

## CALIFORNIA DEPARTMENT OF AGING

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September 8, 2021

Jennifer Stephens-Pierre  
Alameda County  
Area Agency on Aging  
Department of Aging and Adult Services  
6955 Foothill Blvd., Suite 300,  
Oakland, CA 94605

Dear Ms. Stephens-Pierre:

The California Department of Aging has reviewed and approved your attached 2021-22 Area Plan Update (APU). This fulfills your agency's responsibility under the California Code of Regulations, Title 22, Section 7304, to submit an annual update to your four-year Area Plan.

We acknowledge you, your staff, governing board, advisory council, and community representatives for developing the APU and building and enhancing your local system of services for older adults, adults with disabilities, and their caregivers.

Please provide a copy of this letter to the governing board and advisory council chairs. If you have any questions, contact me at [ellen.goodwin@aging.ca.gov](mailto:ellen.goodwin@aging.ca.gov).

Sincerely,  
Ellen Goodwin  
State Plan Manager



Faith M. Battles  
Assistant Agency Director

Department of Adult and Aging Services

**AREA AGENCY ON AGING**

6955 Foothill Blvd., Suite 300  
Oakland, CA 94605  
510-577-1900 / 510-577-1962 (FAX)

<http://alamedasocialservices.org>

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**Lori A. Cox, Agency Director**

Ellen Goodwin  
State Plan Manager  
California Department of Aging  
1300 National Drive, Suite 200  
Sacramento, CA 95834

Dear Ellen Goodwin,

Attached please find a revised 2021-2022 Area Plan Update and comments addressing the needed corrections included in your communication dated July 14, 2021.

1. The proposed service units for IIIB I&A decreased by 4,737 units (55%) compared to FY 2020-21. Please explain the reduction in proposed service units.  
The 2021-2022 proposed service units for IIIB I&A are correct. Services decreased as a result of the adjustments and restrictions imposed due to the Covid-19 Pandemic.
2. The proposed service units for IIIB Legal Assistance decreased by 2,070 units (22%) compared to FY 2020-21. Please explain the reduction in proposed service units. (The explanation can be provided to CDA by email.)  
The 2021-2022 proposed service units for IIIB Legal Assistance are correct. Services decreased as a result of the adjustments and restrictions imposed due to the Covid-19 Pandemic.
3. **Section 10-** The AAA has assigned units of service for IIIB Senior Center Activities; however, it did not allocate funding to this IIIB service category in the (FY 21-22) budget. Please revise either the APU or the budget.  
The 2021-2022 proposed service units for IIIB Senior Center Activities are correct. We have revised the FY 21-22 budget to allocate the funding correctly.
4. **Section 9-** Please provide an annual update for Coordination Objectives 1.1, 2.1, 2.4, 2.5, 2.6, 3.11, 4.9.  
The identified objectives have been revised in the APU to update progress and accomplishments made within the previous year.

Thank you for bringing these items to my attention. Please do not hesitate to call me if you have any questions. My direct cellphone number is (510) 821-1364.

Thank you,

*Delbert W. Walker*

Delbert W. Walker  
Supervising Program Specialist

**AREA PLAN UPDATE (APU) CHECKLIST**

PSA 09

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

*Use for APUs only*

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

**2021 California Department of Aging (CDA)  
Population Demographic Projections by County and PSA for Intrastate Funding Formula (IFF)**

Prepared by Data Team 2/11/21

County Name	PSA #	Population 60+	Non-Minority 60+	Minority 60+	Low Income 60+	Medi-Cal Eligible 60+	Geo. Isolation 60+	SSI/SSP 65+	Population 75+	Lives Alone 60+	Non-English 60+
Source		DoF & A	DoF & B	DoF & C	ACL-1 + D	DHCS & A	Census-1	SSA & A	DoF & E	ACL-2 + F	ACL-3 + G
<b>PSA 1</b>											
Del Norte	1	6,855	5,761	1,094	1,435	1,604	2,523	410	2,142	1,840	20
Humboldt	1	34,673	31,152	3,521	4,530	6,273	9,202	1,408	9,484	8,580	260
Total		41,528	36,913	4,615	5,965	7,877	11,725	1,818	11,626	10,420	280
<b>PSA 2</b>											
Lassen	2	6,438	5,571	867	795	990	3,634	232	1,886	1,510	0
Modoc	2	3,265	2,863	402	545	519	2,075	112	1,201	675	15
Shasta	2	48,541	43,543	4,998	6,335	8,287	14,975	2,112	15,640	11,435	210
Siskiyou	2	15,133	13,275	1,858	2,375	2,731	8,733	762	5,149	3,715	95
Trinity	2	5,162	4,668	494	850	754	4,065	178	1,673	1,070	4
Total		78,539	69,920	8,619	10,900	13,281	33,482	3,396	25,549	18,405	324
<b>PSA 3</b>											
Butte	3	57,513	49,857	7,656	8,205	9,915	10,927	2,485	18,858	13,760	530
Colusa	3	4,619	2,770	1,849	635	1,074	1,435	219	1,303	1,050	450
Glenn	3	6,353	4,796	1,557	1,060	1,431	2,329	370	1,735	1,270	410
Plumas	3	7,465	6,770	695	880	969	4,931	171	2,696	1,830	10
Tehama	3	17,078	14,556	2,522	2,590	3,317	8,364	727	5,452	3,360	305
Total		93,028	78,749	14,279	13,370	16,706	27,986	3,972	30,044	21,270	1,705
<b>PSA 4</b>											
Nevada	4	36,661	33,628	3,033	3,975	3,188	11,707	522	12,444	7,255	165
Placer	4	107,029	88,695	18,334	10,125	8,257	12,428	2,157	36,104	20,225	750
Sacramento	4	327,733	197,555	130,178	43,370	69,448	6,251	25,618	94,057	65,965	12,555
Sierra	4	1,332	1,197	135	125	173	1,020	0	465	285	0
Sutter	4	22,564	14,044	8,520	2,810	5,477	2,905	1,695	7,680	4,160	1,485
Yolo	4	40,207	26,074	14,133	4,520	6,939	3,110	2,101	11,690	8,600	2,050
Yuba	4	14,552	10,308	4,244	1,970	3,577	4,215	994	4,045	2,945	285
Total		550,078	371,501	178,577	66,895	97,059	41,636	33,087	166,485	109,435	17,290
<b>PSA 5</b>											
Marin	5	86,143	74,280	11,863	5,685	6,205	5,180	1,427	28,163	20,760	410
<b>PSA 6</b>											
San Francisco	6	205,190	79,950	125,240	33,760	58,392	0	26,994	71,621	50,200	22,535
<b>PSA 7</b>											
Contra Costa	7	285,941	168,742	117,199	21,295	37,606	1,769	10,251	85,099	46,605	6,165
<b>PSA 8</b>											
San Mateo	8	197,665	102,554	95,111	14,885	23,145	3,580	5,722	64,494	31,805	6,065
<b>PSA 9</b>											
Alameda	9	377,472	159,078	218,394	38,960	75,725	1,320	24,705	107,404	63,840	18,370

**SECTION 7. PUBLIC HEARINGS**PSA 09

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

Fiscal Year	Date	Location	# of Attendees	Presented in languages other than English? Yes or No	Was hearing held at a Long-Term Care Facility? Yes or No
2020-2021	3/9/2020	6955 Foothill Blvd Oakland, CA 94605	30	No	No
2021-2022	3/8/2021	Virtual Format via Zoom	30	No	No
2022-2023					
2023-2024					

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.  
The planning process for the Countywide Area Plan, which included the needs assessment, was a public process involving a large contribution of community input and was published via the Alameda County website. Members of the public were invited to contribute at meetings through the year as well as the meetings where the plan was discussed and adopted.
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  
Members of the audience had questions about the categories of funding associated with the plan.
4. Were attendees 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.

