

# 2020-2024

# AREA PLAN

## AREA 12 AGENCY ON AGING – PSA 12



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### 2020-2024 4-YEAR AREA PLAN REQUIRED COMPONENTS CHECKLIST

To ensure all required components are included, "X" mark the far-right column boxes.  
Enclose a copy of the checklist with your Area Plan; submit this form with the Area Plan due 5-1-20 only

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

**AREA PLAN UPDATE (APU) CHECKLIST**

PSA 12

**Check one:**  FY21-22  FY 22-23  FY 23-24

*Use for APUs only*

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

**TRANSMITTAL LETTER**  
**2020-2024 Four Year Area Plan/ Annual Update**  
**Check one:**  **FY 20-24**  **FY 21-22**  **FY 22-23**  **FY 23-24**

AAA Name: Area 12 Agency on Aging

PSA 12

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

1. \_\_\_\_\_  
(John Gray)

\_\_\_\_\_  
Signature: Governing Board Acting Vice Chair <sup>1</sup>

\_\_\_\_\_  
Date

2. \_\_\_\_\_  
(Jim Grinnell)

\_\_\_\_\_  
Signature: Advisory Council Chair

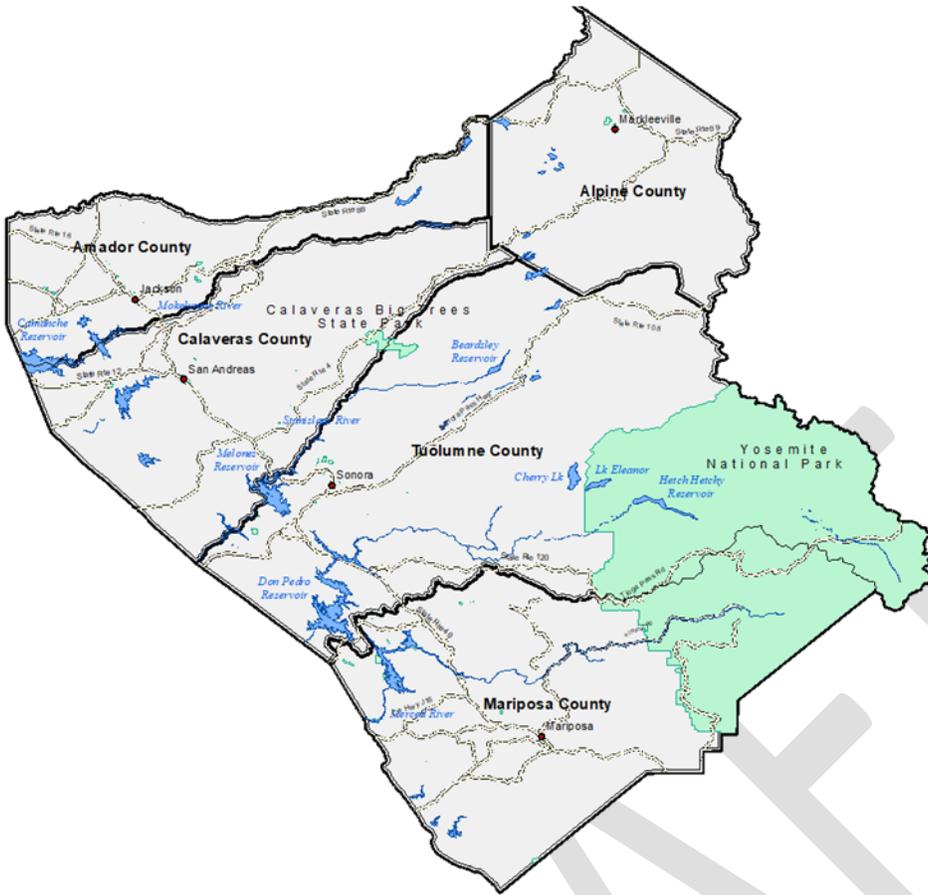
\_\_\_\_\_  
Date

3. \_\_\_\_\_  
(Kristin Millhoff)

\_\_\_\_\_  
Signature: Area 12 Agency Executive Director

\_\_\_\_\_  
Date

<sup>1</sup> Original signatures or official signature stamps are required.



**Planning & Service Area PSA 12**

Alpine County  
 Amador County  
 Calaveras County  
 Mariposa County  
 Tuolumne County

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## **SECTION 1. MISSION STATEMENT**

The responsibility of Area 12 Agency on Aging is 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.

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## **SECTION 2. DESCRIPTION OF THE PLANNING AND SERVICE AREA (PSA 12)**

The Area 12 Agency on Aging's (A12AA) Area Plan for 2020-2024, required by the California Department of Aging, offers an opportunity to articulate strategies that will be carried out to address the growing needs and challenges faced by the Agency in the upcoming years.

- Our Agency is increasingly resourceful as we maintain quality services. The mounting challenges associated with a greater demand for these services encourages Agency and its providers seek unique and innovative approaches to address the demand.
- Greater collaboration between existing partnerships and providers, as well as new joint ventures with other agencies where partnerships appear likely, offer the best opportunities for maintaining services in this current fiscal environment.
- Planning for the needs of an increasing population of older adults, adults with disabilities and caregivers, is an ongoing process.
- Partnering with the Disability Resource Agency for Independent Living pave the way for our Agency to implement the No Wrong Door approach to providing services.
- Presented in this Area Plan are the Goals and Objectives and Service Unit Plans that will guide the staff, Advisory Council members, Providers and Joint Powers Authority Board in serving the needs of the older adults, adults with disabilities and caregivers throughout the designated service area of Alpine, Amador, Calaveras, Mariposa and Tuolumne Counties.

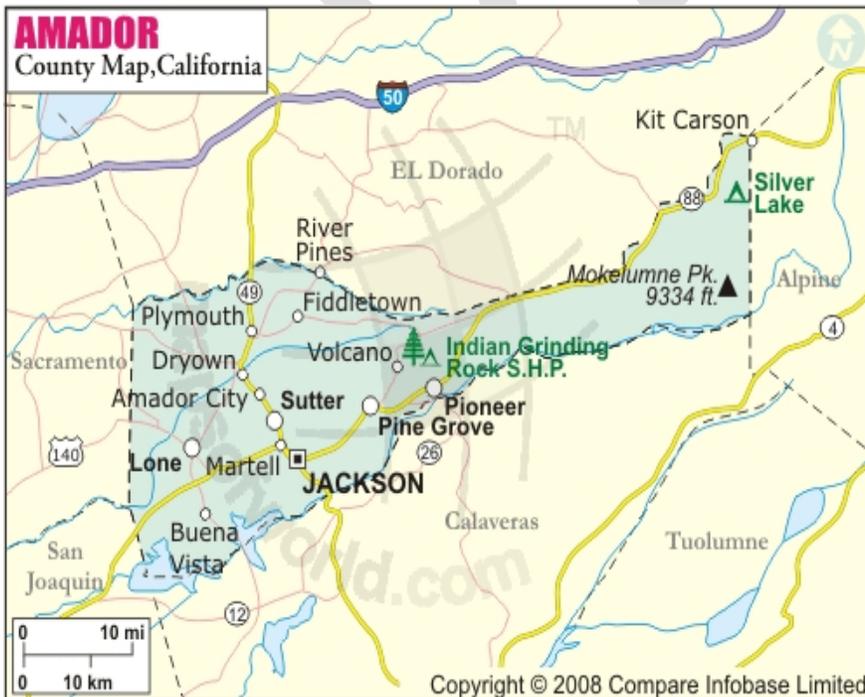
### **Physical Characteristics**

- PSA 12 covers a large geographic area of over 6,000 square miles in the Sierra Nevada region of the state, stretching from Alpine County to the north down to Mariposa County at the southern tip.
- It encompasses portions of Yosemite National Park, Calaveras Big Trees and Columbia State Historic Park.
- The counties are home to diverse geographical features, including many lakes, rivers, mountains, forests and smaller farms.
- The rich gold mining history is seen in the town settings and historical state parks.
- The highest point of elevation is Mount Lyell, 13,120 feet and is located in Yosemite National Park.

Demographics



According to the 2014-2018 American Community Survey, Alpine County's population is 69.9% White. Native American/Native Alaska population is 23.9%. Hispanic or Latino is 11.4%. <2% is African American, Asian & Native Hawaiian or other Pacific Islander.



