AGING (AAA)

Formed in 1980, the Stanislaus County Area Agency on Aging (AAA) division of the Aging and Veterans Services Department has been an integral part of the community for over 40 years and is committed to meeting the many needs of all older adults in Stanislaus County. The AAA has a reputation among service organizations as being the lead agency in responding to needs on behalf of all older adults, adults with disabilities, and their caregivers.

The AAA Advisory Council in Stanislaus County is the Commission on Aging. (COA) The COA is appraised of 21 members; Two members from each of Stanislaus County's 5 districts are appointed by the corresponding Supervisor. The other 11 members are Representatives At Large. They are applicants who are interviewed by the COA Membership Committee and voted upon by the larger council. Several Commission on Aging members also represent sub-groups listed to include caregivers, minority, disabled, low-income, and LGBTQ+ older adults.

Some of the ways the AAA carries out its role as a leader on aging issues is through its involvement in inter-agency collaboration. Promoting involvement of older individuals, adults with disabilities, and their caregivers in developing community-based systems of care also involves the Commission on Aging. In addition, the AAA remains the hub for older adult services through its main senior information line, which is essential to connect older adults to the community-based systems of services.

- AAA staff is active in the Senior Coalition of Stanislaus County. The Coalition members meet monthly to exchange ideas, collaborate with other agencies serving older adults, engage with local health plans to network about advocacy opportunities, and continue dialogue to create community-based systems of care for older individuals, adults with disabilities, and caregivers in Stanislaus County. One major focus for the members of the Coalition is participating in the governor's task force designing the Master Plan for Aging. The Senior Coalition was the first Stanislaus County entity to initiate a focus group and plan events to advocate for a local Master Plan for Aging playbook.
- The AAA staff coordinates a semi-monthly meeting called the Serving Our Seniors (SOS) Network. This meeting is open to anyone that provides services for older adults and persons with disabilities. The regular group includes staff from non-profit agencies, In-home health agencies, long term care facilities, service organizations, government agencies, veterans organizations, social workers from local health plans, companies that offer goods and services to older adults, and AAA staff. The meeting is used as a forum to publicize events and outreach opportunities, and network between the various groups to improve service and care to older adults, caregivers, and persons with disabilities.
- The Stanislaus Elder Abuse Prevention Alliance (SEAPA) provides seminars, outreach events, and other training opportunities for older adults, persons with disabilities, and caregivers regarding known abuse and how to avoid becoming a victim. The AAA staff continues to assist with the planning of seminars and outreach events, working with the other agencies and interested persons to help all citizens understand the ways that older adults can be abused. In response to the increase in scams that target older adults, APS staff, AAA staff, the Senior Advocacy Network, and the SEAPA coordinator have launched new advertising campaigns highlighting specific scams. Information has been made available to point older adults to the means to receive help when faced with a scam.

- Mental Health Services for Older Adults continue to be an emphasis for the AAA. A successful contract continues between the AAA and the Stanislaus County Behavioral Health and Recovery Services department to conduct programs for preventing and alleviating depression in older adults. Prevention and Early Intervention (PEI) programs fall under the umbrella of Project Hope. These programs are free for adults 60 years of age or older. Social workers and volunteers assess and assist older adults in their homes with emotional support as they work through major life changes. Participants can receive individual peer counseling or counseling from a licensed clinical social worker who can also connect them to extended services. The Project Hope Friendly Visitor Program pairs specially trained volunteers with isolated or home bound older adults for visits a few times per month. This program was especially valuable during the COVID-19 pandemic where volunteers stayed connected with isolated older adults via phone during a challenging health crisis.
- Post-pandemic, there has been increased mental health awareness, especially in isolated older adults not being able to participate in outside activities. In response, the AAA received grant funding from the Mental Health Services Oversight and Accountability Commission to begin the Program to Encourage Active, Rewarding Lives (PEARLS). The grant was awarded in 2023 so that older adults aged 60 or older who are at risk for or have minor depression can be referred to this program. They can receive one-on-one coaching in their homes or other accessible community settings over the course of four to five months. The goal of the PEARLS program is to empower older adults by teaching them skills necessary to act and make lasting life changes to reduce depressive symptoms. Ultimately, the hope is that they can lead more active and rewarding lives.
- In March 2023 the AAA organized and hosted the first county-wide free Family Caregiver Wellness Retreat. Held at the Stanislaus Veterans Center, it was a successful day designed for caregivers to rejuvenate, reconnect, and refocus. Department staff collaborated with 8 community partners, 22 vendors/community organizations, 7 California State University at Stanislaus nursing student interns, and the California College of Barbering & Cosmetology, to serve approximately 40 unpaid caregivers. In addition to the keynote speaker who authored a book on caregiving, caregivers had the option to attend classes on yoga for stress relief, body mechanics, and legal education. In addition, they received free breakfast and lunch, earned prizes, gained resources, and received free hairstyling, cuts, and manicures. Respite home care was also provided free of charge upon request. The service to caregivers provided an opportunity for community partners to serve older adults with empathy and teamwork, which created a beautiful cross-generational experience. It is a AAA objective to continue these caregiver retreats and trainings.
- The AAA compiles a Caregiver Resource Guide, listing various levels of assistance with doing the important role of caregiving. It was developed to assist caregivers of older adults and persons with disabilities throughout Stanislaus County and also be a resource to caregivers who may live out of the area.
- The AAA has been a member of a Local Implementing Agency with the CalFresh Healthy Living (formerly SNAP-Ed) program for over five years. During that time, AAA staff has participated in planning programs that will help low-income older adults develop effective shopping and cooking techniques, as well as ways to become more physically active. The programs have been contracted to the Healthy Aging Association who have incorporated the guidelines and curriculum of the CalFresh Healthy Living program into their programs.

Healthy Aging's Go Green for Seniors Green Bag program partners with Second Harvest to distribute fruits and vegetables in conjunction with a presentation using CalFresh curriculum to provide information about healthy eating habits in six locations throughout Stanislaus County. In addition, they encourage consistent exercise with Young at Heart strength training classes at eight sites, to include the outlying rural area class in Spanish. Healthy Aging has facilitated walking groups, walking routes, and newly instituted line dancing classes. The line dancing classes have been a popular addition and include a simple healthy recipe and a food sample for participants to take home.

- In addition to being the contracting agency for the CalFresh Healthy Living program, Healthy Aging Association has been the contracting agency for the Title IIID Health Promotion Program for over 20 years. They provide Tai Chi and Tai Ji Quan classes in 2 locations, as well as the Matter of Balance Program. Healthy Aging Association also administers the Dignity at Home Fall Prevention Program. The Dignity at Home program provides free fall prevention outreach, education, and in-home environmental assessments to qualifying older adults aged 60 and older or persons with disabilities who are at risk of falling. Fall Prevention funding has allowed for Healthy Aging Association to sub-contract with Home Safety Services to provide minor home modifications to reduce the number of debilitating falls suffered by older adults in Stanislaus County. This cross-collaboration has greatly enhanced the Title IIIB Case Management as well as the Title IIIE Family Caregiver Program.

SECTION 4. PLANNING PROCESS & ESTABLISHING PRIORITIES

The Stanislaus County Area Agency on Aging (AAA) offers many opportunities for public involvement and input into the planning process and establishment of priorities. The planning process includes the community needs assessment, Commission on Aging advisory council meetings, public hearings, Stanislaus County Board of Supervisor meetings, staff feedback from current provider organizations, staff input from associated agencies, members of the general public, and feedback provided by current consumers accessing our programs and services.

The Stanislaus County Board of Supervisors Meeting allows for public comment. These meetings are generally held two Tuesdays per month. Any issues related to aging services are relayed to the AAA.

The Stanislaus County Commission on Aging holds meetings every month and are publicly noticed according to the Brown Act. Current agendas are provided in advance to all Commission members and service providers. These meetings not only provide opportunities for public input but are also a venue for presentations on topics ranging from housing, healthcare, caregiving, and transit needs. These meetings are the primary means of disseminating information from the AAA administrative team to the public on older adult matters, structuring of programs and services, budgetary updates, and regulatory and legislative issues.

For this four-year planning cycle, a Community Assessment Survey for Older Adults (CASOA) was mailed through a random sample to older adults throughout the county. Following the random sample, any older adult could take the survey online. Since the survey was designed and results were collected through a CDA contract with POLCO, a direct link to the survey was also distributed through the Stanislaus County website and several group email lists. Flyers and advertisement for the online portion of the survey was conducted through the Home Delivered Meals program, Long-Term Care Ombudsman, Homemaker Program, MOVE Stanislaus transportation programs, Senior Law Project, Veterans Services Office, Healthy Aging Association Green Bag program, and various social media sites. Commission on Aging members also distributed the survey link to senior centers and other older adults in their five districts, including the groups they represent on page 78, including low-income, disabled, and LGBTQ+ older adults.

The results of the Community Assessment Survey for Older Adults and requests from the Information and Assistance Program are used to plan programs beyond the OAA contracted services and enhance the current services in Stanislaus County. Using input from the organizations and agencies, various narrative objectives have been designed to support four broad goals:

1. Provide ways to reduce the housing burden and provide financial resources for older adults, caregivers, and persons with disabilities.
2. Promote health & well-being for older adults, caregivers, and persons with disabilities.
3. Provide Information and Assistance to older adults, caregivers, and persons with disabilities.
4. Provide services to family caregivers that will support them in their caregiving role, allowing the care receiver to receive safe, healthy, and quality care in their own homes.

A recurring theme from the survey was that the information about services for older adults is not as widely known by the general public as expected. The AAA staff will work closely with the public and continue outreach efforts to find ways to meet the expressed needs.

The process to determine the adequate proportion for use of Older Americans Act Title IIIB funds includes considerations resulting from the various ways that needs have been determined. Data from calls to the Information and Assistance phone line, the Community Needs Assessment, and feedback from providers and consumers, have been the main means used to determine how to best allocate the Older Americans Act funding. In the Access category, funds will be spent for Case management, Information and Assistance, and Outreach. For In-Home (Supportive) Services, the AAA funds were used for the Homemaker Program. For Legal service, the AAA contracts with the Senior Advocacy Network to provide legal services, including a close relationship with the Long-Term Care Ombudsman and Adult Protective Services Programs.