There were no comments or questions from members of the audience about the determination of adequate proportion and minimum percentages of Title IIIB funds associated with the plan.

6. List any other issues discussed or raised at the public hearing.  
Members of the audience raised questions regarding contracted services and funding allocations.
7. Note any changes to the Area Plan which were a result of input by attendees.

**SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES**    PSA 09

**Goal 1:** Promote and enhance healthy aging throughout the lifespan by planning, developing, and sustaining an Age-Friendly County of Alameda in the County’s unincorporated areas, supporting healthy aging across the operations of all County government departments, and working in collaboration with Age-Friendly cities in all regions of the county.

**Rationale:** *An Age Friendly Community includes the voice of older adults and leverages the alignment of CBO’s, Cities, County departments and State initiatives to better support the growing number of older adults to age well.*

Objective Number(s) and Objective(s)	Project Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>1.1 - AAA Director and staff will collaborate with the County of Alameda Council for Age-Friendly Communities (Age-Friendly Council), which includes cities, citizens and community stakeholders, to coordinate efforts to effect policy and system changes that enhance the overall well-being of older adults who live in Alameda County. The Council is a forum for expanding resources, services, and access to services and increasing collaboration among various community stakeholders. The collaboration will engage County Departments, Community Based Organizations (CBOs), leaders, consumers, and providers to develop and sustain a community framework that fosters healthy aging in addition to promoting and facilitating Alameda County’s recent designation as a member of the World Health Organization (WHO)’s Global Network of Age-Friendly Communities. <b>The Age-Friendly Council (AFC) obtained designation for Alameda County as an Age-Friendly County. The work continues in pursuit of full Age-Friendly accreditation. The AAA Director (AAAD) sits on the AFC subcommittee and is instrumental in assisting with developing the workplan for full accreditation.</b></p> <p><del>1.1 – AAA Director and staff will collaborate with the Council for Age-Friendly Communities (Age-Friendly Council), cities, citizens and community stakeholders to promote and facilitate Alameda County’s recent designation as a member of the World Health Organization (WHO)’s Global Network of Age-</del></p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>PD C</p>	<p>Continue</p>

<p>Friendly Communities. As a WHO designated community, Alameda County has currently incorporated age-friendly design in the following nine domains: Outdoor Spaces &amp; Building, Transportation, Housing, Social Participation, Respect &amp; Social Inclusion, Civic Participation &amp; Employment, Communication &amp; Information, Community Support &amp; Health Services, and Dementia Support Services. <b>Non-OAA funded entities comprise the overwhelming majority of the collaborating partners. OAA-funded providers are primarily cities, who are integral to a countywide certification process such as this.</b></p>			
<p>1.2 - Allocate a Project Management or Staff resource to assist in WHO/AARP activities, which include the following: 1) work with the Age-Friendly Council and AAA to engage older adults and collaborative partners, 2) advance Alameda County's support of city efforts to become Age-Friendly Communities, 3) align with state age-friendly efforts and 4) fulfill WHO/AARP required activities.</p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>

**Goal 2:** Establish a coordinated method of assessing, designing, delivering and measuring the effectiveness of programs for older adults.

**Rationale:** All systems must be aligned and coordinated in order to effectively respond to the needs of the growing number of older residents, their increasing economic insecurity, and systemic inequities and their resulting disparities. The County has a leadership role in developing policy, infrastructure, and measurements that track the effectiveness of all programs that touch the lives of older adults.

Objective Number(s) and Objective(s)	Project Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>2.1 – The AAA, which is housed within the Adult &amp; Aging Services department of the Alameda County Social Services Agency, will work in partnership with the Age-Friendly Council and Health Care Services Agency to coordinate an effort to collaborate with other County Agencies, including Community Development Agency, to focus attention on expanding the number of Departments throughout the County that are working to develop and embrace common age-friendly programs, goals and approaches. The AAA will engage in meetings and workgroups with Age-Friendly Council and Health Care Services Agency to develop strategies and plan approaches to achieve full cooperation and engagement of all county departments involved in the delivery of services to older adults. The anticipated outcome is 100 percent inclusion of all County Agencies in the partnership. <b>The AAAD sits on the AFC. The AFC is a collaboration between multiple county departments &amp; community-based organizations. The AAAD also serves on the Embracing Aging Educational Curriculum and Digital Divide subcommittees.</b></p>	<p>7/1/20- <del>6/30/24</del> 6/30/22</p>	<p>C</p>	<p>Continue</p>
<p>2.2 – The AAA will work in partnership with the Age-Friendly Council, Healthcare Services Agency, Community Development Agency and other public and nonprofit organizations to facilitate a Leadership Team to monitor progress and results of the County-Wide Plan for older adults.</p>	<p>7/1/20- <del>6/30/24</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>
<p>2.3 – The AAA will support the development of an annual unified report that includes data on the number of older adults and services provided across County Departments, including services provided through community partners.</p>	<p>7/1/20- <del>6/30/24</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>

<p>2.4 - The AAA Director and staff will meet regularly with other Alameda County Departments to develop, plan, and participate in county-wide projects in order to integrate, coordinate and enhance services for older adults. <b>The AAAD meets regularly with the AFC and associated subcommittees. Additionally, the AAAD participates in community meetings and forums by invitation and request.</b></p>	<p>7/1/20- 6/30/21 6/30/22</p>	<p>PD C</p>	<p>Continue</p>
<p>2.5 – The AAA will strengthen its collaboration with groups serving veterans and will focus attention on assisting veterans that are older adults with accessing benefits. The AAA will engage in countywide outreach through the CVS0, VAC, ACA, Age-Friendly Council and Health Care Services Agency to identify and engage groups providing services to older adult veterans. The anticipated outcome is the development of a broader coalition of community partners targeting attention, assistance, and access to older adult veterans in need of benefits. <b>The AAAD manages the Alameda County Veteran’s Services Office and directly supervises the County Veterans Services Officer (CVSO). Priority focus is incorporating the Veterans Office into Older Adult services. Collaborating partners include the Alameda County Superior Court and Swords to Plowshares. Accomplishments include implementation of the Veterans Information Roundtable and establishment of the Veterans Treatment Court under the authority of the Alameda County Superior Court.</b></p>	<p>7/1/20- 6/30/21 6/30/22</p>	<p>C</p>	<p>Continue</p>
<p><del>2.6 – The AAA will work in partnership with local and regional disaster planning and response agencies in order to ensure that the needs of older adults and seniors with disabilities are considered and included in planning and response efforts.</del> The AAA will identify and work in partnership with local and regional governmental and non-profit agencies that are actively involved in disaster planning and response. The AAA will participate in a minimum of one meeting annually with these organizations to ensure the needs of the older adult and physically impaired adult populations are considered, included, and integrated in the disaster planning process and response efforts. <b>The Senior Update Newsletter was utilized for covid-related updates, including proper masking safety procedures, email blasts, and mask distributions. At the onset of Covid-19 Pandemic, the AAAD worked with the Alameda County Emergency Operations Center (EOC) to identify food deserts. Additionally, the AAA maintained a</b></p>	<p>7/1/20- 6/30/21 6/30/22</p>	<p>C</p>	<p>Continue</p>