According to the 2014-2018 American Community Survey 5-year Estimates, Amador County's population consists of 89.7% White and 14.4% Hispanic or Latino. American Indian & Alaska Native is 2.3% and African American is 2.7%. Asian & Native Hawaiian and other Pacific Islander represent <2%.



Calaveras County has 90.3% White and 12.4% Hispanic or Latino. 3.9% are two or more races. African American, Asian, Native Hawaiian and Other Pacific Islander represent <2%.\*

\*2014-2018 American Community Survey.



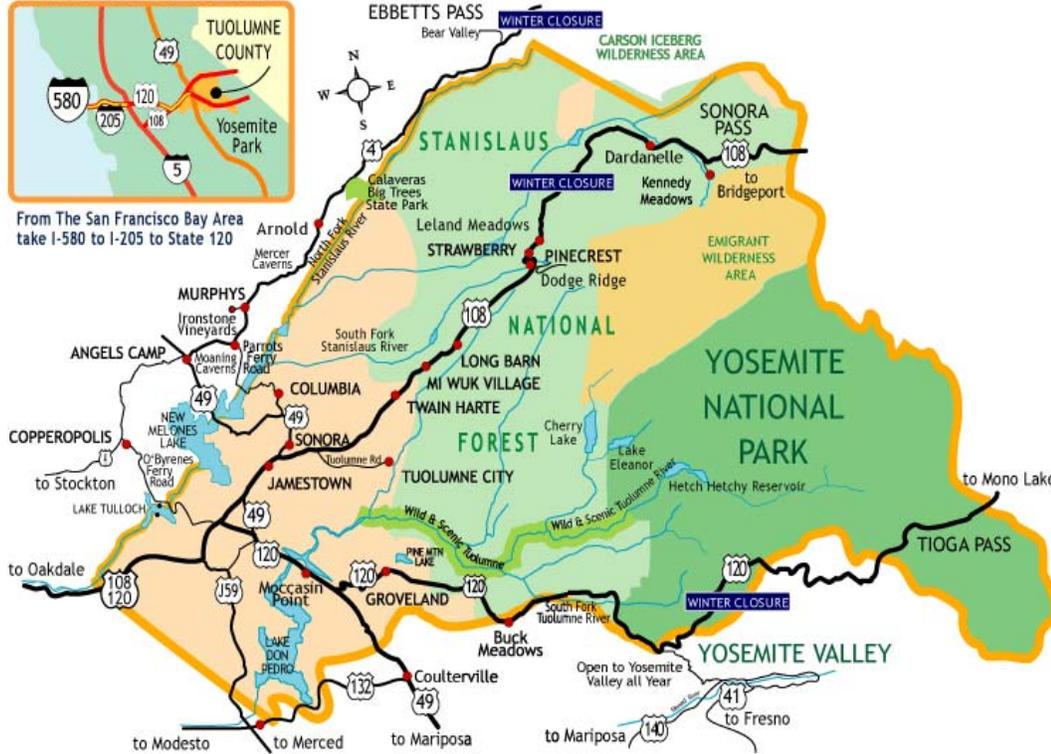
According to 2014-2018 American community Survey, Mariposa County, 89.4% are White, while Hispanics comprise 11.6%. 3.4% are Native American or Alaska Native. <2% are African American, Asians, Native Hawaiian & Other Pacific Islanders.

# TUOLUMNE COUNTY

## CLOSEST ROUTE TO THE SIERRA



From The San Francisco Bay Area take I-580 to I-205 to State 120



According to the 2014-2018 American Community Survey, Tuolumne County has 90.3% White and 12.7% Hispanic or Latino. Native American, Alaska Native come in at 2.3%. African American, Asian, Native Hawaiian & other Pacific Islander are <2% of the population.

## Population Trends

As indicated in the chart below, five counties have one third age 60+ older adults. According to the 2020 Suburban Stats County Population Estimates, PSA 12 is home to over 100,000 people. Older adults, age 60+ represent, on average, over 36% of the total population in the five counties.

Older Adults age 60+			
Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties			
County	Total Population*	Population Age 60+**	% of County Age 60+
Alpine	1,175	433	37%
Amador	38,091	14,437	38%
Calaveras	45,578	18,228	38%
Mariposa	18,251	7,214	38%
Tuolumne	54,478	19,735	35%
<b>Total</b>	<b>157,231</b>	<b>60,047</b>	<b>36%</b>

\*Suburban Stats 2020 County Population Estimates

\*\*CA DOF 2020 Population Demographic Projections

The following chart gives an estimate of the number of age 60+ in the PSA that are low income. The poverty guidelines published by the US Department of Health & Human Services are used to determine eligibility for government programs.

<b>Low Income Adults (PSA 12)*</b>			
<b>County</b>	<b>Total Population Age 60+</b>	<b>Age 60+ Low-income</b>	<b>% of 60+ Low-income</b>
Alpine	433	50	12%
Amador	14,437	1,310	9%
Calaveras	16,090	1,770	11%
Mariposa	7,214	970	14%
Tuolumne	19,735	2,235	11%

\*2020 CA DOF Population Demographic Projections

The formula for the federal poverty threshold does not take into account costs of housing, clothing, medical care, transportation, or utilities, and does not recognize regional differences in these costs. The California Elder Economic Security Standard Index (Elder Index) is a new recognized measure of the basic cost of living for individuals age 65+. It is calculated by the UCLA Center for Health Policy Research. Components of the Index include housing, food, transportation, health care, and miscellaneous costs such as clothing, telephone, home repairs and furnishings. The chart below demonstrates the gap between the Elder Index and Federal Poverty Level for counties in PSA 12. The Elder Index is a county specific measure and includes all of a senior's basic costs (food, housing, medical care, and transportation).

<b>Elder Index* – One-Person Household – Renter – 2019</b>				
<b>County</b>	<b>One-Person (renter)</b>	<b>Federal Poverty Guidelines**</b>	<b>Median Social Security Payment***</b>	<b>\$ Amount Income Gap</b>
Alpine	\$24,468	\$12,490	\$17,532	\$6,936
Amador	\$23,844	\$12,490	\$17,532	\$6,312
Calaveras	\$25,200	\$12,490	\$17,532	\$7,668
Mariposa	\$24,744	\$12,490	\$17,532	\$7,212
Tuolumne	\$25,632	\$12,490	\$17,532	\$8,100

\*2015 CA Elder Economic Security Standard Index

\*\*2019 Federal Poverty Guidelines

\*\*\*SSA, Social Security Administration 2019

<b>Elder Index* – One-Person Household – Owner (no mortgage) – 2019</b>				
<b>County</b>	<b>One-Person (owner)</b>	<b>Federal Poverty Guidelines**</b>	<b>Median Social Security Payment***</b>	<b>\$ Amount Income Gap</b>
Alpine	\$23,040	\$12,490	\$17,532	\$5,508
Amador	\$19,356	\$12,490	\$17,532	\$1,824
Calaveras	\$22,788	\$12,490	\$17,532	\$5,436
Mariposa	\$20,880	\$12,490	\$17,532	\$3,348
Tuolumne	\$22,836	\$12,490	\$17,532	\$5,304

\*2015 CA Elder Economic Security Standard Index

\*\*2019 Federal Poverty Guidelines

\*\*\*SSA, Social Security Administration 2019

### Challenges and Successes

Since the foothill communities are a desirable place to live for retirees this has implications for service demand and delivery in the areas of housing, health care and in home services.

- As the foothill population continues to age, the need for home repair program increases. The Residential Repairs/Modifications program continues to provide minor home repairs for these elderly consumers. The repairs are necessary to facilitate the ability of older individuals to remain in their homes. A12AA Minor Home Repair program is collaborating with the Habitat for Humanity organizations that have home repair programs. The additional funding available through the Fall Prevention Dignity at Home program will work alongside the Agency's minor home repair program.
- The Agency actively participates in community meetings and discussions regarding developing a family of transportation options. Along with each county's transit and paratransit programs, three counties have started volunteer driver programs. The programs are active in providing rides for individuals who are not able to access public transit or paratransit programs. Other effective transportation programs are through Providers contracting with Logisticare to provide non-emergency medical transportation for Medi-Cal recipients. Due to the rural nature of the area, there continues to be challenges in providing 'out of county' medical transportation. Amador, Calaveras, Mariposa and Tuolumne counties offer out of county medical transportation.
- A unique challenge in the rural counties is the distance to provide quality services to geographically isolated older adults and caregivers. Community resources have been stretched to the limit especially in rural areas affected by hazards such as floods, tree mortality and wildfire.
- Other areas of concern for the older adult population is the cost of living that continues to rise and the unyielding insurance companies that are consistently unwilling to negotiate a reasonable price for homeowner's insurance. County officials hear regularly from area homeowners about skyrocketing fire-hazard insurance rates. Many residents report they were recently dropped from their homeowners' insurance plans, and others say their rates have gone through the roof, with companies citing fire ratings and perceived wildfire risks as reasons.
- As the Agency conducts regular outreaches in the various communities, it continues to be

a challenge to get the information regarding services and programs to consumers who need them.