Economic and Social Priorities:

Because the AAA participates in the CalFresh Healthy Living Program, contracted with the non-profit Healthy Aging Association, opportunities to reach federally designated priority populations increase each year. These guidelines allow the AAA to reach older adults who face the greatest economic need across Stanislaus County. Some of these priorities focus on addressing racial equity, serving veterans, and members of immigrant communities, according to federal CalFresh Healthy Living guidelines. In 2023, a Young at Heart strength training class was started at the Turlock American Legion and a Line Dancing class was started at the Stanislaus Veterans Center to reach veterans as a priority population.

In addition, the AAA will continue to provide information in both English and Spanish, focusing on outreach in rural areas, especially through other programs, social workers who do in-home assessments, Dignity at Home Fall Prevention, and home delivered meals in outlying areas of Stanislaus County.

The AAA collaborates with Stanislaus County Health Services Agency to participate in the county Community Health Improvement Plan (CHIP) by participating in action workgroups for chronic disease, housing and homelessness, and communicable disease. Through this collective work and involvement, the AAA continuously seeks to prioritize outreach and discover ways to serve and meet the needs of older adults in the LGBTQ+ community, persons living with human immunodeficiency virus (HIV) or Acquired Immunodeficiency Syndrome (AIDS) or other chronic conditions. In addition, the AAA partners with Community Impact Central Valley (CICV) HIV programs as well as Stanislaus Health Services Agency for AIDS Case Management (ACM).

SECTION 5. NEEDS ASSESSMENT & TARGETING

The California Department of Aging sponsored and funded research, contracting with the National Research Center (NRC) at Polco to conduct a needs assessment for Planning and Service Areas (PSA's) across the state. In order to develop their Area Plans, PSA's conduct needs assessments at least every four years. The Community Assessment Survey for Older Adults (CASOA) was developed by NRC and customized for the State of California Department of Aging to provide an accurate, affordable, and easy way to access and interpret the experience of older adults in communities across the state.

The CASOA instrument in Stanislaus County was designed with official Stanislaus County Department of Aging and Veterans Services graphics, contact information, and signatures on survey mailing materials. It included questions related to overall quality of life, characteristics of the community, perceptions of safety, and many different needs common to older adults. The survey became available on 8/14/24 with results delivered 11/9/23. Data from this survey will be used to broaden Area Plan goals and objectives in Stanislaus County. The target population for this survey was residents aged 55 years or older in households within Stanislaus County Department of Aging and Veterans Services boundaries.

A random selection of Stanislaus County records was used for the sampling frame from households with a high likelihood of having a resident age 55 years or older. Lists were compiled from marketing firms based on various data sources to include warranty information, voting lists, and more. In addition to the random sample "probability" survey, an open participation survey was conducted online, in which all older adults aged 55 years or older were invited to participate, following the random sampling. The online survey remained open for an additional 3 weeks.

Stanislaus County Aging & Veterans Services posted notifications about both survey opportunities in English and Spanish. Information, flyers, and postcards about the CASOA were distributed through several social media platforms, websites, program mailings, emails, and networking groups that serve older adults. In addition, the AAA issued postcards to the Commission on Aging Advisory Council with both random and open participation survey opportunities to deliver to their five county districts and sub-groups of older adults.

Efforts were made through the CASOA to target older adults in the greatest social and economic need. Homebound older adults were notified through the home-delivered meals program, congregate meal sites, senior centers, public service announcements, and sub-groups represented by the Commission on Aging.

Data Collection:

There was a general goal of 10-12% response rates for each PSA in this statewide effort. It can be hard to predict response rates, as many factors can contribute to them, and on statewide efforts like these, it's harder to make residents aware of the survey effort as a whole. Stanislaus County achieved an overall response rate of 11.5%, achieving the goal range.

More important than the response rate is the margin of error. Stanislaus County had a margin of error of ± 5 percentage points at a 95% confidence level, meaning that if the survey were repeated many times, the results would be within 5 percentage points of the true population value about 95% of the time. Margin of error is a way to express the accuracy and reliability of survey results, considering the inherent variability that comes with using a sample rather than surveying the entire

population, and a 5% margin of error falls on the lower side of the 5-7% range aimed for as an industry standard for accuracy.

Findings:

Overall response rate: 11.25%

- 3200 surveys mailed.
- 3,164 surveys received by residents (unreturned)
- 379 combined responses from probability survey & open participation
- Largest challenges: *Housing, Healthcare, and Finances*

Key Findings in 6 Domains:

1. Community Design (17 aspects of livability)
 - Positive scores:
 - Mobility 54%.
 - Safety 51%.
 - Community Inclusivity 47%
 - Greatest need for improvement scores:
 - Independent Living 17%.
 - Information on Older Adult Services 17%.
 - Housing 20% (Overall 55% of older adult residents in the region reported experiencing housing needs)
2. Employment and Finances
 - Positive scores:
 - Overall economic health of community 43%.
 - Need for improvement/challenges:
 - Cost of Living 13%
 - Employment Opportunities 18% (52% older adults reported financial challenges and 32% reported employment needs.
3. Equity and Inclusivity
 - Positive scores: Overall sense of community and neighborliness 48%
 - Need for improvement:
 - Inclusion 27% reported challenges.
 - Equity: 12% reported challenges
4. Health and Wellness
 - Health-related problems were some of the most common challenges listed by older adults in the survey with 51% reporting physical health challenges and 37% reporting mental health challenges. Healthcare was also a challenge for about 54% of older residents.
5. Information and Assistance
 - Positive scores:
 - Overall services provided to older adults rated as excellent or good by 41% of survey respondents.
 - Need for improvement.
 - 45% of older adults were found to have information access challenges.
6. Productive Activities
 - Positive scores:

49% of older adults had excellent or good opportunities to volunteer, and 42% participated in some kind of volunteer work.

- Need for improvement/challenges:
- Civic engagement 37%
- Social engagement 36%
- Caregiving 21%

Note: 37% of older adults provide caregiving to individuals 55 and older, 18% to individuals 18-54 and 22% to individuals under 18.

Concluding Needs:

Through the Community Assessment Survey for Older Adults, more than 40 challenges commonly facing older adults were assessed by respondents. These challenges were grouped into 15 larger categories of needs. In Stanislaus County, the top 3 challenges under the 15 larger categories were:

- 1- Housing
- 2- Finances
- 3- Health and Wellness

At least 55% of older residents reported at least one item in these categories as a major or moderate problem in the 12 months prior to taking the survey. Additionally, approximately half of surveyed older adults were found to have information access challenges.

The AAA will address these needs in our Area Plan goals and objectives for 2024-2028. Knowledge and information are the base of access to services such as housing and financial assistance, which are primary challenges. Included in health and wellness will be encouraging older adult independence. Addressing physical aspects of daily living can help older adults be healthier, prevent falls, and stay independent as long as possible.

The Stanislaus County Area Agency on Aging is committed to reaching, serving, and prioritizing older adults with the highest economic and social needs. As mentioned throughout Sections 1-4, this includes population subgroups to address low income, limited English speaking, rural residents, and LGBTQ+ older adults.

A larger copy of the needs assessment will be posted on the Stanislaus County Aging & Veterans website and also available upon request.

SECTION 6. PRIORITY SERVICES & PUBLIC HEARINGS

2024-2028 Four-Year Planning Cycle

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

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds² listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2024-25 through FY 2027-2028

Access:

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

2024-25 41.7 % 25-26 _____% 26-27 _____% 27-28 _____%

In-Home Services:

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

2024-25 21.9 % 25-26 _____% 26-27 _____% 27-28 _____%

Legal Assistance Required Activities:³

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

2024-25 23.8 % 25-26 _____% 26-27 _____% 27-28 _____%

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

² Minimum percentages of applicable funds are calculated on the annual Title IIIB baseline allocation, minus Title IIIB administration and minus Ombudsman. At least one percent of the final Title IIIB calculation must be allocated for each “Priority Service” category, or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

³ Legal Assistance must include all the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

PUBLIC HEARING: 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 2020, Section 314(c)(1).

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English? ⁴ Yes or No	Was hearing held at a Long-Term Care Facility? ⁵ Yes or No
2024-2025	March 11, 2024	Stanislaus Veterans Center			
2025-2026					
2026-2027					
2027-2028					

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.
2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?
 - Yes. Go to question #3
 - Not applicable, PD and/or C funds are not used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and/or C
4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services
 - Yes. Go to question #5
 - No, Explain:
5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.
6. List any other issues discussed or raised at the public hearing.
7. Note any changes to the Area Plan that were a result of input by attendees.

4 A translator is not required unless the AAA determines a significant number of attendees require translation services.

5 AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

SECTION 7 - Area Plan Narrative Goals and Objectives

PSA 30

Goal # 1

Goal: Provide ways to reduce the housing burden and provide financial resources for Older Adults, Caregivers, and Persons with Disabilities in Stanislaus County.			
Rationale: Results of the Community Assessment Survey for Older Adults showed that housing access, cost, in addition to finances for older adults, is an increasing challenge.			
	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Objective 1.1: The AAA will promote and market the Stanislaus Home Share project facilitated through the Senior Advocacy Network. Data will be collected regarding potential homeowners and renters and information distributed through local aging services networks and program participants. The Home Share program is not OAA funded.</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 home share enrollments and number of calls/contacts.</p>	7/1/24-6/30/25	C	
<p>Objective 1.2: The AAA will provide rent subsidy payments to rent-burdened older adults over age 60 who are on a fixed or limited income. This program facilitated through Senior Advocacy Network is not OAA funded.</p> <p><u>Outcome:</u> To assist older adults who are rent-burdened due to their fixed or limited income.</p> <p><u>Measurement:</u> Number of older adults awarded subsidies.</p>	7/1/24-6/30/25	C	

<p>Objective 1.3:</p> <p>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.</p> <p><u>Outcome:</u> Low-income older adults will receive assistance and relief 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 and number who received assistance.</p>	7/1/24-6/30/25	C	
<p>Objective 1.4: The AAA staff will participate as a member with the Senior Coalition of Stanislaus County to work on the Master Plan for Aging to develop a local Playbook, addressing the five bold goals with an emphasis on housing and caregiving. Coordination will involve providing data, participation in special events, and coordinating services with organizations that do not receive OAA funds.</p> <p><u>Outcome:</u> Members of the Coalition will coordinate to act in our community to develop housing access strategies 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>	7/1/24-6/30/25	C	

<p>Objective 1.5: The AAA staff will coordinate with the Commission on Aging (COA) 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> Number of events that committee members attended to speak to public officials or advocate for older adult housing.</p>	7/1/24-6/30/25	C	
<p>Objective 1.6: The AAA staff or COA members 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>	7/1/24-6/30/25		
<p>Objective 1.7: The AAA staff will participate in the Community Services Agency Enhanced Care Management work groups, part of CalAIM. The model of care includes several county and health care agencies with a “no wrong door” approach to accessing services.</p> <p><u>Outcome:</u> Enhanced coordination of care and service navigation.</p> <p><u>Measurement:</u></p>			

Goal # 2

Goal: Promote Health & Well-Being for Older Adults, Caregivers, and Persons with Disabilities in Stanislaus County.