<b>Covid-19 Food Resource Sheet on the 2-1-1 website.</b>			
<p>2.7 – The AAA, in partnership with the Age-Friendly Council, non-profit agencies, municipalities, training departments and community stakeholders, will work through the Embracing Aging initiative to provide training to County and CBO providers to increase their knowledge and skills to address the unique needs of older adults, including behavioral health, dementia and other issues that affect older populations. <b>The partnership will engage in meetings and workgroups with SSA TACT to develop a training curriculum and make it available County and CBO Providers. Non-OAA funded entities comprise the overwhelming majority of the collaborating partners. OAA-funded providers are primarily cities, who provide vital input to help ensure the development of a relevant training curriculum for those serving older adult populations. The anticipated outcome is the development and implementation of the Embracing Aging Training for County and CBO Providers.</b></p>	<p>7/1/20- <del>6/30/24</del> 6/30/22</p>	<p>€ Admin</p>	<p>Continue</p>

**Goal 3:** Enhance the health, safety and well-being of older adults and caregivers by providing an array of coordinated services and developing the County of Alameda Aging and Disability Resource Connection as a platform for seamless access to those services.

**Rationale:** As the number of older adults increases, services and supports for older adults are provided across a growing myriad of CBO, City and County Departments. In order to address the complexity of older adult needs, a holistic, systematic approach is required. While Social Services may take a leadership role, it must work within a constellation of evolving systems to incorporate the needs of older adults and their support systems.

Objective Number(s) and Objective(s)	Project Start and End Dates	Title IIIB Funded PD or C	Update Status
3.1 – Alameda County will invest in and leverage an infrastructure of community-based providers that will meet the needs of the aging and disabled population.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
3.2 - Through the Area Agency on Aging, fund, deliver and monitor a wide array community and home-based services for older adults.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
3.3 - The AAA will provide capacity building support for older adult service providers.	7/1/20- <del>6/30/24</del> 6/30/22	€ Admin	Continue
3.4 - AAA Director and Staff will work in core partnership with Center for Independent Living (CIL) and Community Resources for Independent Living (CRIL) to support the Alameda County Aging and Disability Resource Connection (ADRC). This work is purposed to provide a collaborative platform by which community partners can work toward access to a seamless system of LTSS for older adults and people with disabilities.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
3.5 - The AAA will coordinate Information & Assistance Roundtables by bringing together subject matter experts to present information regarding older adult programs, trends and data. Roundtables will be open to older adult service providers, consumers and other parties interested in expanding their knowledge.	7/1/20- <del>6/30/24</del> 6/30/22	Direct	Continue
3.6 – The AAA will disseminate relevant information about county-wide and local resources on a variety of topics to assist older adults and caregivers in accessing services.	7/1/20- <del>6/30/24</del> 6/30/22	Direct	Continue
3.7 – In order to address the needs of the Lesbian, Gay, Bisexual and Transgender (LGBT) community, the AAA will work in partnership with community	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue

<p>providers to fund, support, and share LGBT friendly programs. The AAA funded Ombudsman program will incorporate LGBT cultural education in its training curriculum.</p>			
<p>3.8 – The AAA will be an active participant in regional collaboratives, including All In, the California Collaborative for LTSS, and the Senior Services Coalition, in order to help build an effective, statewide social movement toward transforming the State’s Master Plan for Aging. <b>AAA will participate in stakeholder workgroups and strategy development sessions with non-OAA funded entities as a contributing member of this collaborative effort. will include</b></p>	<p>7/1/20-<del>6/30/24</del> 6/30/22</p>	<p>€ Admin</p>	<p>Continue</p>
<p><del>3.9 – AAA staff, commissioners and community volunteers will organize, solicit and coordinate an annual holiday drive that will provide baskets of nutritious food and gift items to 25 low-income <b>community dwelling</b> older adults. Referrals for the program will come from social workers in county departments and Independent Living Centers. Staff will coordinate donations from local food banks, corporations and service providers. <b>The referral process targets different recipients for each annual activity and collaborating partners are non-AAA funded entities.</b></del></p>	<p><del>7/1/20- 6/30/24</del></p>	<p>€ Admin <b>Deleted</b></p>	
<p>3.10 – AAA staff will collaborate with commissioners, community volunteers, interested public agencies and community organizations to write, collect, edit, and publish a quarterly newsletter to be distributed via 2,400 print copies and electronic medium to older adults, service providers, and community partners.</p>	<p>7/1/20- <del>6/30/24</del> 6/30/22</p>	<p>Direct</p>	<p>Continue</p>
<p>3.11 – To improve transportation services for Alameda County older adults, the AAA will work with public agencies, transportation commissions, transportation professionals, community-based organizations, and older adults to (1) identify older adult transportation issues and resources, and (2) explore and develop partnerships, collaborations, and/or other methodologies to improve services and explore the feasibility of integrating existing services, and (3) support efforts that identify transportation issues, advocate for improvements, and involve older adults and systems in designing age-friendly transportation services. <b>The anticipated outcome is the development of more available, accessible, and affordable transportation services for older adults in Alameda County. The AAAD works with the AFC as it focuses on three priority areas, one of which is transportation. The AFC’s pursuit of</b></p>	<p>7/1/20- <del>6/30/24</del> 6/30/22</p>	<p>C</p>	<p>Continue</p>

**full Age-Friendly Accreditation involves extensive work in the area of transportation.**

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**Goal 4:** Advocate for resources, programs, and collaborative solutions to address critical issues of aging including financial and food insecurity, housing, mental health challenges, safety and elder justice, growing social isolation, complex care needs, dementia and the need for a formal and informal system of caregiving.