- The Agency is consistently exploring a variety of ways to distribute information using Facebook, the A12AA website, the Advisory Council members, presentations at community organizations, health fairs, partnering with veteran's groups, newspaper, magazine, and website advertisement.
- Outreach efforts continue at food banks, health fairs, senior expos, senior centers, support groups, social service organizations, service organizations, and public health.
- The Agency continues to distribute information to the key locations to spread the information about its services.

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

### **Leadership Role**

- A12AA offers opportunities to engage older adults in purposeful volunteer activities. Members of the Advisory Council's Transportation & Housing, Legislative, Nutrition and Public Information committees have written objectives which consider the data from the Community Needs Survey.
- The Transportation committee members are active in their respective communities attending the Social Services Transportation Advisory Council (SSTAC) and county transit meetings. They advocate for maintaining and increasing mobility options for the older adult population, adults with disabilities and veterans.
- The Legislative committee raises public awareness by distributing proposed state bills related to senior issues to various groups and individuals. They conduct numerous presentations at community meetings regarding the proposed state bills. They also advocate on the state level.
- The Public Information committee partners with the multiple organizations and attends several meetings in their respective counties to raise awareness about A12AA services and senior needs. Because of the sprawling geography of our rural area and the isolated nature of rural living, the committee is regularly identifying key groups to educate regarding senior issues. Another objective of the committee is to identify 'key locations' in each pocket community as a central place to distribute information.
- The Nutrition committee works with the providers to inform the community regarding the nutrition programs available – congregate dining and home delivered meals.
- In an effort to provide community outreach to all the counties, the Information & Assistance staff works with hospitals and clinics, rehab facilities, doctors and physical therapists in Amador, Calaveras, Mariposa and Tuolumne counties to raise awareness of A12AA services.
- As the Agency receives inquiries regarding the Lesbian, Gay, Bisexual and Transgender (LGBT) community, the Information & Assistance staff directs them appropriately. Local resources and National organizations are kept in the resource files. Our Agency staff and Provider staff received the required CDA training regarding this topic.
- The Family Caregiver Support Program (FCSP) provides education to hospital discharge planners, home health agencies and clinic staff members for the purpose of awareness, understanding and utilization of caregiver programs and services. The caregiver support groups cover topics such as dementia, grandparents raising grandchildren and related topics to support their roles as caregivers. Each year, the FCSP sponsors an education day collaborating with U. C. Davis Alzheimer's division to provide caregiver information and education.
- Our Disaster Coordinator attends OES and Public Health disaster trainings on a regular basis in Amador, Calaveras, and Tuolumne Counties. A12AA has two staff members with Incident Command System (ICS) and Standardized Emergency Management System (SEMS) certification. A12AA staff plays a supportive role in the community agency

response system.

- The Health Insurance Counseling and Advocacy program (HICAP) continues to provide exemplary service with regards to Medicare recipients. Outreach with the Veteran's Health Van mobile outreach program, food banks, community education to service groups and health fairs throughout the service area, are ongoing.
- The Agency offers several exercise programs in the counties we serve. The yoga, strength training, pilates, Ta'i Chi, Walk with Ease and Bingocize exercise programs aid in fall prevention, improving balance and increasing core strength and are conducted in a group setting. The participants evaluate their progress regarding their balance, their movements, hand-eye coordination and physical improvement. These programs have seen positive results in improvement in the participant's strength and mobility.

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## **SECTION 4. PLANNING PROCESS / ESTABLISHING PRIORITIES**

- The planning process for the next year is a joint effort with the contracted Providers and the Agency. Extensive planning with the administrative staff is done within the Agency. Specific activities include breakout sessions with the Advisory Council, A12 Staff and providers. The contracted Providers service units are reviewed and discussed looking at the funding available, current units, trends and county needs.
- Through the Public Hearing process the Agency gathers public comments and records the most important needs for seniors. Before the public hearings, response sheets and a short survey are distributed to home delivered meal, congregate and transportation clients to ensure homebound consumers are heard. The short survey for FY20-21 was regarding fall prevention.
- The information the Agency receives from the sources listed below, serve as the foundation for evaluating and adjusting services. Organizations, activities and documents include:

JPA Governing Board meeting  
Community Needs Survey (Data Analysis)  
Demographic Reports  
Contracted Providers  
Advisory Council  
Public Hearings  
Staff meetings  
Community agencies

- Planning activities continue throughout the next three years. The Area Plan will be reviewed, evaluated and updated as necessary. When reevaluating the outcomes of the goals and objectives in the Area Plan, special consideration is given to the quality of services provided, client satisfaction, staff assessments, cost effectiveness, and sustainability.

## **SECTION 5. NEEDS ASSESSMENT**

- Currently, every day, roughly 10,000 people turn 65. The Agency is keenly aware of this statistic. The 2019 Community Needs Data Analysis compiled the results from the survey that engaged this age group. Supporting older adults in our communities as they age requires a broad range of services. The needs assessment is a formal process that determines the gaps between current outputs or outcomes and the required or desired outputs or outcomes. The survey provided the Agency with an up-to-date look and understanding of our aging population. It confirms the services we are providing are relevant and used by the older adult population.
- The distribution process included connecting with organizations, individuals and providers in the five counties.
- The Advisory Council was a participating partner in distributing the surveys in their communities by supplying libraries, homeowner's associations, service clubs, social groups, mobile home parks and other key locations with the surveys.
- Senior apartment complexes, social services, senior centers, churches, veteran services and public health organizations were given a supply of the surveys.
- The Agency placed ads in the newspaper in five counties and placed information on the website to advertise the survey. It was placed on the A12AA Facebook page and a fill-in survey was available on the A12AA website.
- The surveys were completed by older adults age 50+, adult caregivers 18+ caring for those age 60+ and grandparents age 55+ caring for their grandchildren.
- Survey housed both quantitative and qualitative variables and covered demographic information, health and wellness, activities, needs and concerns, services used by consumers, staying healthy and a section for caregivers.

## **SECTION 6. TARGETING**

The Agency and the JPA Governing Board are aware of the need to target specific populations. The Agency uses the Older Americans Act (OAA) designations of special populations, particularly low income, minority, highest social and economic needs and disabled populations, and geographically isolated individuals, as a guideline for service and advocacy. The OAA retained the targeting provisions for low-income minorities and added focus on older individuals residing in rural areas. The Family Caregiver Support Program provides a means of addressing the growing needs of caregivers.

The original means used to identify the targeted populations in the PSA was the 2010 Census. Below are special populations identified in the OAA with some of the methods used by A12AA to reach these groups in our area.

- Low-income minority older individuals: as identified in the section describing the PSA 12, minority populations comprise close to 4% of the total senior population in five counties with 4% Hispanic, 2.7% American Indian/Alaskan Native. The African American, Asian, Native Hawaiian and Other Pacific Islander and other ethnic groups each represents less than 1%.
- Older individuals with income at or below poverty level: Low income is defined as at or below 100% of the federal poverty guidelines.
- Targeting seniors with greatest social economic needs: A12AA continues to target seniors in the greatest social and economic need with emphasis on low-income, geographically isolated individuals by partnering with organizations that serve these individuals.
- Disabled adults: A12AA partners with the Independent Living agency that covers the four county area to reach disabled adults through 'No Wrong Door' approach. A12AA is considered an emerging Aging & Disability Resource Center (ADRC).
- Frail, older individuals and their caregivers.

The Agency has an Information & Assistance and HICAP outreach team to regularly reach out to low-income individuals who reside in geographically isolated areas. Through review of demographic information, the Agency's priorities are consistent with those of the Older Americans Act.