Rationale: The responses on the Community Assessment Survey for Older Adults included concerns about basic physical aspects of daily living, in addition to mental health challenges. Addressing these concerns and seeking ways that can help people be healthier can help older adults stay as independent as possible.

	Projected Start and End Dates	Title IIB Funded PD or C	Update Status
<p>Objective 2:1: The AAA staff will develop the Program to Encourage Active, Rewarding Lives, (PEARLS) program, which is non-OAA funded, to support, coach, & empower older adults suffering loss and depression, by teaching them skills necessary to act and make lasting changes so they can lead more active and rewarding lives.</p> <p><u>Outcome:</u> PEARLS staff will conduct 8 in-home sessions over a period of 6-8 months to teach older adults depression management.</p> <p><u>Measurement:</u> Number of older adults served annually.</p>	7/1/24-6/30/25	PD	
<p>Objective 2.2: The AAA staff will request a resolution from the Board of Supervisors to declare the month of 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> Number of nominated candidates from each of the 5 districts by the public to be honored, and the completion of the special session of the Board of Supervisors.</p>	7/1/24-6/30/25	C	

<p>Objective 2.3: 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. These free programs are non-OAA funded mental health programs to include peer counseling, friendly visitors, and counseling with a licensed clinical social worker, if needed. The staff will also seek ways to participate in outreach events.</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>	<p>7/1/24-6/30/25</p>	<p>C</p>	
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Goal # 3

<p>Goal: Provide Information and Assistance to Older Adults, Caregivers, and Persons with Disabilities in Stanislaus County.</p>			
<p>Rationale: Results of the Community Assessment Survey for Older Adults showed that information about services and access to services for older adults is lacking.</p>			
	<p>Projected Start and End Dates</p>	<p>Title IIIB Funded PD or C</p>	<p>Update Status</p>
<p>Objective 3.1: The AAA staff will coordinate with the Stanislaus Elder Abuse Multidisciplinary Team (MDT) and Dependent Adults to conduct presentations and outreach events to increase awareness of the signs of elder abuse, how to prevent abuse, and give the resources to better serve the victims of abuse. The MDT is not OAA funded.</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>	<p>7/1/24-6/30/25</p>	<p>C</p>	
<p>Objective 3.2: The AAA staff will work with the members of the Senior Coalition of Stanislaus County to sponsor the Healthy Aging and Fall Prevention Summit on October 11, 2024. 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>	<p>October 2024</p>	<p>C</p>	

<p>Objective 3.3: 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>	7/1/24-6/30/25	C	
<p>Objective 3.4: 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 views recorded.</p>	7/1/24-6/30/25	PD	
<p>Objective 3.5: The AAA HICAP staff will coordinate with the cities of Modesto, Oakdale, Patterson, and Turlock to hold HMO Forums during Open Enrollment for Medicare.</p> <p><u>Outcome:</u> Medicare beneficiaries will learn of their choices to augment their Medicare Insurance coverage during Open Enrollment time.</p> <p><u>Measurement:</u> The number of attendees at each forum.</p>	7/1/24-6/30/25	C	

Goal # 4

<p>Goal: Provide services to family caregivers that will support them in their caregiving role, allowing the care receiver to receive safe, healthy, and quality care in their own homes.</p>			
<p>Rationale: To assist older adults and adults with disabilities maintain their independence at home or least-restrictive environment as possible. With access to a wide range of options for community-based, long-term care services, they would be able to enhance their quality of life.</p>			
	<p>Projected Start and End Dates</p>	<p>Title IIIB Funded PD or C</p>	<p>Update Status</p>
<p>Objective 4.1: The AAA will provide in-person home caregiver assessments as part of the Support Services for the Family Caregiver Support Program. Visits will include providing senior information and assistance packets with brochures, caregiver support groups, Fall Prevention Resource Directory and Caregiver Resource Directory. <u>Outcome:</u> Both caregivers and care receivers will receive personalized service and resources to assist them, with receiving better care in the home environment. <u>Measurement:</u> Number of new assessments in one year.</p>	<p>7/1/24-6/30/25</p>	<p>C</p>	
<p>Objective 4.2: The AAA will coordinate with local caregiver agencies and professionals to provide a bi-annual Caregiver Training for caregivers seeking assistance with their role in keeping care recipients healthy and independent at home. <u>Outcome:</u> Sponsor the special training event emphasizing training, education, and wellness for the caregiver. <u>Measurement:</u> Number of caregivers attending the event with number of coordinated agencies involved.</p>	<p>7/1/24-6/30/25</p>	<p>C</p>	

<p>Objective 4.3: The AAA staff will work to expand the services available through the Family Caregiver Support Program, Fall Prevention Program, 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 care for their loved ones more effectively. 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 better services that will continue to allow them to live safely in their home and in the community.</p> <p><u>Measurement:</u> The increased number of clients and hours for services in one year.</p>	7/1/24-6/30/25	PD	
<p>Objective 4.4: 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> <p>Year 3 & 4: The AAA will utilize nursing student interns to enhance and increase service by conducting assessments</p>	7/1/24-6/30/25	PD	

SECTION 8. SERVICE UNIT PLAN (SUP)

**TITLE III/VII SERVICE UNIT PLAN
CCR Article 3, Section 7300(d)**

The PSA 30 Service Unit Plan (SUP) uses the Older Americans Act Performance System (OAAPS) Categories and units of service. They are defined in the OAAPS State Program Report (SPR). Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, and IIID.

Title IIIB

Homemaker Assistance (In-Home)

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	4,700	2,4	
2025-2026			
2026-2027			
2027-2028			

Case Management (Access)

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	300	1,2,3,4	Objective 1.7; 4.3
2025-2026			
2026-2027			
2027-2028			

Information and Assistance (Access)

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	4,200	1,2,3,4	Objectives 1.3; 3.3
2025-2026			

2026-2027			
2027-2028			

Outreach (Access)

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	400	1,2,3,4	Objective 3.3
2025-2026			
2026-2027			
2027-2028			

Legal Assistance

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	1,600	1,3	Objective 1.1; 1.2; 3.1
2025-2026			
2026-2027			
2027-2028			

Nutritional Education
participant

Unit of Service= 1 session per

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	2,700	2,3	
2025-2026			
2026-2027			
2027-2028			

Title III-C-1

Congregate Meals

Unit of Service = 1 meal

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)

2024-2025	34,000	2,3	
2025-2026			
2026-2027			
2027-2028			

Title IIIC-2

Home-Delivered Meals
meal

Unit of Service = 1

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	132,000	2,3	
2025-2026			
2026-2027			
2027-2028			

Other Non-Priority Supportive Service:

Cash/Material Aid

Unit of Service

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	35	1,3	
2025-2026			
2026-2027			
2027-2028			

Title IID/Health Promotion—Evidence-Based

Evidence-Based Program Name(s): Tai Chi & Tai Ji Quan Classes for Arthritis & Fall Prevention

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	2,000	2	
2025-2026			
2026-2027			
2027-2028			

Evidence-Based Program Name: A Matter of Balance Classes

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	150	2	
2025-2026			
2026-2027			
2027-2028			

**TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM
OUTCOMES**

2024-2028 Four-Year Planning Cycle

As mandated by the Older Americans Act Reauthorization Act of 2020, 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.

Complete all Measures and Targets for Outcomes 1-3.

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 2020, 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 2021-2022 was 57%.

Fiscal Year Baseline Resolution Rate	# of partially resolved or fully resolved complaints	Divided by the total number of Complaints	= Baseline Resolution Rate	Fiscal Year Target Resolution Rate
2022-2023	78	102	76	<u>65</u> % 2024-2025
2023-2024				_____% 2025-2026
2024-2025				_____% 2026-2027
2026-2027				_____% 2027-2028

Program Goals and Objective Numbers: 3.1;3.3

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

1. FY 2022-2023 Baseline: Number of Resident Council meetings attended 33 FY 2024-2025 Target: 35
2. FY 2023-2024 Baseline: Number of Resident Council meetings attended _____ FY 2025-2026 Target: _____
3. FY 2024-2025 Baseline: Number of Resident Council meetings attended _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Resident Council meetings attended _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>3.1;3.2;3.3</u>

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

1. FY 2022-2023 Baseline: Number of Family Council meetings attended 0 FY 2024-2025 Target: 1
2. FY 2023-2024 Baseline: Number of Family Council meetings attended _____ FY 2025-2026 Target: _____
3. FY 2024-2025 Baseline: Number of Family Council meetings attended _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Family Council meetings attended _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>3.3</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 2022-2023 Baseline: Number of Instances 258 FY 2024-2025 Target: 250
2. FY 2023-2024 Baseline: Number of Instances _____ FY 2025-2026 Target: _____
3. FY 2024-2025 Baseline: Number of Instances _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Instances _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>3.1;3.2;3.3;4.2</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 2022-2023 Baseline: Number of Instances 980 FY 2024-2025 Target: <u>500</u>
2. FY 2023-2024 Baseline: Number of Instances _____ FY 2025-2026 Target: _____
3. FY 2024-2025 Baseline: Number of Instances _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Instances _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>3.1;3.2;3.3;4.2</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 2022-2023 Baseline: Number of Sessions 19 FY 2024-2025 Target: <u>10</u>
2. FY 2023-2024 Baseline: Number of Sessions _____ FY 2025-2026 Target: _____
3. FY 2024-2025 Baseline: Number of Sessions _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Sessions _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>3.1;3.2;3.3;4.2</u>

G. Systems Advocacy (NORS Elements S-07, S-07.1) (2024-2025)

(2024-25) Multi-Year Result efforts

The Local Ombudsman coordinator will work with California Long Term Care Ombudsman Association (CLTCOA) to assist with statewide training for all California Ombudsman representatives and long-term facility staff regarding the newly amended Mandated Reporter Flow Chart AB-1415, which passed in 2023 and took effect January 1, 2024. This change simplifies the mandated reporting system pertaining to elder and dependent abuse. The new law allows mandated reporters to take easier action when they observe, attain knowledge, or suspect abuse or neglect. The new Mandated Reporting Flow Chart outlines when to verbally inform or submit a written report to law enforcement, Ombudsman program, or State licensing. The Stanislaus Ombudsman coordinator, along with the Director of the CLTCOA, will participate in statewide virtual mandated reporter training at least twice a year. The Stanislaus Ombudsman coordinator will then conduct mandated reporter trainings with long-term care facilities, potential

Ombudsman volunteers, certified volunteers, and staff at the local level. The Ombudsman program will continue efforts to assist with resident councils. For those facilities that do not have a resident council, the Ombudsman program will work to educate staff and residents about resident councils and how working together is beneficial, especially for resident quality of life and care. Throughout the challenges during and post Covid, Ombudsman staff have made a difference in resident lives. The Ombudsman representatives have established a rapport in Stanislaus County whereas residents are empowered and confident to work with facility staff to address concerns from the resident council.