**Rationale:** *The number and percentage of older adults who are high utilizers of services and require support across multiple systems of care is increasing. The combination of functional support, chronic illness management, and the consequences of social isolation and economic insecurity make this population vulnerable and requires advocacy for resources and resource coordination.*

Objective Number(s) and Objective(s)	Project Start and End Dates	Title IIIB Funded PD or C	Update Status
4.1 - Through Measure A and other funding mechanisms, the Board of Supervisors will allocate additional resources in order to expand senior injury prevention programs, respond to elder nutrition insecurity and address other issues relating to the health and stability of older county residents.	7/1/20- <del>6/30/21</del> 6/30/22	Admin	Continue
4.2 – The AAA will partner with community-based organizations to provide Evidence-Informed and Evidence-Based Health Promotion Programs via delivery of services in community and clinic settings, including senior centers, community centers, and senior housing communities. OAA III-D funded Evidence-Based Programs include Enhance Fitness, Tai Chi: Moving for Better Balance, A Matter of Balance, Tai Chi for Arthritis, and Bingocize. OAA III-D funded programs and County Measure A funded Senior Injury Prevention programs, with the exception of Home Modifications, have been approved by the U. S. Department of Health and Human Services (DHHS) as Disease Prevention and Health Promotion programs and activities which have been demonstrated through rigorous evaluation to be evidence-based.	7/1/20- <del>6/30/21</del> 6/30/22	Admin	Continue
4.3 - The Alameda County Public Health Department will expand home based visits through Public Health Nursing.	7/1/20- <del>6/30/21</del> 6/30/22	Admin	Continue
4.4 – The Age-Friendly Council will identify naturally occurring retirement communities and “hotspot” areas of County where high utilizers of services reside in order to develop targeted interventions.	7/1/20- <del>6/30/21</del> 6/30/22	Admin	Continue

<p>4.5 - Expand the availability and awareness of Behavioral Health Services through the Alameda County Behavioral Health Care Services Department.</p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>
<p>4.6 - The AAA will partner with the Age-Friendly Council and Health Care Services Agency to increase awareness of behavioral health and dementia issues with older adults and advance the Healthy Brain Initiative in Alameda County.</p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>
<p>4.7 – The AAA will collaborate with the Age-Friendly Council, County agencies and community stakeholders to advance strategies to address Alzheimer’s Disease and Related Dementias, including those delineated in the Healthy Brain Initiative.</p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>
<p>4.8 – The AAA Director will participate as a member of the Mental Health Services Act (MHSA) stakeholder group in order to facilitate inclusion of older adults in developing and implementing mental health programs.</p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>Admin</p>	<p>Continue</p>
<p><b>ELDER JUSTICE</b></p> <p>4.9 – The AAA will work in partnership with Adult Protective Services and the Age-Friendly Council to increase awareness of elder neglect and abuse through a coordinated campaign that includes public presentations, dissemination of collateral materials, proclamations, and social media communication. The anticipated outcome is an increase in the rate of response to calls received by Adult Protective Services. <b>The AAA published literature on ways to combat elder abuse. The AAA also worked in collaboration with Ombudsman Services (now Empowered Aging) to develop and publish a Public Service Announcement (PSA) on how LTC Ombudsman Services combat elder abuse. The PSA is available on the Social Services social media and website in addition to the Empowered Aging social media and website. The AAA acknowledged Elder Justice Month in the Senior Update Newsletter and published Elder Justice materials and resources. The AAA usually promotes Elder Justice Month during the Annual Alameda County Fair; however, the fair was cancelled in both 2020 and 2021 due to the Covid-19 Pandemic.</b></p>	<p>7/1/20- <del>6/30/21</del> 6/30/22</p>	<p>C</p>	<p>Continue</p>

4.10 – <del>Adult Protective Services will increase the rate of response to calls received by Adult Protective Services.</del>	7/1/20- <del>6/30/24</del> 6/30/22	€	Continue
4.11 – The AAA will participate with the Age-Friendly Council in an effort to coordinate a county-wide response to elder abuse by expanding partnerships with legal and law enforcement partners.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
4.12 - In order to increase the capacity of the Ombudsman program to respond to abuse claims in long-term care facilities, the program will recruit volunteers creating a force of 8 Certified LTC Ombudsman volunteers.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
4.13 – In order to address the issues of Elder Abuse, the AAA will retain Legal Assistance for Seniors (LAS) as Legal Services Provider (LSP) to provide all 12 AAA-sponsored sessions of community education related to the topic.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
<b>HOUSING</b>			
4.14 – The AAA will support and coordinate efforts to explore alternative housing options including shared housing programs.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
4.15 - Community Development Agency will work with other County departments and cities to increase the number of housing units available and affordable for older adults through all feasible approaches, including deeply affordable units to serve the needs of older adults with SSI-level incomes and homeless older adults.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
4.16 - Community Development Agency will work with other County departments and cities to improve the habitability and preservation of existing units to allow for safe and healthy aging in place.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue
4.17 - Community Development Agency will work in partnership with the Age-Friendly Council and with other County departments and cities and community groups to support regulations that protect older occupants from displacement.	7/1/20- <del>6/30/24</del> 6/30/22	Admin	Continue

**SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES**

PSA 09

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

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

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

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

**Personal Care (In-Home)**

**Unit of Service = 1 hour**

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

**Homemaker (In-Home)**

**Unit of Service = 1 hour**

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

**Chore (In-Home)**

**Unit of Service = 1 hour**

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

**Home-Delivered Meal****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	581,413	3	
2021-2022	603,106	3	
2022-2023			
2023-2024			

**Adult Day/ Health Care (In-Home)****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	26,694	3	
2021-2022	16667	3	
2022-2023			
2023-2024			

**Case Management (Access)****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	10,223	3	
2021-2022	7,985	3	
2022-2023			
2023-2024			

**Assisted Transportation (Access)****Unit of Service = 1 one-way trip**

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

**Congregate Meals****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	225,190	3	
2021-2022	215,103	3	
2022-2023			
2023-2024			

**Nutrition Counseling****Unit of Service = 1 session per participant**

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

**Transportation (Access)****Unit of Service = 1 one-way trip**

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

**Legal Assistance****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	9,418	3	
2021-2022	7,348	3	
2022-2023			
2023-2024			

**Nutrition Education****Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	26,859	3	
2021-2022	27,566	3	
2022-2023			
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	21,557	3	
2021-2022	16,820	3	
2022-2023			
2023-2024			

**Outreach (Access)****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	1,400	3	
2021-2022	442	3	
2022-2023			
2023-2024			

**2. NAPIS Service Category – “Other” Title III Services**

- Each **Title IIIB** “Other” service must be an approved NAPIS Program service listed above on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title IIIB** services to be funded that were not reported in NAPIS categories. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

**Title IIIB, Other Priority and Non-Priority Supportive Services**

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary.

- ❑ Other **Priority Supportive Services include:** Alzheimer’s Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting
- ❑ Other **Non-Priority Supportive Services include:** Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Security, Registry, Senior Center Activities, and Senior Center Staffing

All “Other” services must be listed separately. Duplicate the table below as needed.

**Other Supportive Service Category: Visiting**

**Unit of Service: Hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
<b>2020-2021</b>	10,251	3	
<b>2021-2022</b>	8,976	3	
<b>2022-2023</b>			
<b>2023-2024</b>			

**Other Supportive Service Category: Senior Center Activities**

**Unit of Service: Hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
<b>2020-2021</b>	17,222	3	
<b>2021-2022</b>	13,438	3	
<b>2022-2023</b>			
<b>2023-2024</b>			

**Other Supportive Service Category: Public Information**

**Unit of Service: Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
<b>2020-2021</b>	4	3	
<b>2021-2022</b>	4	3	
<b>2022-2023</b>			
<b>2023-2024</b>			

### 3. Title IIID/ Disease Prevention and Health Promotion

**Instructions for Title IIID Disease Prevention and Health Promotion:** Enter the name of the proposed program to be implemented, proposed units of service and the Program Goal and Objective number(s) that provide a narrative description of the program, and explain how the service activity meets the criteria for evidence-based programs described in PM 15-10 if not ACL approved.