**SECTION 7. PUBLIC HEARINGS**

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

Fiscal Year	Date	Location	Number of Attendees	Presented in Languages other Than English? Yes or No	Was Hearing Held at a Long-term Care facility? Yes or No
2020-2021	2-27-20	Calaveras County: Calaveras Sr. Ctr. 956 Mtn. Ranch. Rd. San Andreas, CA	0	No	No
	3-3-20	Tuolumne County: A12AA Office 19074 Standard Rd. Sonora, CA	0	No	No

**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.

Outreach efforts included advertising the Public Hearing in each county’s local newspaper and distributing flyers and response sheets to all home delivered meal clients, congregate meal clients, and community groups. Response sheets were available at the Public Hearing. Response sheets were gathered, reviewed and documented by A12AA.

2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed? N/A

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. N/A

4. Attendees were provided the opportunity to testify regarding setting minimum

percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services.

Yes. Go to question #5

No, Explain:

5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.

In the previous public hearings, attendees were interested in what IIIB services were available for them by county. These services were outlined in the presentation.

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

There were several comments on the response sheets received from the individuals. IHSS, meals and chore services were mentioned. There was a short survey regarding fall prevention and several individuals responded to that.

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

Updated informational changes were made to the Area Plan as a result of input by the attendees. However, the topics discussed were the topics and issues the Agency has identified as needs in the communities we serve.

A12AA identified service priorities prior to the release of requests for proposal (RFP). Several methods were utilized to assess these priorities including the use of the 2019 Data Analysis and informal surveys in the various communities. As previously discussed, the community needs survey is a formal process that reveals the gaps between current outputs or outcomes and the required or desired outputs or outcomes. It can also prioritize the gaps and give data to support the most important gaps to be addressed. In addition, data compiled by the Information and Assistance Program (I & A), input from the A12 Advisory Council as well as specific information involving service providers, recipients, and the general public collectively serve as the foundation for evaluating and adjusting services that establish the service priorities for PSA 12. They include, in alphabetical order:

Priority 1: Care Management, Chore services, Congregate Meals, Elder Abuse Prevention, Family Caregiver Support Program, Health, Health Promotion, Health Insurance Counseling and Advocacy Program (HICAP), Home Delivered Meals, Homemaker, Information and Assistance, Legal Assistance, Nutrition Education, Ombudsman Program, Personal Care services, Residential Repair/Modification services, Transportation services, and connecting disabled adults to available services.

Priority 2: These programs are considered very important, and while they are not recommended for funding for 2020-2024, these areas would be eligible to apply for one-time-only or additional funds should they become available: Senior Housing and Out-of-County Medical Transportation.

The funding percentage of adequate proportion reflects the current level of service. The A12AA proposes to serve Amador, Calaveras, Mariposa and Tuolumne counties with nutrition programs, and all areas with chore, homemaker, personal care, legal services, and transportation. Information and Assistance and Legal Services will be provided to every county within the PSA.

While there is a need to serve the findings in the 2019 Data Analysis and targeting those specific areas, the challenge to use funds efficiently and effectively while maintaining quality will bring the Agency, the contracted Providers, the Governing Board and the Advisory Council to a new level of planning and decision making.

The following attached material includes updated information regarding the Goals and Objectives and the Service Unit Plans relating to services offered to seniors, caregivers, and disabled adults in the Planning and Service Area.

**SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES**    PSA 12

**Goal # 1**

<p><b>Goal #1: The Agency will employ various methods to distribute information and education regarding supportive services for older adults, adults with disabilities and caregivers.</b></p>			
<p><b>Rationale:</b> Information on how to access services, promoting independence, encouraging wellness and a self-supporting lifestyle, while maintaining safety, is vital for older adults who desire to age in place.</p> <p>In an effort to reach those who would benefit from the services the Agency provides, we continue to be actively engaged in raising awareness and promoting the programs and services available to older adults, adults with disabilities and caregivers.</p>			
<p><b>List Objective Number and Objectives</b></p>	<p><b>Projected Start &amp; End Dates</b></p>	<p><b>Title IIIB Funded PD or C</b></p>	<p><b>Update Status</b></p>
<p><b>Refer to CCR Article 3, Section 7300 (c)</b></p>			
<p><b>Objective #1:</b> The A12AA Information &amp; Assistance, MSSP &amp; FCSP staff will work with hospitals, clinics, discharge planners, home health agencies, doctor's offices and other organizations in Amador, Calaveras, Mariposa, &amp; Tuolumne Counties to improve awareness of senior programs, available services, and caregiver resources. Information shared at IDT and MDT meetings.</p> <p><b>Outcome:</b> Organizations will receive current information and be better informed of available services.</p> <p><b>Measurement:</b> The number of organizations and number of staff receiving information.</p> <p><b>FY20-21</b> – Projected 15 organizations and 400 staff.</p>	<p>7-1-20-6-30-21</p>	<p>IIIB</p>	<p>New</p>
<p><b>Objective #2:</b> A12AA staff will cultivate media contacts regarding A12AA's mission, programs and services it provides, as well as creating opportunities for Agency staff to present information.</p> <p><b>Outcome:</b> The public will receive the most current information regarding A12AA services and programs.</p> <p><b>Measurement:</b> The number of Public Information activities completed and the circulation number.</p> <p><b>FY20-21</b> – Projected 20 activities with 400,000 circulation.</p>	<p>7-1-20-6-30-21</p>	<p>IIIB</p>	<p>New</p>

<p><b>Objective #3:</b> The A12AA Advisory Council Legislative Committee and the CA Senior Legislators will complete individual presentations to Advisory Council, Commissions on Aging, service organizations and senior groups in their respective counties, to distribute information and updates on senior issues and proposed and/or enacted legislation affecting seniors.</p> <p><b>Outcome:</b> Broadened awareness and advocacy on legislation regarding senior issues.</p> <p><b>Measurement:</b> The number of presentations.</p> <p><b>FY20-21</b> – Projected 8 presentations.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #4:</b> The Advisory Council Transportation committee will research and develop a transportation chart of available transportation for each county. The committee will work with mobility managers in each county. The chart will be distributed to individuals, organizations, FB pages and website.</p> <p><b>Outcome:</b> Consumers will be aware of available transportation options.</p> <p><b>Measurement:</b> The number of transportation charts distributed.</p> <p><b>FY20-21</b> - Projected 400 distribution.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #5:</b> The Advisory Council Public Information Committee will develop a template and process to advertise regular Advisory Council meetings for newspapers, publications, websites or Facebook.</p> <p><b>Outcome:</b> Advisory Council meetings will be advertised to the general public.</p> <p>Measurement: The number of advertisements.</p> <p><b>FY20-21</b> – Projected 4 advertisements.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #6:</b> The Advisory Council Public Information Committee will draft articles on senior issues for newspapers, publications, websites or Facebook.</p> <p><b>Outcome:</b> The public will be informed concerning older adult issues.</p> <p><b>Measurement:</b> Number of articles published.</p> <p><b>FY20-21</b> – Projected 4 articles published.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #7:</b> The Outreach Specialist or A12AA staff will distribute current community information to individuals and organizations that provide supportive</p>	7-1-20-6-30-21	IIIB	New

services to age 60+ adults, caregivers and adults with disabilities.

**Outcome:** Broadened awareness on supportive services offered in each community for older adults, caregivers and adults with disabilities.

**Measurement:** Number of outreach materials distributed.

**FY20-21** – Projected 5,000 contacts.

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**Goal #2: The Agency will strengthen existing partnerships with community groups and endeavor to establish partnerships with compatible community organizations to continue to provide community based services.**

**Rationale:** The age 60+ population in our PSA is continuing to increase. It is imperative to partner with compatible organizations to develop a coordinated, integrated system of care to provide essential services for older adults, adults with disabilities and caregivers.