FY 2024-2025
FY 2024-2025 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) See Above
FY 2025-2026
Outcome of FY 2024-2025 Efforts: FY 2025-2026 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)
FY 2026-2027
Outcome of FY 2025-2026 Efforts: FY 2026-2027 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)
FY 2027-2028
Outcome of 2026-2027 Efforts: FY 2027-2028 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 2020), Section 712(a)(3)(D), (5)(B)(ii)]

Measures and Targets:

A. Routine Access: Nursing Facilities (NORS Element S-58) Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative

at least once each quarter not in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

<p>1. FY 2022-2023 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>18</u> divided by the total number of Nursing Facilities <u>19</u> = Baseline <u>85</u> % FY 2024-2025 Target: _____</p>
<p>2. FY 2023-2024 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ % FY 2025-2026 Target: _____</p>
<p>3. FY 2024-2025 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ % FY 2026-2027 Target: _____</p>
<p>4. FY 2025-2026 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ % FY 2027-2028 Target: _____</p>
<p>Program Goals and Objective Numbers: <u>3.1;3.2;3.3;4.2</u></p>

B. Routine access: Residential Care Communities (NORS Element S-61) Percentage of RCFEs within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year not in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

<p>1. FY 2022-2023 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>83</u> divided by the total number of RCFEs <u>98</u> = Baseline <u>85</u> % FY 2024-2025 Target: <u>85</u> %</p>
<p>2. FY 2023-2024 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %</p>

FY 2025-2026 Target: _____

3. FY 2024-2025 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %

FY 2026-2027 Target: _____

4. FY 2025-2026 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %

FY 2027-2028 Target: _____

Program Goals and Objective Numbers: 3.1;3.3

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 2022-2023 Baseline: **4.36** FTEs
FY 2024-2025 Target: **3.57** FTEs

2. FY 2023-2024 Baseline: _____ FTEs
FY 2025-2026 Target: _____ FTEs

3. FY 2024-2025 Baseline: _____ FTEs
FY 2026-2027 Target: _____ FTEs

4. FY 2025-2026 Baseline: _____ FTEs
FY 2027-2028 Target: _____ FTEs

Program Goals and Objective Numbers:
3.1;3.2;3.3;4.2

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

1. FY 2022-2023 Baseline: Number of certified LTC Ombudsman volunteers **7** _____
FY 2024-2025 Projected Number of certified LTC Ombudsman volunteers **15** _____

2. FY 2023-2024 Baseline: Number of certified LTC Ombudsman volunteers _____
FY 2025-2026 Projected Number of certified LTC Ombudsman volunteers _____

3. FY 2024-2025 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2026-2027 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2025-2026 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2027-2028 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <u>3.1;3.2;3.3;4.2</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 2020, Section 712(c)]

Measures and Targets:

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

Some examples could include:

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

Fiscal Year 2024-25

The Ombudsman Program staff will continue to monitor the National Ombudsman Reporting System (NORS) data for accuracy, consistency, and timely entries. The Ombudsman program staff will schedule office appointments for one-on-one's, bi-weekly or as needed, between experienced staff and volunteers to coach or assist with entering data into Ombudsman Data Integrated Network (ODIN) and NORS. The Ombudsman coordinator will also offer additional NORS training sessions during monthly meetings and new Ombudsman training.

Fiscal Year 2025-2026

Fiscal Year 2026-2027

Fiscal Year 2027-2028

TITLE VII ELDER ABUSE PREVENTION
SERVICE UNIT PLAN

The program conducting the Title VII 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)

Units of Service: AAA must complete at least one category from the Units of Service below.

Units of Service categories include public education sessions, training sessions for professionals, training sessions for caregivers served by a Title III E Family Caregiver Support Program, educational materials distributed, and hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

When developing targets for each fiscal year, refer to data reported on the Elder Abuse Prevention Quarterly Activity Reports. Set realistic goals based upon the prior year’s numbers and the resources available. Activities reported for the Title VII Elder Abuse Prevention Program must be distinct from activities reported for the LTC Ombudsman Program. No activity can be reported for both programs.

AAAs must provide one or more of the service categories below.

NOTE: The number of sessions refers to the number of presentations and not the number of attendees

- **Public Education Sessions** –Indicate the total number of projected education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** –Indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Caregivers Served by Title III E** –Indicate the total number of projected training sessions for unpaid family caregivers who are receiving services under Title III E of the Older Americans Act (OAA) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. Older Americans Act Reauthorization Act of 2020, Section 302(3) ‘Family caregiver’ means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction.

- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** –Indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers, and other agencies involved in the protection of elder and dependent adults from abuse, neglect, and exploitation.
- **Educational Materials Distributed** –Indicate the type and number of educational materials to be distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Number of Individuals Served** –Indicate the total number of individuals expected to be reached by any of the above activities of this program.

TITLE VII ELDER ABUSE PREVENTION SERVICE UNIT PLAN

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

Total # of	2024-2025	2025-2026	2026-2027	2027-2028
Individuals Served	800			
Public Education Sessions	4			
Training Sessions for Professionals	4			
Training Sessions for Caregivers served by Title III E	1			
Hours Spent Developing a Coordinated System	30			

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2024-2025	800	Scam flyers in English, Scam trifold brochure in English & Spanish, Red Flags of Abuse flyers, Stop the Scams posters, and other community resources.
2025-2026		
2026-2027		
2027-2028		

TITLE III E SERVICE UNIT PLAN

CCR Article 3, Section 7300(d)

2024-2028 Four-Year Planning Period

This Service Unit Plan (SUP) uses the five federally mandated service categories that encompass 16 subcategories. Refer to the [CDA Service Categories and Data Dictionary](#) for eligible activities and service unit measures. Specify proposed audience size or units of **service for ALL** budgeted funds.

Providing a goal with associated objectives is mandatory for services provided. The goal states the big picture, and the objectives are the road map (specific and measurable activities) for achieving the big picture goal.

For example: **Goal 3:** Provide services to family caregivers that will support them in their caregiving role, thereby allowing the care receiver to maintain a healthy, safe lifestyle in the home setting.

- Objective 3.1: Contract for the delivery of virtual self-paced caregiver training modules. Review data monthly to strategize how to increase caregiver engagement in these modules.
- Objective 3.2: Facilitate a monthly in person support group for caregivers where they can share success stories and challenges, share information regarding experiences with HCBS. Respite day care will be available for their loved one if needed.
- Objective 3.3: Do caregiver assessments every 6 months to stay connected to the caregiver and knowledgeable about their needs.

Direct and/or Contracted III E Services

CATEGORIES (16 total)	1	2	3
Family Caregivers - Caregivers of Older Adults and Adults who are caring for an individual of any age with Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction.	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Required</i> Objective #(s)
Caregiver Access Case Management	Total hours	<i>Required</i> Goal #(s)	<i>Required</i> Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			

Caregiver Access Information & Assistance	Total Contacts	Required Goal #(s)	Required Objective #(s)
2024-2025	900	4	4.1, 4.2, 4.3, 4.4
2025-2026			
2026-2027			
2027-2028			
Caregiver Information Services	# Of activities and Total est. audience (contacts) for above:	Required Goal #(s)	Required Objective #(s)
2024-2025	# Of activities: 35 Total est. audience (contacts) for above: 5,000	4	4.1, 4.2, 4.3 4.5
2025-2026	# Of activities and Total est. audience (contacts) for above:		
2026-2027	# Of activities and Total est. audience (contacts) for above:		
2027-2028	# Of activities and Total est. audience (contacts) for above:		
Caregiver Respite In-Home	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025	4,500	4	4.4
2025-2026			
2026-2027			
2027-2028			
Caregiver Respite Other	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Respite Out-of-Home Day Care	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			

2027-2028			
Caregiver Respite Out-of-Home Overnight Care	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Supplemental Services Assistive Technologies	Total Occurrences	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Supplemental Services Caregiver Assessment	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Supplemental Services Caregiver Registry	Total Occurrences	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Supplemental Services Consumable Supplies	Total occurrences	Required Goal #(s)	Required Objective #(s)
2024-2025	20	4	4.3
2025-2026			
2026-2027			
2027-2028			

Caregiver Supplemental Services Home Modifications	Total occurrences	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Supplemental Services Legal Consultation	Total contacts	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Support Groups	Total sessions	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			
Caregiver Support Training	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025	100	4	4.2
2025-2026			
2026-2027			
2027-2028			
Caregiver Support Counseling	Total hours	Required Goal #(s)	Required Objective #(s)
2024-2025			
2025-2026			
2026-2027			
2027-2028			

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)
SERVICE UNIT PLAN
CCR Article 3, Section 7300(d)
WIC § 9535(b)**

MULTIPLE PLANNING AND SERVICE AREA HICAPs (multi-PSA HICAP): Area Agencies on Aging (AAA) that are represented by a multi-PSA, HICAPs must coordinate with their “Managing” AAA to complete their respective PSA’s HICAP Service Unit Plan.

CDA contracts with 26 AAAs to locally manage and provide HICAP services in all 58 counties. Four AAAs are contracted to provide HICAP services in multiple Planning and Service Areas (PSAs). The “Managing” AAA is responsible for providing HICAP services in a way that is equitable among the covered service areas.