**Unit of Service = 1 contact**

**Service Activities: Evidenced based group exercise programs including: Enhance Fitness, Tai Chi: Moving for Better Balance, Tai Chi: Arthritis, A Matter of Balance, and BingoCize.**

- **Title IIID/ Disease Prevention and Health Promotion:** Enter required program goal and objective numbers in the Title III D Service Plan Objective Table below:

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2020-2021	11,776	3 4	4.2
2021-2022	9,820	4	4.2
2022-2023			
2023-2024			

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

**2020-2024 Four-Year Planning Cycle**

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

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

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

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 2016, Section 712(a)(3), (5)]**

**Measures and Targets:**

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

<p>1. FY 2018-2019 Baseline Resolution Rate:  Number of complaints resolved <u>350</u> + number of partially resolved complaints <u>58</u>  divided by the total number of complaints received <u>1,897</u> = Baseline Resolution Rate <u>22</u> %  FY 2020-2021 Target Resolution Rate <u>85</u> %</p>
<p>2. FY 2019-2020 Baseline Resolution Rate:  Number of complaints partially or fully resolved <u>461</u> divided by the total number  of complaints received <u>782</u> = Baseline Resolution Rate <u>59</u> %  FY 2021-2022 Target Resolution Rate <u>90</u> %</p>
<p>3. FY 2020 - 2021 Baseline Resolution Rate:  Number of complaints partially or fully resolved _____ divided by the total number  of complaints received _____ = Baseline Resolution Rate _____ %  FY 2022-2023 Target Resolution Rate _____ %</p>

4. FY 2021-2022 Baseline Resolution Rate:  
 Number of complaints partially or fully resolved \_\_\_\_\_ divided by the total number  
 of complaints received \_\_\_\_\_ = Baseline Resolution Rate \_\_\_\_\_ %  
 FY 2023-2024 Target Resolution Rate \_\_\_\_\_

Program Goals and Objective Numbers: 4.12

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

1. FY 2018-2019 Baseline: Number of Resident Council meetings attended 17  
 FY 2020-2021 Target: 20
2. FY 2019-2020 Baseline: Number of Resident Council meetings attended 0  
 FY 2021-2022 Target: 5
3. FY 2020-2021 Baseline: Number of Resident Council meetings attended \_\_\_\_\_  
 FY 2022-2023 Target: \_\_\_\_\_
4. FY 2021-2022 Baseline: Number of Resident Council meetings attended \_\_\_\_\_  
 FY 2023-2024 Target: \_\_\_\_\_

Program Goals and Objective Numbers: 4.12

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

1. FY 2018-2019 Baseline: Number of Family Council meetings attended 1  
 FY 2020-2021 Target: 2
2. FY 2019-2020 Baseline: Number of Family Council meetings attended 0  
 FY 2021-2022 Target: 2
3. FY 2020-2021 Baseline: Number of Family Council meetings attended \_\_\_\_\_  
 FY 2022-2023 Target: \_\_\_\_\_
4. FY 2021-2022 Baseline: Number of Family Council meetings attended \_\_\_\_\_  
 FY 2023-2024 Target: \_\_\_\_\_

Program Goals and Objective Numbers: 4.12

**D. Information and Assistance to Facility Staff** (NORS Elements S-53 and S-54) Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in-person.

1. FY 2018-2019 Baseline: Number of Instances 40  
 FY 2020-2021 Target: 1,000
2. FY 2019-2020 Baseline: Number of Instances 778  
 FY 2021-2022 Target: 2,000
3. FY 2020-2021 Baseline: Number of Instances \_\_\_\_\_  
 FY 2022-2023 Target: \_\_\_\_\_
4. FY 2021-2022 Baseline: Number of Instances \_\_\_\_\_  
 FY 2023-2024 Target: \_\_\_\_\_

Program Goals and Objective Numbers: 4.12

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

1. FY 2018-2019 Baseline: Number of Instances <u>8,899</u> FY 2020-2021 Target: <u>1,000</u>
2. FY 2019-2020 Baseline: Number of Instances <u>725</u> FY 2021-2022 Target: <u>3,000</u>
3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <u>4.12</u>

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

1. FY 2018-2019 Baseline: Number of Sessions <u>5</u> FY 2020-2021 Target: <u>10</u>
2. FY 2019-2020 Baseline: Number of Sessions <u>4</u> FY 2021-2022 Target: <u>4</u>
3. FY 2020-2021 Baseline: Number of Sessions _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <u>4.12</u>

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

One or more new systems advocacy efforts must be provided for each fiscal year Area Plan Update. In the relevant box below for the current Area Plan year, in narrative format, please provide at least one new priority systems advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. The systems advocacy effort may be a multi-year initiative, but for each year, describe the results of the efforts made during the previous year and what specific new steps the local LTC Ombudsman program will be taking during the upcoming year. Progress and goals must be separately entered each year of the four-year cycle in the appropriate box below.

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster

preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.) Be specific about the actions planned by the local LTC Ombudsman Program. Enter information in the relevant box below.

<b>FY 2020-2021</b>
<p><b>FY 2020-2021 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts)  <b>OSCC will continue its work to positively impact the workforce serving the LTC via the expansion of the Healthcare Career Pathway (HCP), an innovative collaborative designed to re-envision the entry into the allied Healthcare Field and Person-Centered training. OSCC will work with stakeholders to bring the program to Alameda County and secure its position as part of the Master Plan on Aging.</b></p>
<b>FY 2021-2022</b>
<p><b>Outcome of FY 2020-2021 Efforts:</b></p> <p><b>FY 2021-2022 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts)  <b>Ombudsman Services will continue its efforts to advance the Healthcare Career Pathway(HCP) and expand the program to additional communities. OSCC is working with legislators to provide funding to support the program and allow additional sites to launch with appropriate financial support.</b></p>
<b>FY 2022-2023</b>
<p><b>Outcome of FY 2021-2022 Efforts:</b></p> <p><b>FY 2022-2023 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts)</p>
<b>FY 2023-2024</b>
<p><b>Outcome of 2022-2023 Efforts:</b></p> <p><b>FY 2023-2024 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts)</p>

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

**Measures and Targets:**

**A. Routine Access: Nursing Facilities** (NORS Element S-58) Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the

total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

<p>1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>2</u> divided by the total number of Nursing Facilities <u>75</u> = Baseline <u>3</u> % FY 2020-2021 Target: <u>90</u> %</p>
<p>2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of Nursing Facilities <u>74</u> = Baseline <u>0</u> % FY 2021-2022 Target: <u>90</u> %</p>
<p>3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ % FY 2022-2023 Target: _____ %</p>
<p>4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ % FY 2023-2024 Target: _____ %</p>
<p>Program Goals and Objective Numbers: <u>4.12</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 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs <u>260</u> = Baseline <u>0</u> % FY 2020-2021 Target: <u>80</u> %</p>
<p>2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs <u>251</u> = Baseline <u>0</u> % FY 2021-2022 Target: <u>90</u> %</p>
<p>3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ % FY 2022-2023 Target: _____ %</p>
<p>4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ % FY 2023-2024 Target: _____ %</p>