<b>List Objective Number and Objectives</b> <b>Refer to CCR Article 3, Section 7300 (c)</b>	<b>Projected Start &amp; End dates</b>	<b>Title IIIB Funded PD or C</b>	<b>Update Status</b>
<p><b>Objective #1:</b> Select Advisory Council Committee members will attend the Social Services Transportation Advisory Council (SSTAC) meetings and other transportation related meetings in each county to promote improved services for the older adult population particularly for geographically isolated individuals.</p> <p><b>Outcome:</b> Gathering of transportation information and advocating on behalf of the older adult population.</p> <p><b>Measurement:</b> The number of meetings attended.</p> <p><b>FY20-21:</b> Projected 8 meetings.</p>	<p>7-1-20-6-30-21</p>	<p>IIIB</p>	<p>New</p>
<p><b>Objective #2:</b> The Advisory Council Housing Committee and A12AA staff will present integrating senior housing options to county planning departments, planning commissions, housing advisory committees and developers and community organizations to encourage consideration of senior housing options in each county General Plan - Housing Plan.</p> <p><b>Outcome:</b> County planning departments, planning commissions, developers and community organizations will receive information to support the need for accessible and affordable housing options for senior community members to age in place.</p> <p><b>Measurement:</b> Number of presentations made and number of meetings attended.</p> <p><b>FY20-21 –</b> Projected 8 presentations and 8 meetings.</p>	<p>7-1-20-6-30-21</p>	<p>IIIB</p>	<p>New</p>
<p><b>Objective #3:</b> A12AA staff will collaborate with professionals in Amador, Calaveras, Mariposa and Tuolumne counties to conduct presentations on topics related to older adults and aging.</p> <p><b>Outcome:</b> Participants will gain knowledge and information regarding aging.</p> <p><b>Measurement:</b> The number of attendees and information distributed.</p>	<p>7-1-20-6-30-21</p>	<p>IIIB</p>	<p>New</p>

<p><b>FY20-21</b> – Projected 4 events with 40 attendees.</p>			
<p><b>Objective #4:</b> The Advisory Council, A12AA staff and County Commissions on Aging (COA) from various counties will develop strategies to connect older adults with emergency prep information.</p> <p><b>Outcome:</b> The aging population will receive information: 1) making personal emergency plans; 2) signing up for county emergency alert systems.</p> <p><b>Measurement:</b> The number of related open houses or meetings and number of information packets distributed.</p> <p><b>FY 20-21</b> – Projected 4 open houses or meetings and 200 information packets distributed.</p>	<p>7-1-20-6-30-21</p>	<p>IIIB</p>	<p>New</p>

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**Goal #3: The Agency will develop and coordinate a comprehensive Community Education Program regarding information on each facet of Medicare and Medicare Savings programs for eligible seniors, adults with disabilities and caregivers, to ensure they have access to current information when making necessary Medicare related decisions.**

**Rationale:** The A12AA HICAP staff and volunteer counselors will ensure Medicare options and supplemental insurance information are accessible and understandable for Medicare recipients. These options include information on the Medicare Part D drug coverage, Love Income Subsidy (LIS), Medicare Savings Program, Medicare Advantage programs and Supplemental insurance. These program are complex which requires community education and a significant amount of one-on-one counseling to enable Medicare recipients to make pertinent and accurate choices.

<b>List Objective Number and Objectives</b> <b>Refer to CCR Article 3, Section 7300 (c)</b>	<b>Projected Start &amp; End dates</b>	<b>Title IIIB Funded PD or C</b>	<b>Update Status</b>
<p><b>Objective #1:</b> A12AA HICAP staff will maintain and expand rural counseling sites. One new site will be established in each of the following counties: Calaveras &amp; Tuolumne Counties.</p> <p><b>Outcome:</b> Increased accessibility to HICAP services in rural counties.</p> <p><b>Measurement:</b> Number of additional sites opened.</p> <p><b>FY20-21</b> – Projected 1 additional site.</p>	<p>7-1-20-6-30-21</p>	<p>HICAP</p>	<p>New</p>
<p><b>Objective #2:</b> A12AA HICAP staff will use technology to broaden education opportunities.</p> <p><b>Outcome:</b> The aging population will receive information through digital means.</p> <p><b>Measurement:</b> The number of hits on website and Facebook related to Medicare issues.</p> <p><b>FY20-21:</b> Projected 600 hits from website.</p>	<p>7-1-20-6-30-21</p>	<p>HICAP</p>	<p>New</p>
<p><b>Objective #3:</b> A12AA HICAP staff will 1) expand both Community Education and Outreach by partnering with organizations that target low-income, minority and rural residents by attending local food banks to target low-income dual eligible clients.</p> <p>2) During Part D enrollment, HICAP will have volunteer available to answer questions for walk-in clients.</p> <p>3) HICAP staff will conduct a marketing campaign to ensure doctor’s office within the PSA have knowledge of HICAP services and receive HICAP brochures.</p>	<p>7-1-20-6-30-21</p>	<p>HICAP</p>	<p>New</p>

<p>4) HICAP staff will partner with Advisory Council members to distribute pertinent Medicare information in their communities.</p> <p><b>Outcome:</b> Medicare beneficiaries and low-income dual eligible beneficiaries will receive education about HICAP services and how the program can assist them.</p> <p><b>Measurement:</b> Number of Community Education and Outreach events attended. Number of Medicare, pre-Medicare and dual eligible beneficiaries reached.</p> <p><b>FY20-21</b> – Projected 120 Community Education &amp; Outreach events; Projected 6,000 reached.</p>			
<p><b>Objective #4:</b> A12AA HICAP staff will conduct Do-it-Yourself (DIY) classes regarding Part D Plans. Staff will educate clients on a step by step process to evaluate and change their own Part D plans during 10-15 to 12-7.</p> <p><b>Outcome:</b> Participants will be able to navigate the Medicare website to change their own Part D pan.</p> <p><b>Measurement:</b> The number of classes and attendees.</p> <p><b>FY20-21</b> – Projected 4 classes with 40 attendees.</p>	7-1-20-6-30-21	IIIB	New

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**Goal #4: The Area 12 Agency on Aging will continue to provide leadership in developing and coordinating services with emphasis on education on topics related to older adults; enhancement and integration for home and community based services; provide education on services to encourage older adults to continue to live in their residences as long as safely possible.**

**Rationale:** The mission of A12AA is to support maximum independence for older adults, adults with disabilities to have them stay in their homes as long as possible.

A12AA will coordinate services with the Ombudsman program to protect the dignity of individuals that are in facilities.

List Objective Numbers and Objectives [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded	Update Status
<p><b>Objective #1:</b> Ombudsman staff and volunteers will conduct facility presentations for mandated reporter training.  <b>Outcome:</b> An expanded awareness and reporting of mandated reporting responsibilities.  <b>Measurement:</b> Number of mandated reporter trainings conducted.  <b>FY20-21</b> – Projected 3 trainings.</p>	7-1-20–6-30-21	IIIB	New
<p><b>Objective #2:</b> A12AA will establish relationships with Legal partners in several counties in order to provide older adults, adults with disabilities and caregivers with legal assistance.  <b>Outcome:</b> Legal assistance for older adults will be available in several counties.  <b>Measurement:</b> Number of Legal service units.  <b>FY20-21</b> – Projected 200 units.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #3:</b> The Elder Abuse Prevention Program coordinator will collaborate with professionals from APS, DA, law enforcement and other agencies to the purpose of conducting Elder Abuse Prevention trainings.  <b>Outcome:</b> Broadened awareness and a clearer understanding of elder abuse prevention.  <b>Measurement:</b> The number of trainings conducted.  <b>FY 20-21</b> – Projected 3 trainings.</p>	7-1-20–6-30-21	IIIB	New

<p><b>Objective #4:</b> The Elder Abuse Prevention Program Coordinator will collaborate with A12AA's Family Caregiver Programs (Title III E) to education caregivers on how to report elder abuse.</p> <p><b>Outcome:</b> Title III E Family caregivers will be educated regarding the signs of elder abuse and how to report it.</p> <p><b>Measurement:</b> The number of products sent.</p> <p><b>FY20-21</b> – The Elder Abuse Prevention Program will coordinate with the Title III E program to distribute &gt;60 FCSP clients.</p>	7-1-20-6-30-21	VIIB	New
<p><b>Objective #5:</b> Ombudsman staff will conduct trainings for volunteer recruitment.</p> <p><b>Outcome:</b> Stronger program advocacy and increased system advocacy by volunteers for residents in facilities.</p> <p><b>Measurement:</b> The number of trainings.</p> <p><b>FY20-21</b> – The Ombudsman program will conduct trainings as needed to increase the number of volunteers for the program.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #6:</b> MSSP Care Managers will provide education and assistance to clients regarding emergency preparedness.</p> <p><b>Outcome:</b> Eligible clients will receive updated emergency prep packets and yearly review of plans.</p> <p><b>Measurement:</b> The number of emergency packets distributed and the number of emergency plans reviewed.</p> <p><b>FY20-21</b> – Care managers will distribute &gt;20 emergency plans and review &gt;80 emergency plans.</p>	7-1-20-6-30-21	MSSP	New
<p><b>Objective #7:</b> A12AA staff will work with local licensed, bonded agencies and contracted Providers to provide chore, homemaker or personal care services to age 60+ clients.</p> <p><b>Outcome:</b> Clients age 60+ will receive chore, homemaker and personal care services support client's quality of life and independence to remain in their homes.</p> <p><b>Measurement:</b> Number of unduplicated clients served and number of units.</p> <p><b>FY20-21</b> – Projected 75 clients and 255 units.</p>	7-1-20-6-30-21	IIIB	New
<p><b>Objective #8:</b> A12AA staff will work with contracted Providers to assist clients age 60+ with transportation (one-way trips) to and from their home to appropriate medical appointments, local errands, or pharmacy.</p> <p><b>Outcome:</b> Clients age 60+ will receive transportation to appropriate medical appointments and errands allowing them to continue to live independently.</p> <p><b>Measurement:</b> The number of unduplicated clients served. Number of one-way trips provided.</p> <p><b>FY20-21</b> – Projected 400 clients and 6,680 units.</p>	7-1-20-6-30-21	IIIB	New