HICAP PAID LEGAL SERVICES: Complete this section if HICAP Legal Services are included in the approved HICAP budget.

STATE & FEDERAL PERFORMANCE TARGETS: The HICAP is assessed based on State and Federal Performance Measures. AAAs should set targets in the service unit plan that meet or improve on each PM displayed on the *HICAP State and Federal Performance Measures* tool located online at:

https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/Planning/

HICAP PMs are calculated from county-level data for all 33 PSAs. HICAP State and Federal PMs, include:

- 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.

HICAP service-level data are reported in CDA’s Statewide HICAP Automated Reporting Program (SHARP) system per reporting requirements.

SECTION 9. SENIOR CENTERS & FOCAL POINTS**COMMUNITY SENIOR CENTERS AND FOCAL POINTS LIST**

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c), Older Americans Act Reauthorization Act of 2020, Section 306(a) and 102(21)(36)

In the form below, provide the current list of designated community senior centers and focal points with addresses. This information must match the total number of senior centers and focal points reported in the Older Americans Act Performance System (OAAPS) State Performance Report (SPR) module of the California Aging Reporting System.

Designated Community Focal Point	Address
Stanislaus Veterans Center	3500 Coffee Rd, Suite 15, Modesto, CA 95355
Mancini Hall	Tuolumne Blvd, Modesto, CA 95354
Ceres Community Center	2701 4 th St., #C, Ceres, CA 95307
Hughson Community Center	2307 4 th St., Hughson, CA 95326
Riverbank Community Center	3600 Santa Fe St., Riverbank, CA 95367
United Community Center	8900 Laird St., Grayson, CA 95363

Senior Center	Address
Modesto Senior Center	211 Bodem St, Modesto, CA 95350
Gladys Lemmons Senior Center	450 East A St, Oakdale, CA 95361
Hammon Senior Center	1033 West Las Palmas Ave, Patterson, CA 95363
Turlock Senior Center	1191 Cahill St., Turlock, CA 95380

SECTION 10. FAMILY CAREGIVER SUPPORT PROGRAM

**Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services
Older Americans Act Reauthorization Act of 2020, Section 373(a) and (b)
2024-2028 Four-Year Planning Cycle**

Based on the AAA’s needs assessment and subsequent review of current support needs and services for **family caregivers**, indicate what services the AAA **intends** to provide using Title III-E and/or matching FCSP funds for both.

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

Family Caregiver Services

Category	2024-2025	2025-2026	2026-2027	2027-2028
Caregiver Access <input type="checkbox"/> Case Management <input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
Caregiver Information Services <input checked="" type="checkbox"/> Information Services	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
Caregiver Support <input checked="" type="checkbox"/> Training <input type="checkbox"/> Support Groups <input type="checkbox"/> Counseling	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
Caregiver Respite <input checked="" type="checkbox"/> In Home <input type="checkbox"/> Out of Home (Day) <input type="checkbox"/> Out of Home (Overnight) <input type="checkbox"/> Other:	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
Caregiver Supplemental <input type="checkbox"/> Legal Consultation <input checked="" type="checkbox"/> Consumable Supplies <input type="checkbox"/> Home Modifications <input type="checkbox"/> Assistive Technology <input type="checkbox"/> Other (Assessment) <input type="checkbox"/> Other (Registry)	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No

PSA 30 operates the Family Caregiver Support Program (FCSP) as a direct service. We also operate Title IIIB Case Management and Information and Assistance programs as direct services. The AAA has one social worker staffed to conduct home assessments for both FCSP and Case Management programs. We will not be using FCSP funding for FCSP Case Management because we use Title IIIB Case Management as a broad service to assist the needs of those in the FCSP as well as other older adults not enrolled in the FCSP. Referrals are often made to other AAA contracted services or agencies around the county.

Because our Information and Assistance Program is the starting point and hub for older adult services in Stanislaus County, they are the first screening for FCSP clients. We use Title IIIB funding to support the needs of those calling for caregiver support as well. The I & A program will also make referrals to caregiver support groups conducted by the Alzheimer's Association, Valley Caregiver Resource Center, and Community Hospice. The AAA manages a 22-page Caregiver Resource Guide, updated each year. This resource guide is posted on the department website and given out as needed and upon request.

All legal questions and matters are referred by our Information and Assistance staff to the Senior Advocacy Network who is the provider for Title IIIB legal services in Stanislaus County. Senior Advocacy Network is located at 821 13th St., Suite A, Modesto, CA 95354.

The AAA contracts with Healthy Aging Association to administer the Dignity at Home Fall Prevention Program. Healthy Aging Association is co-located with the AAA at 3500 Coffee Rd., Suite 19, Modesto, CA 95355. Being co-located makes coordination of service with the FCSP and Case Management much easier to facilitate. The Dignity at Home program provides no-cost fall prevention outreach, education, and in-home environmental assessments to qualifying older adults aged 60 and older or persons with disabilities who are at risk of falling. Fall Prevention funding has allowed for Healthy Aging Association to sub-contract with Home Safety Services to provide minor home modifications to reduce the number of debilitating falls suffered by older adults in Stanislaus County. The AAA Family Caregiver Program will use some funding for assistive devices but often they are better provided through the Fall Prevention Program.

If a Family Caregiver Support Program client should need mental health counseling, the AAA will refer them to our Project Hope program. As mentioned earlier, the AAA successfully contracts with the Stanislaus County Behavioral Health and Recovery Services department to conduct programs for preventing and alleviating depression in older adults. Prevention and Early Intervention (PEI) programs fall under the umbrella of Project Hope. These programs are free for adults 60 years of age or older. Social workers and volunteers assess and assist older adults in their homes with emotional support as they work through major life changes. Participants can receive individual peer counseling or counseling from a licensed clinical social worker who can also connect them to extended services. The Project Hope Friendly Visitor Program pairs specially trained volunteers with isolated or home bound older adults for visits a few times per month. This program was especially valuable during the COVID-19 pandemic where volunteers stayed connected with older adults via phone during a challenging health crisis. Project Hope is located in the same office as the Area Agency on Aging at 3500 Coffee Rd., Modesto, CA 95355.

In addition, the AAA receives grant funding from the Mental Health Services Oversight and Accountability Commission for the Program to Encourage Active, Rewarding Lives (PEARLS). The grant was awarded in 2023 so that older adults aged 60 or older who are at risk for or have minor depression can be referred to this program. They can receive one-on-one coaching in their homes or other accessible community settings over the course of four to five months. The goal of

the PEARLS program is to empower older adults by teaching them skills necessary to act and make lasting life changes to reduce depressive symptoms. Ultimately, the hope is that they can lead more active and rewarding lives. The PEARLS program is located in the same office as the Area Agency on Aging at 3500 Coffee Rd., Modesto, CA 95355.

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

Grandparent Information Services:

The Family Partnership Center is listed and described on the Stanislaus County website, www.stancounty.com, through the Behavioral Health and Recovery Services (BHRS) link. In addition to that means of Public Information, the staff participates in Community Education events by distributing flyers at fairs throughout the County. A link from the AAA website, www.agingservices.info, to the BHRS web site is available as a means to provide more information about services for grandparents.

Grandparent Access Services:

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

Grandparent Support Services:

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

Grandparent Respite Services:

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

Grandparent Supplemental Services:

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

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

Program through the Family Partnership Center is funded in part by the County General Fund and funds from the Mental Health Services Act. Their budget does not include funds from the AAA Title III E Program. Any older adults seeking respite or supplemental services while caring for their grandchildren are referred to the Family Partnership Center.

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

SECTION 11. LEGAL ASSISTANCE

2024-2028 Four-Year Area Planning Cycle

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2020 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]¹². 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? The Senior Law Project is allocated 23.8% of Title IIIB funding.
2. How have your local needs changed in the past year(s)? Please identify any changes (include whether the change affected the level of funding and the difference in funding levels in the past four years). **Discuss:**

As reported in our last annual update, the need for new and different housing legal services continues to grow in our region. The rental market continues to be extremely challenging for our clients, typically low-income older adults. This population continues to face evictions, rent increases and illegal discrimination practices. We are not different from the rest of California in this regard. The number of older adults reaching out for housing legal and support services has increased exponentially in the last two years because they are at-risk of or experiencing homelessness, often for the first time in their lives. Across California, older adults represent the largest growing population of individuals experiencing homelessness for the first time. These are the Baby Boomers aging into retirement age but lacking financial and social resources to compete in the expensive housing market of 2024. Our legal services are supporting with eviction defense, landlord/tenant issues, reasonable accommodation, foreclosure prevention and more.

We have also seen an increase in older adults becoming victims of scams, especially romance and grandparent scams. The COVID epidemic increased the amount of isolation experienced by many older adults. They did not see their families as often and relied more on their telephones and internet for communication and friendships, thus making them more vulnerable to internet and telephone scams. While we have been able to assist with stopping some of these scams with local banks and local predators, we are neither experienced in or have the financial resources to try to recover stolen assets from out of state and out of country scammers. This is a low priority for law enforcement agencies or the District Attorney. We have reached out to the Attorney General and FBI who are very interested in the foreign scams but to our knowledge have not helped any of our older adults who have been targeted.

While scams have not had a specific effect on our level of funding, the lack of funds to assist with scams precludes us from providing any other services besides counseling and advice, preparation of Elder Abuse Restraining orders, filing police reports and discussing the case at our monthly Elder Abuse Multidisciplinary Team meetings with the District Attorney's office, Adult Protective Services, and the AAA. With additional funding we may be able to provide more services such as litigation on behalf of the victim.

3. How does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify and ensure that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **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 adults and those with disabilities throughout Stanislaus County.

4. How does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? What are the top four (4) priority legal issues in your PSA? **Discuss:**

The top four priority legal issues have seen very little change in the past year. They are and remain as:

a. Affordable Housing/Homelessness - In Stanislaus County, fewer older adults can afford to rent apartments and the waiting list for older adult apartments can be up to 2 years. The subsidized housing for older adults has an ongoing 2-3 year waitlist. Adding to the growing crisis, there is limited and insufficient new construction for older adult housing which will continue to contribute to older adult homelessness. Older adults are the fastest growing demographic of individuals experiencing homelessness for the first time. Finding appropriate housing is challenging for the group because of increased rates of disability, difficulty accessing increasingly remote services for public benefits, and a lack of mental health services in our county.

b. Elder Abuse - Financial abuse to older adults is increasing as family members and other organizations prey on older adults who have saved for their retirement. Family members see their parents or grandparents retirement savings as their inheritance and take from the older adults while they are still alive, sometimes leaving the older adult 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 older adults 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 Financial Elder Abuse by District Attorney (DA)- The DA's Office is often times reluctant to prosecute elder financial abuse cases because the older adult has dementia and/or their mental capacity makes the case difficult if not impossible to litigate. That means more and more predators get away with elder abuse crimes because they know little will happen if caught.