Program Goals and Objective Numbers: 4.12

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

1. FY 2018-2019 Baseline <u>4.875</u> FTEs FY 2020-2021 Target: <u>7</u> FTEs
2. FY 2019-2020 Baseline: <u>6.39</u> FTEs FY 2021-2022 Target: <u>6</u> FTEs
3. FY 2020-2021 Baseline: _____ FTEs FY 2022-2023 Target: _____ FTEs
4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs
Program Goals and Objective Numbers: <u>4.12</u>

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

1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>12</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>8</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers <u>8</u> FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers <u>8</u>
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <u>4.12</u>

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

**Measures and Targets:**

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

**OSCC maintains a robust data compliance program that includes ongoing case review and data management. The Lead Regional Supervisor reviews all closed cases for accuracy and adherence to case standards. All open cases are reviewed to ensure that they are being handled in a timely fashion consistent with the organization reporting**

**standards. Additionally, Regional Supervisors are cc'd on all case assignments given to Field Ombudsman(volunteers) and are responsible for overseeing the complaint and guiding the Field Ombudsman to appropriate resolution.**

**TITLE VIIA ELDER ABUSE PREVENTION**  
**SERVICE UNIT PLAN OBJECTIVES**

**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 2016, 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 VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES**

The agency receiving Title VIIA Elder Abuse Prevention funding is: Legal Assistance for Seniors

<b>Fiscal Year</b>	<b>Total # of Public Education Sessions</b>
2020-2021	12
2021-2022	12
2022-2023	
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Professionals</b>
2020-2021	
2021-2022	
2022-2023	
2023-2024	

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

<b>Fiscal Year</b>	<b>Total # of Hours Spent Developing a Coordinated System</b>
2020-2021	
2021-2022	
2022-2023	
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Copies of Educational Materials to be Distributed</b>	<b>Description of Educational Materials</b>
2020-2021	1,920	
2021-2022	1,920	
2022-2023		

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2023-2024		

Fiscal Year	Total Number of Individuals Served
2020-2021	1,400
2021-2022	1,400
2022-2023	
2023-2024	

**TITLE IIIE SERVICE UNIT PLAN OBJECTIVES****CCR Article 3, Section 7300(d)****2020-2024 Four-Year Planning Period**

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

**Direct and/or Contracted IIIE Services**

<b>CATEGORIES</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Family Caregiver Services Caring for Elderly</b>	<b><i>Proposed Units of Service</i></b>	<b><i>Required Goal #(s)</i></b>	<b><i>Optional Objective #(s)</i></b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
<b>2020-2021</b>	# of activities: 165 Total est. audience for above: 4,000	3	
<b>2021-2022</b>	# of activities: 168 Total est. audience for above: 4,000	3	
<b>2022-2023</b>	# of activities: Total est. audience for above:		
<b>2023-2024</b>	# of activities: Total est. audience for above:		
<b>Access Assistance</b>	<b>Total contacts</b>		
<b>2020-2021</b>	2,550	3	
<b>2021-2022</b>	2,081	3	
<b>2022-2023</b>			
<b>2023-2024</b>			

<b>Access Assistance</b>		<b>Total contacts</b>	
<b>Support Services</b>	<b>Total hours</b>		
2020-2021	6,331	3	
2021-2022	6,561	3	
2022-2023			
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	6,992	3	
2021-2022	6,121	3	
2022-2023			
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021			
2021-2022			
2022-2023			
2023-2024			

**Direct and/or Contracted III E Services**

<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2020-2021	# of activities: Total est. audience for above:		
2021-2022	# of activities: Total est. audience for above:		
2022-2023	# of activities: Total est. audience for above:		
2023-2024	# of activities: Total est. audience for above:		

<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Access Assistance</b>	<b>Total contacts</b>		
2020-2021			
2021-2022			
2022-2023			
2023-2024			
<b>Support Services</b>	<b>Total hours</b>		
2020-2021			
2021-2022			
2022-2023			
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	3,042	3	
2021-2022	3,491	3	
2022-2023			
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021			
2021-2022			
2022-2023			
2023-2024			

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

**MULTIPLE PSA HICAPs:** If you are a part of a multiple-PSA HICAP where two or more AAAs enter into an agreement with one “Managing AAA,” to deliver HICAP services on their behalf to eligible persons in their AAA, then each AAA is responsible for providing HICAP services in the covered PSAs in a way that is agreed upon and equitable among the participating parties.

**HICAP PAID LEGAL SERVICES:** Complete this section if your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services.

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

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

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

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

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at: [https://www.aging.ca.gov/Providers\\_and\\_Partners/Area\\_Agencies\\_on\\_Aging/#pp-planning](https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/#pp-planning). (Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

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

**HICAP Legal Services Units of Service (if applicable)**

<b>Fiscal Year (FY)</b>	<b>3.1 Estimated Number of Clients Represented Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2020-2021	100	3
2021-2022	100	3
2022-2023	100	3
2023-2024	100	3

<b>Fiscal Year (FY)</b>	<b>3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2020-2021	1,000	3
2021-2022	1,000	3
2022-2023	1,000	3
2023-2024	1,000	3

<b>Fiscal Year (FY)</b>	<b>3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2020-2021	N/A	
2021-2022		
2022-2023		
2023-2024		

**2020-2024 Four-Year Planning Cycle**

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

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds<sup>7</sup> listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

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

**Access:**

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

2020-21 15 %                      21-22 15 %                      22-23 \_\_\_\_\_%                      23-24 \_\_\_\_\_%

**In-Home Services:**

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

2020-21 15 %                      21-22 15 %                      22-23 \_\_\_\_\_%                      23-24 \_\_\_\_\_%

**Legal Assistance Required Activities:**

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

2020-21 10 %                      21-22 10 %                      22-23 \_\_\_\_\_%                      23-24 \_\_\_\_\_%

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

As a baseline, we have established minimum percentages for Access and In-Home services at 15% and 10% for Legal Services. Setting the percentages at these rates establishes a minimum floor for provision of services which is adequate to meet the basic needs in addition to allowing the most flexibility in responding to the increasing expansion of service and support needs of the older adults in our community.

**SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**

**PSA 09**

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.

Check applicable direct services

Check each applicable Fiscal Year

<b>Title IIIB</b>	<b>20-21</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>
<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"/> Public Information	<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 type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Program Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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"/>

<b>Title IID</b>	<b>20-21</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>
<input type="checkbox"/> Disease Prevention and Health Promo.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Title IIIE<sup>9</sup></b>	<b>20-21</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>
<input type="checkbox"/> Information Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Access Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Title VIIA</b>	<b>20-21</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Title VII</b>	<b>20-21</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>
<input type="checkbox"/> Prevention of Elder Abuse, Neglect, and Exploitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Describe methods to be used to ensure target populations will be served throughout the PSA. The AAA employs many methods to assure that target populations throughout the PSA will be served including Outreach and Information and Assistance services countywide. The AAA publishes a quarterly newsletter that is distributed via hard copy as well as through electronic medium. The newsletter includes contributions from staff, outside experts and Commissioners.