**GOAL #5: The Agency will coordinate with and promote current programs to address important unmet needs identified by older adults, caregivers and adults with disabilities to live independently in the community.**

**Rationale:** The Agency recognizes that changes in the characteristics of the population may require adjustments or development of different ways services are provided to older adults, caregivers and adults with disabilities.

<b>List objective Numbers and Objectives</b>  <b>Refer to CCR Article 3, Section 7300 (c)</b>	<b>Projected Start &amp; End Dates</b>	<b>Title IIIB Funded PD or C N/A</b>	<b>Update Status</b>
<p><b>Objective #1:</b> A12AA will offer a physical fitness group activity teaching yoga, strength training, or pilates conducted by a certified fitness professional designed to improve physical health and improve balance, core strength or mobility through a series of designed exercises, poses and stretches.  <b>Outcome:</b> Improved balance to aid in fall prevention, core strength and mobility for participants.  <b>Measurement:</b> Number of unduplicated clients and number of hours.  <b>FY20-21</b> – Projected 100 clients and 1,500 units.</p>	<p>7-2-20 – 6-30-21</p>	<p>IIIB</p>	<p>New</p>
<p><b>Objective #2:</b> A12AA will provide eligible clients with minor home repairs by contracting with local licensed, bonded contractors to provide residential repairs/modifications of homes that are necessary to facilitate the ability of older adults to remain at home; includes minor repairs in order to meet safety, health issues and code standards; to repair problems which threaten their health, safety and independence.  <b>Outcome:</b> Improved home repair services for residents and identification of local vendors.  <b>Measurement:</b> The number of residential repair/modifications completed.  <b>FY20-21</b> – Projected 80 modifications completed.</p>	<p>7-1-20 – 6-30-21</p>	<p>IIIB</p>	<p>New</p>
<p><b>Objective #3:</b> A12AA will offer an evidence based physical fitness program to improve physical health, build core strength, and improve balance by coordinating a series of sessions instructed by a certified fitness professional. The trainers engage the participants in Bingocize, Walk w/Ease or T'ai Chi.  <b>Outcome:</b> Clients will build core strength, increase flexibility and improve balance which improves overall physical fitness and aid in fall prevention.</p>	<p>7-1-20 – 6-30-21</p>	<p>IIID</p>	<p>New</p>

<b>Measurement:</b> Number of clients in attendance and number of hours attended. <b>FY20-21</b> – Projected 90 clients and 1,800 units.			
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<b>GOAL #6: The Agency will strengthen current services under the Family Caregiver Support program (FCSP) for caregivers in order to ensure older adults, adults with disabilities, their families or informal caregivers and grandparents raising grandchildren, receive information for self-determination, dignity and responsible choice.</b>			
<b>Rationale:</b> The need for information and outreach, particularly in this rural, geographically isolated area where caregivers have limited or no knowledge of the available services is critically important. In order to improve the quality and quantity of informal care, it is imperative for caregivers to be aware of available support services and programs.			
<b>List Objective Number(s) ____ and Objective (s)</b> <b>[Refer to CCR Article 3, Section 7300 (c)]</b>	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>1</sup></b> <b>N/A</b>	<b>Update Status</b>
<b>Objective #1:</b> A12AA Family Caregiver Support Program (FCSP) will collaborate with grandparents in Amador, Calaveras, Mariposa and Tuolumne to conduct outreaches and increase awareness of FCSP Access, Information Services and Support services. <b>Outcome:</b> Grandparents will learn about FCSP services available for them. <b>Measurement:</b> The number of grandparents contacted. <b>FY20-21</b> – Projected 110 grandparents will be contacted.	7-1-20-6-30-21	IIIE	New
<b>Objective #2:</b> A12AA FCSP staff will provide education to the hospital discharge planners, home health agencies and clinic staff members for the purposes of awareness, understanding and utilization of A12AA FCSP program and services. <b>Outcome:</b> An improved understanding and increased awareness of the Family Caregiver Support Program. <b>Measurement:</b> The number of agency contacts. <b>FY20-21</b> – Projected 11 organization contacts.	7-1-20-6-30-21	IIIE	New
<b>Objective #3:</b> FCSP staff will collaborate with UC Davis educators to conduct a caregiver workshop on Dementia and Caregiving for caregivers. <b>Outcome:</b> Caregivers will receive education regarding forms of dementia and tools to assist them with living with dementia. Caregivers will be better informed of the various services in their communities to encourage them in their role as caregiver. <b>Measurement:</b> The number of caregivers who attend event. <b>FY20-21</b> – Projected attendance 40 caregivers.	7-1-20-6-30-21	IIIE	New
<b>Objective #4:</b> FCSP staff will attend Health Fairs, Senior Expos, Senior Health Days, senior related events and advertise in publications in Amador, Calaveras, Mariposa and Tuolumne Counties to distribute information regarding the FCSP program. <b>Outcome:</b> The public will be made aware of FCSP services	7-1-20-6-30-21	IIIE	New

<sup>1</sup> Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

<p>available for caregivers.</p> <p><b>Measurement:</b> The number of events attended and contacts made.</p> <p><b>FY20-21</b> – Projected 15 community education events with estimated 3,000 contacts made. Projected 15 advertisements with 100,000 contacts.</p>			
<p><b>Objective #5:</b> FCSP staff will work with caregivers in each county to provide them with updated and pertinent information on topics related to caregiving.</p> <p><b>Outcome:</b> Caregivers will become aware of resources available to assist them in dealing with the identified issues.</p> <p><b>Measurement:</b> The number of FCSP contacts made.</p> <p><b>FY20-21</b> – Projected 3,000 contacts.</p>	7-1-20-6-30-21	IIIE	New
<p><b>Objective #6:</b> FCSP staff will work with clients to provide them with Support Services: caregiver assessment, counseling, peer counseling, support group, training, care management; Respite Care: in-home supervision, homemaker assistance, in-home personal care, home chore, out-of-home daycare; Supplemental Services: assistive devices, home adaptations, cash/material aid.</p> <p><b>Outcome:</b> Caregivers will have access to FCSP services to care for their loved one in their home as long as safely possible.</p> <p><b>Measurement:</b> The number of service units used by caregivers.</p> <p><b>FY20-21</b> – Projected 1,310 service units.</p>	7-1-20-6-30-21	IIIE	New

**Goal #7: Older adults, adults with disabilities and caregivers in PSA 12 will have access to nutrition services to maintain or improve the physical, psychological and/or social well-being of eligible individuals by providing appropriate nutrition services.**

**Rationale:** Access to Nutrition services are a basic need for frail, vulnerable, disabled and older individuals that can be addressed through providing congregate dining, restaurant dining or home delivered meals that are nutritionally approved with the recommended 1/3 daily nutritional intake. Nutrition training will be provided to the nutrition providers on a regular basis. Nutrition education will be provided to the recipients of congregate dining or home delivered meal services.