5. How does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? What is the targeted senior population and mechanism for reaching targeted groups in your PSA? 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 Stanislaus County. Brochures for this agency are available in English and in Spanish, 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.

In addition, the Senior Advocacy Network has a close relationship with the AAA, and we meet periodically to discuss issues pertaining to older adults. That is how we increased our presence in the older adult housing arena and continue to look for more causes we can champion to make life in Stanislaus County easier for our older adults.

The targeted older adult 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.

The Senior Advocacy Network is also active in several county-wide community partner groups that allow us to share information about our services with other direct services providers such as housing and homelessness providers, medical providers, in-home care providers, older adult housing property management groups and more.

Our Managing Attorney is the Vice President for the Commission on Aging advisory board. Our Executive Director serves on our County’s Continuum of Care as the Senior Services Representative. Their information is broadcast to the greater Stanislaus area through the voices of the other members of the commission as well as the various agencies and elected officials who attend these meetings.

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

Fiscal Year	# of Legal Assistance Services Providers	Did the number of service providers change? If so please explain
2024-2025	1	No
2025-2026		
2026-2027		
2027-2028		

¹² For Information related to Legal Services, contact Jeremy A. Avila at 916 419-7500 or Jeremy.Avila@aging.ca.gov

7. What methods of outreach are Legal Services Providers using? **Discuss:**

In addition to the methods mentioned above (newspaper, speaking engagements, tabling at senior events, distributing brochures to partners), they have been running the Legal on the Move program over the last year that targets rural older adults by hosting educational housing rights presentations and pop-up legal clinics with attorneys present to assess legal housing needs and consumer issues and make referrals for more hands-on legal assistance.

In the past year, we were present at the following outreach events with a resource table: Christmas Resource Fair at the Modesto Gospel Mission, Modesto Farmer’s Market, Dia De Los Muertos Event, DRAIL disability awareness event, Family Health and Resource Fair- West Modesto Community Collaborative, Sunlight Adult Day Care and more.

This past year, legal clinics were conducted in Modesto at the Healthy Aging Fall Prevention Summit and the Patterson Senior Center,

Our Executive Director routinely presents as various community groups such as Central Valley Pace, El Concilio, NAMI United, Serving our Seniors, and to our local representatives.

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

Fiscal Year	Name of Provider	Geographic Region covered
2024-2025	a. Senior Advocacy Network b. c.	a. Stanislaus County b. c.
2025-2026	a. b. c.	a. b. c.
2026-2027	a. b. c.	a. b. c.
2027-2028	a. b. c.	a. b. c.

9. Discuss how older adults access Legal Services in your PSA and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.). **Discuss:**

Older adults initially access legal services by phone and then come into our office after an appointment has been scheduled. It has been providing remote assistance for their 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.

They can use public transportation, their own vehicles or Dial-a-Ride or get rides from friends or the Bridges program. We can facilitate home/hospital/assisted living visits for older adults who are unable to come to the office due to health issues.

In addition, they work with clients to gather and obtain documents by mail, fax or drop off as necessary. In short, they prioritize in-person, in-office appointments but are able to coordinate remote or out-of-office services as needed.

10. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA (please include new legal problem trends 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, landlord/tenant issues, fair housing, reasonable accommodation, foreclosure prevention.
 - c. Consumer issues including sending letters if a client is judgment proof of filing responses to complaints if the older adult is sued and is NOT judgment proof. They also began offering bankruptcy services in 2023.
 - d. Income/Public benefits – counseling and referrals for SSI, SSA, Unemployment, Survivors Benefits, Veterans Benefits, CalFresh
 - e. Free wills – provided by our pro-bono attorney panel.
 - f. Powers of Attorney and Advanced Health Care Directives – counseling and preparation of documents.
 - g. Utilities – advocating for clients facing financial hardship with utility companies, negotiating settlements, etc.
 - h. Discrimination – housing.
 - i. Guardianships- Providing a guardianship clinic and help potential guardians complete paperwork and provide advice on the court process and self-representation.

11. 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. In the past year, we have developed a remote work policy that many of our attorneys can use to encourage both staff and clients to learn virtual collaboration.

Language - clients who are hearing impaired or speak other languages, including American Sign Language, have difficulty when calling our office to schedule appointments. Our office utilizes our language line for ANY language and helps aid the hearing impaired. In the past year, more Spanish speaking staff have been hired.

Assistance to bedbound or hospitalized- Clients who are bedbound or hospitalized are difficult to aid. To accommodate them, home or hospitals can be made on weekends or evenings.

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

- a. Catholic Charities Ombudsman Program- Elder abuse in long-term care facilities.
- b. MOVE Stanislaus – Assisted Transportation
- c. Adult Protective Services- Restraining orders, case management, HomeSafe
- d. Catholic Charities – SSVF-VETFAM: Veterans housing support services
- e. Stanislaus County Veterans Services Office- Advocacy and affordable housing.
- f. Catholic Charities – Senior Elder Abuse Prevention Alliance (SEAPA)
- g. HICAP- Health insurance counseling.
- h. Project Sentinel- Housing or landlord/eviction issues.
- i. District Attorney's office- Multi Disciplinary Team (MDT) collaboration on elder abuse cases.
- j. Justice on Aging- Receive homelessness prevention grant.
- k. Stanislaus County Continuum of Care- Represent older adults within the plan to distribute federal housing funds.
- l. State Bar of California- Homelessness prevention and equal access.
- m. Congressional office- Veterans, Social Security, or other Federal benefits
- n. Assembly Member office – Housing
- o. Housing Assessment Team – Coordinated Entry referrals.
- p. Community Housing and Shelter Services – Coordinate rental back-pay, utility payments.
- q. Community Impact Central Valley – Housing
- r. DRAIL (Disability Resources Agency for Independent Living) – Benefits advocacy and disability advocacy.
- s. CHAT (Community Health and Assistance Team) – Housing
- t. Rainbow/LGBTQ+ Collaborative – Housing, social support
- u. Family Justice Center – Domestic violence
- v. El Concilio – Immigration
- w. CRLA (California Rural Legal Assistance) – Benefits advocacy
- x. Many in-home care service providers as needed.
- y. Local attorneys- Out-of-scope services.
- z. Family Partnership Center- Guardianship clinics.

SECTION 12. DISASTER PREPAREDNESS

Disaster Preparation Planning Conducted for the 2024-2028 Planning Cycle Older Americans Act Reauthorization Act of 2020, Section 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P)

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

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

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

Assistance following a disaster includes:

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

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

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

Name	Title	Telephone	Email
Richard Murdock	Chief of Emergency Services	Office: 209-552-3600	Murdock@stanoes.com

3. Identify the Disaster Response Coordinator within the AAA:

Name	Title	Telephone	Email
Tiffany Fanfa	Planner	Office: 209-525-4612 Cell: 209-289-3943	Fanfatiff@stancounty.com

4. List critical services the AAA will continue to provide to the participants after a disaster and describe how these services will be delivered (i.e., Wellness Checks, Information, Nutrition programs):

Critical Services	How Delivered?
A Information & Assistance	A Resources at the AAA office or remotely, using access through forwarded calls to I & A cell phones and secure access messaging.
B Meals	B Systems are in place to continue home-delivered meal service or congregate meals via drive thru service.
C MSSP	C Assist social workers to contact potentially affected older adults.
D Post-disaster Follow-up	D Contact older adults within affected area using county and AAA database, offer information and potential assistance. Wellness checks, if needed by department social workers.

5. List critical services the AAA will provide to its operations after a disaster and describe how these services will be delivered (i.e., Cyber Attack, Fire at your building, Evacuation of site, Employee needs)

Critical Services	How Delivered?
A Information & Assistance	A Resources at the AAA office or remotely, using access through forwarded calls to staff or I&A cell phones and secure access messaging.
B Alternate Location Established	B Through the County COOP (Continuity of Operations Planning System), alternate locations are established to continue services if evacuation is necessary.
C MSSP	C Assist social workers to contact potentially affected older adults.
D Post-disaster Follow-up	D Contact older adults within affected area using county and AAA database, offer information and potential assistance. Wellness checks, if needed by department social workers.

6. List critical resources the AAA need to continue operations.
 - Technical support
 - Remote access services
7. List any agencies or private/non-government organizations with which the AAA has formal or nonformal emergency preparation or response agreements. (Contractual or MOU)

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

8. Describe how the AAA will:
 - Identify vulnerable populations:
 - Identify possible needs of the participants before a disaster event (PSPS, Flood, Earthquake, ETC)
 - Follow up with vulnerable populations after a disaster event.

The AAA staff will use the databases that include MSSP and home-delivered meals clients. We will coordinate with the county In Home Supportive Services Department to offer assistance contacting and assisting their clients. The AAA staff will work with the Latino Community Roundtable, a non-profit group who has agreed to assist in contacting citizens in the Hispanic population, especially Hispanic seniors, in case of emergencies. Follow-up with these vulnerable populations will be conducted after a disaster event.

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

9. How is disaster preparedness training provided?

- AAA to participants and caregivers
- To staff and subcontractors

Because the AAA is part of the larger Stanislaus County Continuity of Operations (COOP) Disaster Plan, staff training consists of quarterly safety trainings which will include keeping new staff apprised of the overall plan. The Disaster Plan Coordinator will keep the COOP updated and take appropriate training to do so. In addition, each of the AAA provider agencies must submit, as part of their contract, their disaster plans to the AAA.