**ADVISORY COUNCIL MEMBERSHIP  
2020-2024 Four-Year Planning Cycle**

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Older Americans Act Reauthorization Act of 2016 Section 306(a)(6)(D)  
45 CFR, Section 1321.57  
CCR Article 3, Section 7302(a)(12)

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Total Council Membership (include vacancies) 21

Number of Council Members over age 60 10

	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
<b>Race/Ethnic Composition</b>		
White	<u>46</u>	<u>45</u>
Hispanic	<u>11</u>	<u>0</u>
Black	<u>12</u>	<u>36</u>
Asian/Pacific Islander	<u>28</u>	<u>9.5</u>
Native American/Alaskan Native	<u>0.6</u>	<u>0</u>
Other	<u>2</u>	<u>9.5</u>

**Name and Title of Officers:**

**Office Term Expires:**

<b>Howard Kirsch, Chair</b>	<b>07/01/2022</b>
<b>Sylvia Stadmire, Vice Chair</b>	<b>02/10/2022</b>

**Name and Title of other members:**

**Office Term Expires:**

<b>Eric Eisenberg</b>	<b>07/01/2022</b>
<b>Dom Filardo</b>	<b>12/11/2021</b>
<b>Donna Griggs Murphy</b>	<b>12/01/2022</b>
<b>Royce Johnson</b>	<b>01/10/2022</b>
<b>Sarah Kim-Lee</b>	<b>04/13/2023</b>
<b>Laura McMichael-Cady</b>	<b>12/01/2022</b>
<b>Barbara Price</b>	<b>06/30/2023</b>
<b>Christine Sevier</b>	<b>09/17/2023</b>

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

**Yes No**

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

Explain any "No" answer(s): \_\_\_\_\_

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

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

Advisory Commission on Aging members are appointed either by the Board of Supervisors or the Mayor’s Conference. Each of the five County Supervisors holds 2 seats, while the Mayor’s Conference holds eight seats. Three of the 21 positions are “at-large” and may be recommended by the Commission, and then forwarded to the Board of Supervisors for approval. We are currently working with elected officials and their representatives to fill all existing vacancies.

**2020-2024 Four-Year Area Planning Cycle**

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

[https://aging.ca.gov/Providers\\_and\\_Partners/Legal\\_Services/#pp-gg](https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg)

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1. Specific to Legal Services, what is your AAA's Mission Statement or Purpose Statement? Statement must include Title IIIB requirements: **Discuss:** The AAA's adherence to the State's Mission statement, pertains to legal services. The mission statement is as follows: *To provide leadership in addressing issues that relate to older Californians; 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; and to promote citizen involvement in the planning and delivery of services.*
2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? **Discuss:** *10% is allocated to Legal Services.*
3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years). **Yes/No, Discuss:** *No, there has not been a significant change in service.*
4. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **Yes/No, Discuss:** *Yes*
5. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so what are the top four (4) priority legal issues in your PSA? **Yes/No, Discuss:** *Yes, combating elder abuse remains a top priority, along with health law through both Legal Services and the Health Insurance Counseling and Advocacy Program (HICAP). Guardianship of minor children and public benefits are also priority issues; all of these areas keep older adults, and others including children, safe and stable in their homes, thus preventing the need for future services.*
6. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA **AND** what mechanism is used for reaching the target population? **Yes/No, Discuss:** *Yes, the AAA collaborates with the Legal Service Provider, Legal Assistance for Seniors (LAS) to provide services to targeted population. Please see below.*
7. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? **Discuss:** *LAS targets older adults who are non-English speaking, older adults who are isolated, and older adults with disabilities, to make sure these vulnerable groups are able to access needed legal services. LAS reaches these older adults by maintaining a multi-lingual staff, giving community presentations in multiple languages, and using a*

phone interpreter service to communicate with clients when needed. LAS also reaches older adults in more isolated areas by traveling to hundreds of locations throughout the county to give presentations on topics of interest to older adults, including at senior centers, senior living facilities, and community centers. LAS holds office hours each month at several senior centers throughout the county to meet with clients who may find it difficult to travel to LAS' Oakland office. LAS attorneys make home visits to older adults who cannot travel due to health or financial concerns.

LAS is currently evaluating legal service delivery through an equity lens to determine if there are vulnerable populations that the agency has not been effective in reaching. Through analysis of agency data, combined with conversations with community partners, LAS is striving to make sure the most vulnerable older adults in our community are receiving the legal services they need.

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

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

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

**10. What methods of outreach are Legal Services providers using? Discuss: LAS provides several different methods of outreach to ensure that the senior community is aware of the services available and are able to access them. First, LAS normally holds office hours each month at senior centers throughout Alameda County, including Fremont Senior Center, Hayward Senior Center, and Alameda Senior Center. During the pandemic, the LAS Community Outreach Coordinator has been in constant contact with the Senior Centers to determine when they will be reopening to the public. Senior Centers have been asked to provide LAS contact information to any seniors who contact them looking for legal assistance.**

LAS also provides free community education presentations at locations throughout Alameda County on topics of interest to older adults, including How to Prevent Medicare Fraud and Abuse, An Overview of Long-Term Care, and How to Get Help with Healthcare Costs, among others. Through these free presentations, older adults are also able to learn about the free services offered by LAS. **LAS has pivoted to provide these presentations as webinars during the pandemic.**

In addition to providing community education presentations, LAS staff and volunteers also conduct outreach at health and community fairs. **Some of these health fairs have been drive-through events where the seniors are handed information through their car windows. We have been concerned about the most vulnerable older adult population that may not have access to technology allowing them to learn about our services. We have collaborated with senior meal delivery services including Meals on Wheels and Mercy Brown Bag who have included informational flyers about our services with their meal deliveries.** Between outreach efforts and community education presentations, LAS is able to reach thousands of Alameda County older adults each year. LAS maintains a large network of community partners, through collaboration and service provider groups, to ensure that partners can easily refer older adults who need legal services to the agency. ~~Additional, LAS provides technical assistance to community partners to help them improve their services to older adults.~~

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

<b>Fiscal Year</b>	<b>Name of Provider</b>	<b>Geographic Region covered</b>
<b>2020-2021</b>	Legal Assistance for Seniors	Countywide
<b>2021-2022</b>	Legal Assistance for Seniors	Countywide
<b>2022-2023</b>	<i>Leave Blank until 2022</i>	<i>Leave Blank until 2022</i>
<b>2023-2024</b>	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

12. Discuss how older adults access Legal Services in your PSA: **Discuss:** Older adults access LAS' services through several different means; many clients are referred by Adult Protective Services, the Department of Children and Family Services, and other community partners. In addition to referrals, older adults also contact LAS' office directly, either by phone or through LAS' website. **LAS also connects with many older adults at outreach events and community education presentations.** ~~Finally, older adults who attend LAS' various community education presentations~~ are often able to ask individual questions after the presentation, and if they have an issue that falls within LAS' practice areas, ~~an~~ **the appropriate** LAS staff member will follow up with them after the presentation to provide additional information or assistance.