List Objective Number(s) ____ and Objective [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C <sup>2</sup> N/A	Update Status
<p><b>Objective #1:</b> Advisory Council Nutrition Committee, once a quarter, will assist A12 Registered Dietitian with the ‘Dietitian Is In’ series.</p> <p><b>Outcome:</b> Committee members and congregate diners receive pertinent nutrition education.</p> <p><b>Measurement:</b> The number of ‘Dietitian Is In’ series attended.</p> <p><b>FY20-21 –</b> Projected 8 series attended.</p>	7-1-20-6-30-21	IIIC	New
<p><b>Objective #2:</b> A12AA staff will host two nutrition provider meetings for the purpose of promoting and maintaining coordination and referrals to programs to ensure proper referrals are made on behalf of participants.</p> <p><b>Outcome:</b> Nutrition participants will be informed of services that would be beneficial in maintaining their independence and ability to age in place.</p> <p><b>Measurement:</b> The number of meetings held.</p> <p><b>FY20-21 –</b> A12AA staff will host 2 nutrition provider meetings.</p>	7-1-20-6-30-21	IIIC	New
<p><b>Objective #3:</b> A12AA staff will coordinate with nutrition providers to provide accurate and culturally sensitive nutrition information and education to participants to promote better health as it relates to nutrition.</p> <p><b>Outcome:</b> Nutrition participants will receive information that will assist in maintaining their nutritional health.</p> <p><b>Measurement:</b> The number of participants who receive nutritional information.</p> <p><b>FY20-21 –</b> Projected number of participants is 5,000.</p>	7-1-20-6-30-21	IIIC	New
<p><b>Objective #4:</b> A12AA staff will ensure that low-income older adults age 60+ have access to fresh fruit, vegetables and herbs from Certified Farmer’s Markets by providing Farmer’s</p>	7-1-20-6-30-21	IIIC	New

<p>Market coupon booklets when available.</p> <p><b>Outcome:</b> Nutrition participants will have access to fresh fruit, vegetables and herbs from Certified Farmer’s Markets.</p> <p><b>Measurement:</b> The number of coupon booklets distributed.</p> <p><b>FY20-21</b> – In June, 2020, 500 booklets will be distributed.</p> <p>A12AA partners with organizations from each county.</p> <p>Amador: Common Ground, Amador Senior Center;  Calaveras: Mark Twain Medical Ctr., Common Ground;  Mariposa: Senior Ctr.; Tuolumne: Senior Center, Interfaith;  all counties: MSSP and FCSP clients.</p>			
<p><b>Objective #5:</b> Advisory Council Nutrition Committee will appoint a committee member to interview participants at the nutrition sites on a quarterly basis.</p> <p><b>Outcome:</b> Nutrition information from participants will be communicated to the Providers to improve nutrition services.</p> <p><b>Measurement:</b> The number of interviews and visits conducted quarterly.</p> <p><b>FY20-21</b> – Conduct a minimum of 2 interviews at 4 congregate sites.</p>	7-1-20-6-30-21	IIIC	New
<p><b>Objective #6:</b> A12AA will contract with Providers to provide congregate dining or home delivered meals that are nutritionally approved.</p> <p><b>Outcome:</b> Eligible participants will have access to nutritional meals.</p> <p><b>Measurement:</b> The number of meals served.</p> <p><b>FY20-21</b> – The total number of meals projected: congregate 36,304 and home delivered 108,559.</p>	7-1-20-6-30-21	IIIC	New

**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) Title IIIB funding**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	5	4	7
2021-2022			
2022-2023			
2023-2024			

**Homemaker (In-Home) Title IIIB funding**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	100	4	7
2021-2022			
2022-2023			
2023-2024			

**Chore (In-Home) Title IIIB funding**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	150	4	7
2021-2022			
2022-2023			
2023-2024			

**Home-Delivered Meal Title IIIC2 funding****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	108,559	7	6
2021-2022			
2022-2023			
2023-2024			

**Congregate Meals Title IIIC1 funding****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	36,304	7	6
2021-2022			
2022-2023			
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	6,680	4	8
2021-2022			
2022-2023			
2023-2024			

**Legal Assistance Title IIIB funding****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	200	4	2
2021-2022			
2022-2023			
2023-2024			

**Nutrition Education Titles IIIC1 & IIIC2 Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	5,000	7	1, 3
2021-2022			
2022-2023			
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	4,000	1	1, 9
2021-2022			
2022-2023			
2023-2024			

**Outreach (Access) Title IIIB funding Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	1,890	1	9
2021-2022			
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 (IIIB)” 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 – IIIB Health**

**Unit of Service 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
<b>2020-2021</b>	1,500	5	1
<b>2021-2022</b>			
<b>2022-2023</b>			
<b>2023-2024</b>			

**Other Supportive Service Category – Title IIIB Public Information**

**Unit of Service 1 activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
<b>2020-2021</b>	20	1	2
<b>2021-2022</b>			
<b>2022-2023</b>			
<b>2023-2024</b>			

**Other Supportive Service Category – Residential Repair/Modification Title IIIB**  
**Unit of Service 1 modification**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
<b>2020-2021</b>	80	5	2
<b>2021-2022</b>			
<b>2022-2023</b>			
<b>2023-2024</b>			

**Other Non-Priority Supportive Service Category – Disaster Prep Title IIIB Unit of service 1 product**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	200	2	5
2021-2022			
2022-2023			
2023-2024			

**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:** T'ai Chi , Walk with Ease, 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	1,800	5	3
2021-2022			
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>133</u> + number of partially resolved complaints <u>27</u>  divided by the total number of complaints received <u>203</u> = Baseline Resolution Rate  <u>70</u> % FY 2020-2021 Target Resolution Rate <u>85</u> %</p>
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<p>2. FY 2019-2020 Baseline Resolution Rate:  Number of complaints partially or fully resolved _____ divided by the total number  of complaints received _____ = Baseline Resolution Rate _____ %  FY 2021-2022 Target Resolution Rate _____ %</p>
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<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>
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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: \_\_\_\_\_

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

1. FY 2018-2019 Baseline: Number of Resident Council meetings: 25  
 FY 2020-2021 Target: 25

2. FY 2019-2020 Baseline: Number of Resident Council meetings attended \_\_\_\_\_  
 FY 2021-2022 Target: \_\_\_\_\_

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: \_\_\_\_\_

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

1. FY 2018-2019 Baseline: Number of Family Council meetings attended 3  
 FY 2020-2021 Target: 5

2. FY 2019-2020 Baseline: Number of Family Council meetings attended \_\_\_\_\_  
 FY 2021-2022 Target: \_\_\_\_\_

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: \_\_\_\_\_

**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 - 155  
 FY 2020-2021 Target: 175

2. FY 2019-2020 Baseline: Number of Instances \_\_\_\_\_  
 FY 2021-2022 Target: \_\_\_\_\_

3. FY 2020-2021 Baseline: Number of Instances \_\_\_\_\_  
 FY 2022-2023 Target: \_\_\_\_\_

4. FY 2021-2022 Baseline: Number of Instances \_\_\_\_\_  
 FY 2023-2024 Target: \_\_\_\_\_

Program Goals and Objective Numbers: \_\_\_\_\_

**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>450</u> FY 2020-2021 Target: <u>450</u>
2. FY 2019-2020 Baseline: Number of Instances _____ FY 2021-2022 Target: _____
3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: _____

**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>14</u> FY 2020-2021 Target: <u>16</u>
2. FY 2019-2020 Baseline: Number of Sessions _____ FY 2021-2022 Target: _____
3. FY 2020-2021 Baseline: Number of Sessions _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: _____

**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 or 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) Systemic Advocacy Efforts for fiscal year 2020-2021</p> <p>The systemic advocacy goal for the Mother Lode LTC Ombudsman Program in FY 2020-2021 is participation in disaster preparedness planning in the four counties that have long-term care facilities Amador, Calaveras, Mariposa and Tuolumne. Working with facilities to ensure the safety of residents during an emergency situation.</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)</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.

1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 3 divided by the total number of Nursing Facilities 6 = Baseline 50 %  
FY 2020-2021 Target: 100%

2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of Nursing Facilities \_\_\_\_\_ = Baseline \_\_\_\_\_ %  
FY 2021-2022 Target: %

3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of Nursing Facilities \_\_\_\_\_ = Baseline \_\_\_\_\_ %  
FY 2022-2023 Target: %

4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of Nursing Facilities \_\_\_\_\_ = Baseline \_\_\_\_\_ %  
FY 2023-2024 Target: %

Program Goals and Objective Numbers: \_\_\_\_\_

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

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 4 divided by the total number of RCFEs 12 = Baseline 33 %  
FY 2020-2021 Target: 100 %

2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of RCFEs \_\_\_\_\_ = Baseline \_\_\_\_\_ %  
FY 2021-2022 Target: %

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: %

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: %

Program Goals and Objective Numbers: \_\_\_\_\_

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

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

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

1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>4</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>7</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers _____
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: _____

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

**Measures and Targets:**

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

Some examples could include: Hiring additional staff to enter data, updating computer equipment to make data entry easier, initiating a case review process to ensure case entry is completed in a timely manner.