SECTION 13. NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

CCR Article 3, Section 7320 (a)(b) and 42 USC Section 3027(a)(8)(C)

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

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

<u>Check applicable direct services</u>	<u>Check each applicable Fiscal Year</u>			
Title IIIB	24-25	25-26	26-27	27-28
<input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Case Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Outreach	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Program Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Coordination	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIID	24-25	25-26	26-27	27-28
<input type="checkbox"/> Health Promotion – Evidence-Based	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIIE⁹	24-25	25-26	26-27	27-28
<input checked="" type="checkbox"/> Information Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Access Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Support Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Respite Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Supplemental Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title VII	24-25	25-26	26-27	27-28
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title VII	24-25	25-26	26-27	27-28
<input type="checkbox"/> Prevention of Elder Abuse, Neglect, and Exploitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Information and Assistance:

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

other areas, the AAA staff and volunteers can always find more creative ways to distribute these flyers, as well as information about other services.

Case Management:

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

The AAA staff attends many older adult outreach events each year. These include those sponsored by the Stanislaus Elder Abuse Prevention Alliance (SEAPA); health information events sponsored by various agencies; the annual Healthy Aging and Fall Prevention Summit; and community events, particularly in under-served small communities. Presentations to groups such as classes at the Modesto Junior College, and service clubs in each community serve to give information to groups that interact with members of the target populations in ways that the AAA staff would not usually meet.

Outreach:

Maintaining the Outreach Program as a direct service allows the AAA staff to give complete and accurate information to the general public and to specific target populations. In recent years our staff has grown to include a Director of Volunteer Services. This staff member helps represent the AAA at outreach events. As the staff seeks to increase volunteer involvement, general information is distributed, increasing the presence of the AAA in multiple communities throughout the county.

Program Development and Coordination:

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

Family Caregiver Support Program:

The Family Caregiver Support Program (FCSP) has been a direct service of the AAA since FY 2003-2004. Referrals for this service have come naturally from the Information and Assistance Program (Senior Information Line) and through agencies such as Community Hospice and Adult Protective Services. The AAA staff members that are bi-lingual, English/Spanish, have been able to effectively assess and address the needs of caregivers whose principle language is Spanish. The AAA staff regularly meets with caregivers in the various cities, towns, and rural areas throughout the county to assess their needs and determine how the AAA can assist them. Public Information and Community Education opportunities are available in rural and urban communities. Included in these opportunities are presentations to college students, attendance at health fairs, and participation in educational workshops specifically aimed at caregivers. The AAA staff has co-sponsored a number of events organized by the Northern California and Northern Nevada

Chapter of the Alzheimer's Association, providing information and support for caregivers of Alzheimer's disease patients. The AAA staff continues to maintain a booklet, *Caregiver Information, Services and Resources in Stanislaus County*, and ensures an updated version is posted on the www.agingservices.info website. Hard copies are printed twice per year to distribute at outreach events, and for each caregiver that is assessed for participation in the Family Caregiver Support Program (FCSP). As workshop opportunities and potentially helpful information is available, the AAA staff notifies caregivers via a private email list-serve. Notification is sent to any caregiver who requests participation, being assured that their address and other private information is never shared. Two to three notifications per month, on average, are sent to over 100+ caregivers. From the beginning of the FCSP, the staff at the AAA determined that the best use of these specific funds has been to provide a limited amount of respite opportunities through vendor contracts with local home health agencies.

The AAA staff starts the FCSP intake process through the Information and Assistance Senior Information line. Once the initial screening is completed over the phone, potential clients are referred to the Family Caregiver Support Program social worker. The social worker schedules a home visit to the caregiver and care receiver to conduct an in-home assessment. This is done prior to authorization in order to determine activities of daily living and other specific needs. Part of the assessment also includes judging the feasibility of purchasing assistive devices. The ability to authorize funds for in-home respite assistance as well as some assistive devices not covered by insurance policies has made this program essential to helping caregivers maintain their loved ones at home for a greater amount of time. The assessments and in-home assistance have been available throughout the county, in rural and urban settings, and with caregivers who require services in languages other than English. The AAA staff also makes referrals to the Fall Prevention Dignity at Home program to conduct Fall assessments and home safety. In addition, the AAA collaborates with other county agencies such as Adult Protective Services and the In-Home Supportive Services programs to assist caregivers with particular needs. Referrals for the FCSP services are received from multiple sources and the program has successfully assisted caregivers who would not typically seek help from a county department. There is a common misconception that county services are only available for persons with low income. As a direct service of the AAA, the Family Caregiver Program has been the introduction to many services with no income requirement, diffusing this misunderstanding for many people.

⁶ Refer to CDA Service Categories and Data Dictionary.

SECTION 14. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Complete and submit for CDA approval each direct service not specified previously. The request for approval may include multiple funding sources for a specific service.

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

Identify Service Category: _____

Check applicable funding source:⁹

IIIIB

IIIC-1

IIIC-2

IIIE

VII

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

FY 24-25 FY 25-26 FY 26-27 FY 27-28

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹⁰: _____

Title IIIB Cash/Material Aid:

As the primary agency serving older adults, the Area Agency on Aging (AAA) is a natural and readily accessible program for a variety of older adult resources and assistance. In many cases, it has become preferable to contact the AAA rather than contacting other agencies that serve older adults with income guidelines or limited parameters. The Title IIIB Information and Assistance Program continuously fields calls and requests for assistance because of a myriad of situations and challenges. Requests range from asking for assistance to avoid utilities from being shut-off, emergency rental assistance, meals, or other immediate needs. Referrals for immediate assistance come from home health agencies, healthcare organizations, government agencies, and discharge planners from hospitals and re-habilitation facilities. Coordination among these agencies is key to meeting the needs of the consumers. The AAA staff is qualified to handle this

coordination as a neutral agency. The AAA staff will continue to partner with other agencies to meet these needs, especially when an older adult is in danger of potential abuse, has a utility shut-off notice, or other immediate emergency. Partner agencies/departments include Adult Protective Services, Catholic Charities, and the Senior Advocacy Network-Senior Law Project.

The AAA staff works with the partner agencies to assist with some payments, dependent upon the need. Assessments include helping the older adult to understand the aid is intended as meeting the emergency need and not as an on-going funding source. The AAA staff provides the assistance directly to the entity requesting payment: the utility company or landlord, etc. The aid is sometimes given as part of the services available through the Case Management Program, assisting the older adult by connecting the adult to services such as low-income programs through utility companies or registering the older adult in a Representative Payee program. The AAA staff seeks to aid while encouraging the older adult to find the means to maintain their independence.

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

SECTION 14. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Complete and submit for CDA approval each direct service not specified previously. The request for approval may include multiple funding sources for a specific service.

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

Identify Service Category: _____

Check applicable funding source:⁹

IIIIB

IIIC-1

IIIC-2

IIIE

VII

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

FY 24-25 FY 25-26 FY 26-27 FY 27-28

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹⁰: _____

Title IIIC-1 Congregate Meals

In February 2018 the agency that had been the provider for both Senior Meals programs notified the AAA that they would not seek to have their contracts renewed, effective June 30, 2018. To avoid a disruption of services, the AAA staff negotiated solutions that included temporary approval for the AAA to do the Congregate Meals program as a direct service, with the provision that a Request for Proposal (RFP) would be done during the 2018-2019 fiscal year.

Following the completed RFP done in January 2019, one local non-profit agency and one school system were approved as Congregate Meals providers for two communities, Turlock, and Newman. Despite the concerted efforts of the AAA staff, no other proposals were received to be providers for the Congregate Meals sites for the balance of the County. One of the vendors that

had supplied meals during FY 2018-2019 responded to the RFP to continue as a vendor, supplying the meals for the balance of the sites. The AAA has maintained the administration for the majority of the Congregate sites. The AAA staff expanded to include the positions of site managers, drivers, and a designated staff member that coordinates the data entry, management of supplies, and volunteer assistance. A Registered Dietitian (RD), a contract employee of the County, has continued to fulfill the requirement for RD oversight for all the sites.

SECTION 14. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Complete and submit for CDA approval each direct service not specified previously. The request for approval may include multiple funding sources for a specific service.

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

Identify Service Category: _____

Check applicable funding source:⁹

IIIIB

IIIC-1

IIIC-2

IIIE

VII

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

FY 24-25 **FY 25-26** **FY 26-27** **FY 27-28**

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹⁰: _____

Title IIIC-2 Home-Delivered Meals

A Request for Proposal went out in January 2019, which resulted in only one agency responding to provide the Home-Delivered Meals. The AAA staff is applying to continue to provide this program as a direct service, with the successful proposer to continue as a vendor since the proposer is a for-profit entity. The company has successfully provided the meals and has done the delivery since July 2019. The AAA staff has administered the program by assessing eligibility, maintaining the database of participants, ensuring that all the requirements of the program are met, including adherence to the nutrition requirements, and attention to appropriate policies and procedures.

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

SECTION 14. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Complete and submit for CDA approval each direct service not specified previously. The request for approval may include multiple funding sources for a specific service.

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

Identify Service Category: _____

Check applicable funding source:⁹

IIIIB

IIIC-1

IIIC-2

IIIE

VII

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

FY 24-25 FY 25-26 FY 26-27 FY 27-28

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹⁰: _____

Title IIIE- Family Caregiver Support Program

The Family Caregiver Support Program has been operated successfully as a direct service through the AAA for over 17 years. The AAA staff has provided services in each of the five areas: Support Services, Respite Care, Supplemental Services, Access Assistance, and Information Services.

Caregiver Access:

For Caregiver Access, the AAA participates in outreach events, ensuring that information about the Family Caregiver program is part of the literature offered at these events. One example is the HICAP Medicare Enrollment Workshops, Senior Information Day in Modesto and Oakdale, Healthy Aging Summit, Healthy Aging Age of Movement, and many more. In addition to the brochure for the program, the AAA staff distributes a booklet, *Caregiver Information, Services, and*

Resources in Stanislaus County, developed to give the public detailed information about the AAA and other agencies that assist caregivers. The Information and Assistance staff has been trained to offer additional services to caregivers beyond the Family Caregiver program.

Caregiver Information Services:

The bilingual Information and Assistance Program staff begin the Caregiver Assessment process by completing the initial intake based on calls from the Senior Information Line. The intake is then referred to the Family Caregiver program social worker who completes the assessment by making a home visit to determine the specific needs of the caregiver and care recipient. The information services have been met with relief and gratitude by the caregivers. Staff that handle the assessments include the I&A staff persons as well as AAA social workers. The staff has easily been able to access the resources within the AAA, including the fiscal and administrative staff. The AAA staff can accomplish the administrative duties that are required for the FCSP, in addition to other duties, making the provision of the multiple services more cost effective for the AAA to provide this service. The AAA staff can dedicate more funds for respite services due to the shared responsibilities within the department.