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

The major types of legal issues that LAS handles are:

- (1) elder abuse, including restraining orders and "kick-out" orders to remove abusers living in older adults' homes;
- (2) health law, including Medicare, Medi-Cal, and private insurance issues;
- (3) naturalization, including assisting older adults in applying for fee waivers and disability waivers for the language and testing component of the citizenship interview;
- (4) public benefits, including Social Security and SSI eligibility, reductions, and overpayment issues;
- (5) legal guardianship, for adults 50 and older who are caring for minor children; and
- (6) housing, including representing older adult tenants who are at risk of losing their housing.

A recent study out of UCSF states that older adults are a significant portion of the newly homeless in Alameda County and highlights the critical nature of preventative services, like legal representation, to stabilize housing. When older adults are displaced, they not only lose their homes, but they also lose their cultural community, their caregivers, their support networks and stability. Tragically, these losses can cause severe health implications and more and more frequently, death. Older adults especially cannot wait for new construction to occur and the move to new units may also be disruptive. LAS believes older adults, and the affordable housing they reside in, must be protected and preserved in place.

**During the pandemic, LAS has seen the unfortunate trend of an increased need for elder abuse restraining orders. The abusers have become increasingly violent, and there has been**

an increase in severe physical abuse.

There has also been an increase in housing needs. Many callers have questions about the eviction moratorium. LAS has assisted many older adult tenants whose landlords have tried to illegally evict them during the moratorium. LAS has also been assisting a lot of clients whose landlords seek to remove the property from the rental market. In these cases, LAS has been negotiating buyout settlements, so clients have funds to move.

In the past six months, there has been an overwhelming increase of callers seeking assistance with their social security benefits. These callers are very low income and have been unable to find assistance through other agencies.

14. In the past four years, has there been a change in the types of legal issues handled by the Title IIIB legal provider(s) in your PSA? **Yes/No, Discuss:** In the past four years, there has not been a dramatic change in the types of cases that LAS handles.

15. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. **Discuss:** For many of the older adults that LAS serves, a major barrier in access to services is transportation and mobility issues. LAS has made home visits available to older adults who, for economic reasons or physical limitations, cannot easily travel from their home. Without someone going to their home or to a meeting place close to their home, many older people would not be able to access the services they need to stay in their home and thrive in the community. **During the pandemic, LAS has shifted how home visits are performed, often meeting with clients outside, maintaining six feet of spatial distance, and always masked.** For many of our elder abuse clients, they have been living in unsafe and dangerous situations for many years and have had difficulty finding help. Being able to sit down with an attorney and connect face-to-face often is the difference in the senior's confidence to move forward and take the steps to seek protection. Often during a home visit, the LAS attorney is also able to identify several other needs of the senior. The attorneys help the senior address these other issues even though it may not have been the initial reason the senior requested assistance or legal in nature. Being able to meet with a senior in a safe place, one-on-one, is by far the most effective way to assist a senior with their needs.

**The other major barrier is the digital divide, especially since all court and administrative hearings are currently being conducted remotely. LAS has started utilizing new equipment, such as tablets for clients to use to make their court appearances through video. We have also seen a big increase in our mailings, as many older adults who could no longer pick up forms from the courthouse also did not have the technology to access them online.**

16. What other organizations or groups does your legal service provider coordinate services with? **Discuss:** LAS works closely with many community collaborators to ensure that we are providing the strongest possible services to indigent older adults throughout Alameda County. LAS has direct contracts with the county of Alameda to provide legal services in elder abuse, guardianship, immigration, public benefits and health law. LAS is also appointed by the Alameda County probate court to represent proposed conservatees. LAS holds a contract with Alameda County Adult Protective Services (APS). LAS also has working partnerships with many agencies in Alameda County. LAS currently works closely with the Alameda County Bar Association to provide a pro per guardianship workshop; Family Support Services of the Bay Area (FSSBA) to provide ongoing support for guardianship clients; the Alameda County Kinship Collaborative, a group of service providers focused on families headed by kin caregivers that hosts an annual educational conference for caregivers and the youth in their care; the Court Bench Bar meeting,

run by the court aimed at providing better services to the community; the Community Projects Committee, a group of nonprofit legal service providers that provide information and trainings in order to better serve the indigent population; the District Attorney's Office, to create a collaborative approach to victim's rights; and the Senior Services Coalition, to coordinate services and support among senior service providers. LAS maintains a strong network of community partners through our work. LAS works closely with many of the cities in the County, partnering with existing city services to create a comprehensive service network for seniors. Also, LAS works closely with senior housing facilities, senior centers and community centers. LAS is always searching for new and innovative community partners to ensure the highest quality services to older adults in Alameda County.

**SECTION 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW**

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

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

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

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

**SECTION 20. FAMILY CAREGIVER SUPPORT PROGRAM**

**Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services**  
 Older Americans Act Reauthorization Act of 2016,  
**Section 373(a) and (b)**

**2020-2024 Four-Year Planning Cycle**

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

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

**Family Caregiver Services**

<b>Category</b>	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>	<b>2023-2024</b>
Family Caregiver Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Supplemental Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No Direct <input type="checkbox"/> Contract

## Grandparent Services

Category	2020-2021	2021-2022	2022-2023	2023-2024
Grandparent Information Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Access Assistance	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Support Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Supplemental Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract

\*Refer to PM 11-11 for definitions for the above Title III E categories.

**Justification:** For each service category checked “no”, explain how it is being addressed within the PSA.

When the AAA released its last RFP, it did not receive bid responses to provide FCSP Supplemental Services. The services are being provided in the PSA. For example, the On Lok PACE program located at 3683 Peralta Blvd, Fremont, CA provides assistive devices. **The service is provided in Southern Alameda County.**

For FCSP Grandparent Services, the AAA only received a bid response to provide Respite Services. The agency providing the service, Family Support Services of the Bay Area, 401 Grand Avenue, Suite 500, Oakland, CA 94610, <http://fssba.org/our-services/kinship-support>, offers a full range of services, including information & assistance, support groups, workshops & training and supplemental services (captured as “Basic Needs” on their agency budget). **These services are provided in Northern Alameda County, including Albany through Oakland.**

**SECTION 21 - ORGANIZATION CHART**

**Jennifer Stephens Pierre**  
AAA/ Veterans/ LPS Program Manager

**Mary Louie Zernicke**  
Senior Nutritionist

**VACANT**  
Sr. Financial Services  
Specialist

**Anthony Marchante**  
Veterans Service  
Officer

**Siobhan King**  
Adult Protective  
Service Supervisor  
LPS

**Kara Palmer**  
APS Supervisor LPS

**Senior Information**

**3 Veteran Service  
Representatives**  
Geraldo Carr  
Heidi Schmitt  
Yolanda Newton(TAP)

**6 Adult Protect  
Services Worker II**  
Luis Cerna  
Gillian Clarke  
Julliane Collaço  
Stacey Eldridge  
Nicholas Renzi  
Lenwood Hunter

**LPS Unit**  
**3 Adult Protect  
Services Worker II**  
Kaniz Husain  
J'eannine Jones  
Evelyn Vilarreal

**PA/PG/PC Intake**  
**3 Adult Protect  
Services Worker II**  
Breanna Brooks  
Kelly Harp  
Gabrielle Sims

**1 Specialist Clerk I**  
Diarra Piggue

**1 Social Worker III**  
Maureen Schulz