Information Services for caregivers also includes a private email list maintained by AAA staff. The staff sends an average of 2-3 emails per month to caregivers to keep them informed about workshops, support groups, webinars, and events that will assist them in their role as caregivers. The list has included over 150 participants for more than seven years. In addition, the AAA staff makes presentations to civic organizations, residents at older adult housing complexes, and local colleges. These presentations include information about all the AAA programs, including the Family Caregiver Support Program.

Caregiver Support:

Caregiver Support funding will include future caregiver trainings and wellness retreats, as described in Section 3.

Caregiver Respite:

Respite care is where PSA 30 spends most funding for the Title III E Family Caregiver Program. The AAA staff has developed and maintained professional relationships with local home health agencies that have been available to supply respite services to hundreds of caregivers. Contracts with two in-home agencies include requirements to provide respite to caregivers throughout the county, including the rural and largely minority communities. Title III E contracted respite care can include up to 40 hours, per fiscal year, of personal care, in-home supervision, and homemaking services.

Caregiver Supplemental:

Overhead costs ensure the purchase of appropriate consumable supplies or assistive devices for the Title III E Family Caregiver Support Program. Administrative costs include all parts of the AAA, including the work of the fiscal staff.

SECTION 14. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Complete and submit for CDA approval each direct service not specified previously. The request for approval may include multiple funding sources for a specific service.

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

Identify Service Category: _____

Check applicable funding source:⁹

IIIIB

IIIC-1

IIIC-2

IIIE

VII

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

FY 24-25 FY 25-26 FY 26-27 FY 27-28

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹⁰: _____

HICAP

The HICAP program has been part of the AAA direct services since FY 2006-07 and the HICAP staff have been able to access county resources such as the fiscal and administrative staff already located in the AAA office. The staff includes 3 Full-time Extra Help positions and 8 certified volunteer counselors. This arrangement combines AAA and HICAP resources to reach out to potential consumers and volunteers. The staff and volunteers include persons who are bilingual, English, and Spanish.

The AAA staff members who are trained to answer basic questions about HICAP and all AAA programs include the Information & Assistance (I&A) staff. The I&A staff have been able to assist the HICAP staff and volunteers arrange for appointments by getting preliminary information from clients to streamline the appointment times. In addition, HICAP staff and volunteers assist the

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

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

⁷ Section 15 does not apply to Title V (SCSEP).

⁸ For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

SECTION 15. GOVERNING BOARD

**GOVERNING BOARD MEMBERSHIP
2024-2028 Four-Year Area Plan Cycle**

CCR Article 3, Section 7302(a)(11)

Total Number of Board Members: 5

Name and Title of Officers:	Office Term Expires:
Mani Grewal, Chairman	January 2027
Buck Condit, Vice-Chairman	January 2025

Names and Titles of All Members:	Board Term Expires:
Vito Chiesa	January 2025
Terry Whithrow	January 2027
Channcce Condit	January 2025

SECTION 16. ADVISORY COUNCIL

**ADVISORY COUNCIL MEMBERSHIP
2024-2028 Four-Year Planning Cycle**

Older Americans Act Reauthorization Act of 2020 Section 306(a)(6)(D)
45 CFR, Section 1321.57 CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies): 21

Number and Percent of Council Members over age 60: 17 = 76% Council 60+

Race/Ethnic Composition	% Of PSA's 60+Population	% on Advisory
White (Non-Minority)	65,645	15%
Hispanic	30,619	65%
Black	2,812	71%
Asian/Pacific Islander	8,277	24%
American Indian & Alaskan Native	831	24%
Other	3,202	

Name and Title of Officers:	Office Term Expires:
Martha Martin, President	June 2024
Joyce Gandelman, 1 st Vice President	June 2024
Richard Navarro, 2 nd Vice President	June 2024

Name and Title of other members:	Office Term Expires:
Susan E. Hall	June 2026
John R. Dinan	June 2025
Lupe Aguilera	June 2025
Eileene King	June 2026

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

Billie Taylor	June 2024
RoseLee Hurst	June 2025
Kenneth Hanigan	June 2024
Ben Reuben	June 2024
Teresa Jenna	June 2024
Jeri Johnson	June 2025
Sebastian Jones	June 2024
Rachell LeViege	June 2024
Marye Martinez	June 2024
Hayley Vieyra	June 2026
Dianna Olsen	June 2024
Nirmal Basi	June 2024

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

Yes No

- Representative with Low Income
- Representative with a Disability
- Supportive Services Provider
- Health Care Provider
- Local Elected Officials
- Persons with Leadership Experience in Private and Voluntary Sectors

Yes No Additional Other (Optional)

- Family Caregiver, including older relative caregiver
- Tribal Representative
- LGBTQ Identification
- Veteran Status
- Other _____

Explain any “No” answer(s):

Explain what happens when term expires, for example, are the members permitted to remain in their positions until reappointments are secured? Have they been replaced, renewed or other?

For local governing board appointed Advisory Council members, a letter is generated by the clerk of the board when the membership term nears expiration. The letter comes via email to the AAA Executive Assistant who inquires with the appointed member to determine whether they choose to continue. When the AAA receives confirmation that the member desires to continue,

an email goes back to the clerk of the board who updates the term of office. If they do not wish to continue, the process starts to appoint a new member.

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

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

SECTION 17. MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW ¹¹

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

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

Yes. Title IIIB funds used for Acquisition or Construction.

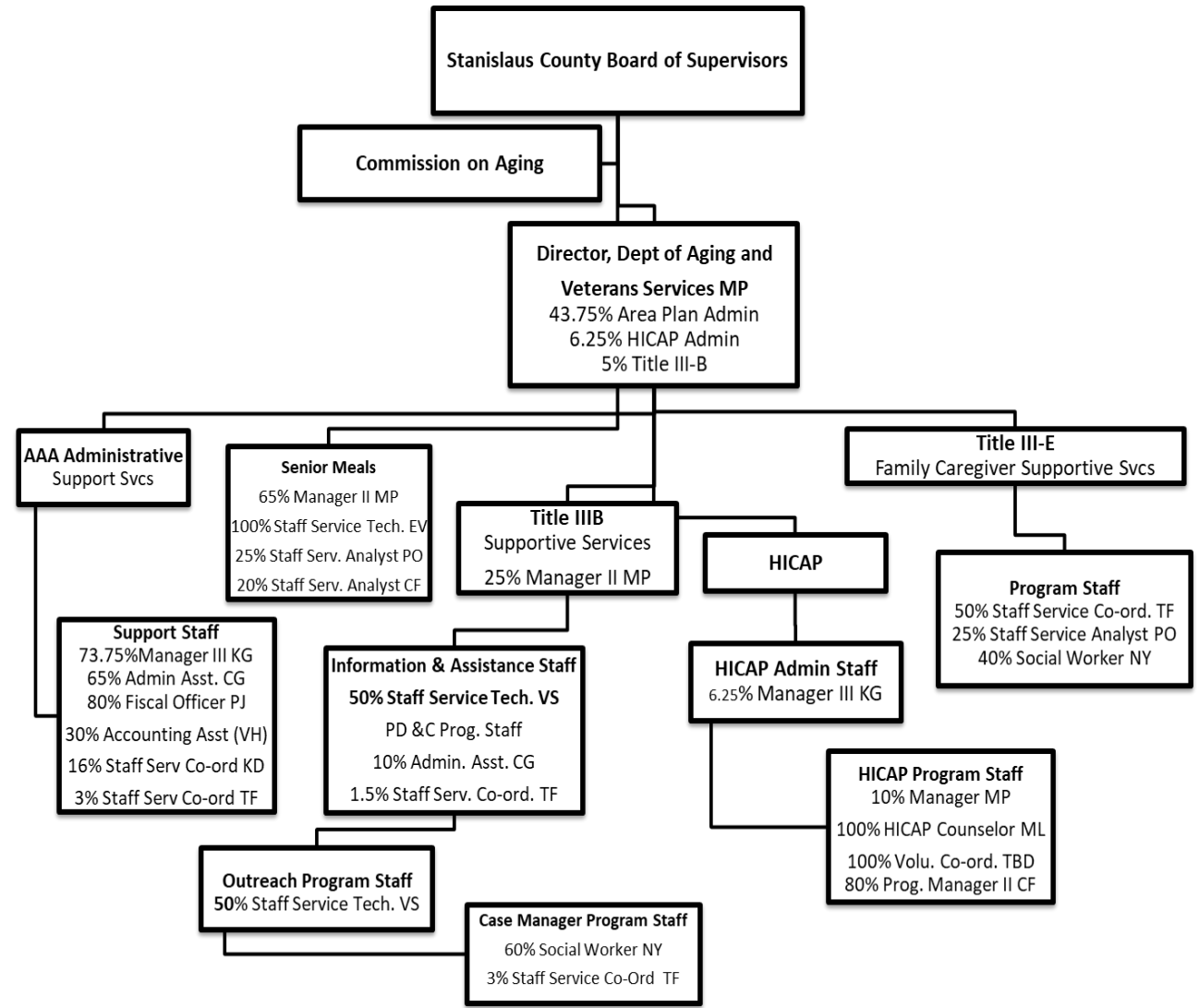
Title III Grantee and/or Senior Center (complete the chart below):

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

⁹ Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as a Multipurpose Senior Center.

SECTION 18. ORGANIZATION CHART

PSA 30: Area Agency on Aging



SECTION 19. 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 2020 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)(6)(I)

Describe the mechanism(s) for assuring that each Area Plan will include information detailing how the Area Agency will, to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals.

9. 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;

10. 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.

11. 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;

12. 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;

13. 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;

14. 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.

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

- i. no individual (appointed or otherwise) involved in the designation of the State agency or an Area Agency on Aging, or in the designation of the head of any subdivision of the State agency or of an Area Agency on Aging, is subject to a conflict of interest prohibited under this Act;
- ii. no officer, employee, or other representative of the State agency or an Area Agency on Aging is subject to a conflict of interest prohibited under this Act; and

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

16. 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.

17. 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.

18. 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

19. 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.

20. 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.

21. 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.

22. 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.

23. 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:

24. 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.

25. 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.

26. 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.

27. 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.

28. CFR [1321.53(c)]

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

29. 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.

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

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

31. 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.

32. 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.