**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.

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

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

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

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

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

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2020-2021	40
2021-2022	
2022-2023	
2023-2024	

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2020-2021	350	Elder Abuse Prevention materials, physical, mental and verbal abuse materials, Program brochures - VetFam, Ombudsman
2021-2022		
2022-2023		
2023-2024		

2023-2024		

<b>Fiscal Year</b>	<b>Total Number of Individuals Served</b>
<b>2020-2021</b>	200
<b>2021-2022</b>	
<b>2022-2023</b>	
<b>2023-2024</b>	

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**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: 15 Total est. audience for above: 100,000	6	
<b>2021-2022</b>	# of activities: Total est. audience for above:		
<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>	700	6	
<b>2021-2022</b>			
<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	500	6	
2021-2022			
2022-2023			
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	800	6	
2021-2022			
2022-2023			
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021	10	6	
2021-2022			
2022-2023			
2023-2024			

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

<b>Grandparent Services Caring for Children</b>	<b>Proposed Units of Service</b>	<b>Required Goal #(s)</b>	<b>Optional Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2020-2021	# of activities: 10 Total est. audience for above: 100,000	6	
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	100	6	
2021-2022			
2022-2023			
2023-2024			
<b>Support Services</b>	<b>Total hours</b>		
2020-2021	50	6	
2021-2022			
2022-2023			
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	NA		
2021-2022			
2022-2023			
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021	NA		
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)**

**N/A**

<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		
2021-2022		
2022-2023		
2023-2024		

<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		
2021-2022		
2022-2023		
2023-2024		

<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		
2021-2022		
2022-2023		
2023-2024		

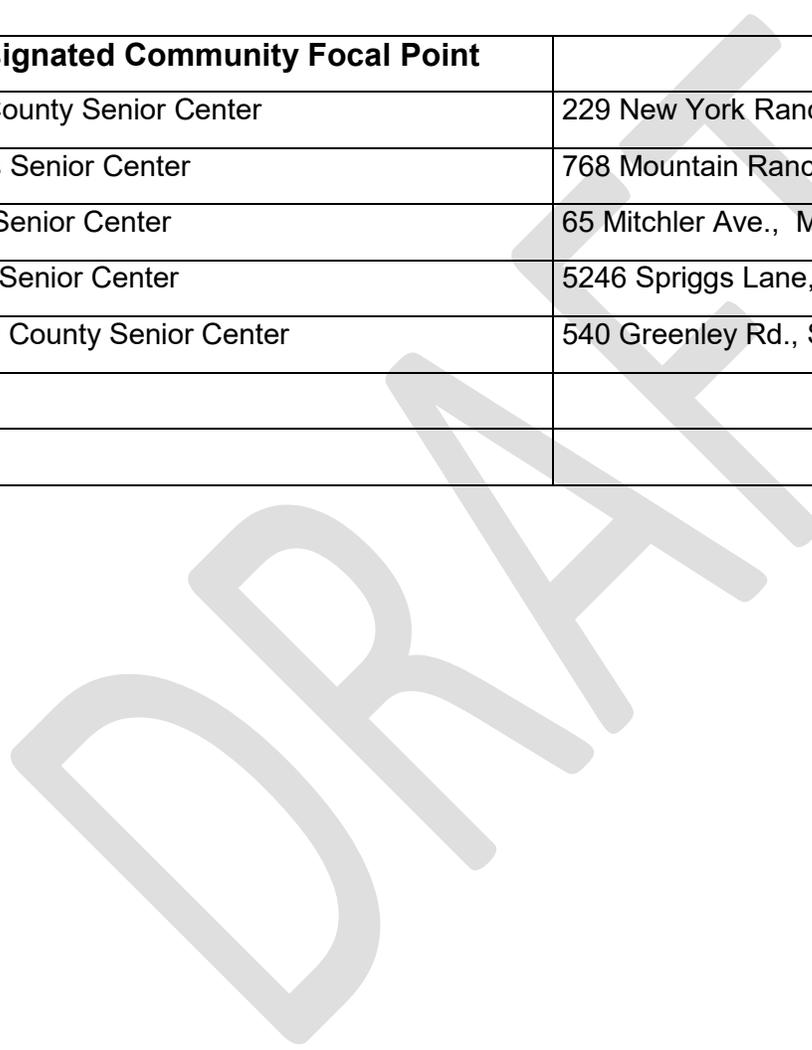
<sup>2</sup> Requires a contract for using HICAP funds to pay for HICAP Legal Services.

**COMMUNITY FOCAL POINTS LIST**

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

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

<b>Designated Community Focal Point</b>	<b>Address</b>
Amador County Senior Center	229 New York Ranch Rd., Jackson, CA 95642
Calaveras Senior Center	768 Mountain Ranch Rd., San Andreas, CA 95249
Murphys Senior Center	65 Mitchler Ave., Murphys, CA 95247
Mariposa Senior Center	5246 Spriggs Lane, Mariposa, CA 95338
Tuolumne County Senior Center	540 Greenley Rd., Sonora, CA 95370





Doreen Schmidt	Planner	Office: 209-532-6272	dschmidt@area12.org
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4. List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered:

Critical Services	How Delivered?
a. Provide up-to-date information and distribute information to individuals impacted by the disaster to providers, agencies and organizations involved in disaster or emergency response efforts.	a. Regular contact with providers by phone, email or in person with current disaster information to distribute to their clients; updates available on Facebook page or link to County OES or County Public Health Facebook page.
b. A12AA works with staff to secure their physical safety and well-being; include staff's concern or families and homes; staff will be trained and prepared to operate under emergency/disaster response conditions.	b. A12AA contacts staff to ensure safety; A12AA staff will contact vulnerable clients and/or emergency contacts to ensure client safety; if necessary, emergency client information will be made available to appropriate government agencies in event of disaster or emergency within the parameters of HIPAA and protected information regulations.
c. If A12AA facilities are impacted by disaster or emergency, the public, the providers, other community organizations will be notified. If relocation to offsite facility is necessary then the same sources will be notified of the change.	c. A12AA has MOU with an offsite facility to operate and set up services from their facility.

5. List any agencies with which the AAA has formal emergency preparation or response agreements. Amador, Calaveras & Tuolumne Counties Healthcare Coalitions, Sierra Senior Providers, Inc. – to use their facility in case or emergency and continue delivering services.

6. Describe how the AAA will:

- Identify vulnerable populations. Care managers with Multipurpose Senior Services Program (MSSP) contacts impacted vulnerable clients and/or emergency contacts to ensure client needs are being addressed; family caregiver staff contacts vulnerable clients to ensure needs are being addressed. Care managers contact emergency service organizations (with client's permission) that operate in impacted areas to ensure client safety. Information & Assistance gives out current information when they receive calls.
- Follow-up with these vulnerable populations after a disaster or emergency event. Care managers and family caregiver staff follow up with their clients after an event to determine if needs are being met; post disaster – care managers assess what type of planning or coordination could occur to ensure safety of client. A12AA staff connects with groups that assist with post-event relief and assist in any way possible.
- A12AA staff is in contact with the County OES Coordinators and County Public Health OES officials in each county.
- A12AA staff coordinates with programs that currently identify special populations in each county: Mariposa County-Everbridge, HomeSafe; Calaveras County-Code Red, Everbridge; Tuolumne County-Everbridge; Amador County-Code Red. A12 is in contact with Social Services in each county regarding clients.

**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 IIIB 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 65 %                      21-22 65 %                      22-23 65 %                      23-24 65 %

**In-Home Services:**

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

2020-21 7.5 %                      21-22 7.5 %                      22-23 7.5 %                      23-24 7.5 %

**Legal Assistance Required Activities:<sup>8</sup>**

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

2020-21 2 %                      21-22 2 %                      22-23 2 %                      23-24 2 %

Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA. The allocations above are substantiated by looking at the performance data from the past years in PSA 12. The units of service justify providing the Access, In-Home and Legal Assistance services. The funding is used assisting the maximum number of clients. The 2019 Community Needs survey data drives the decision to incorporate these as priority services. The priority services were discussed at the Public Hearings and comments were recorded. These particular services are an identified need in the 2019 Community Needs Survey.

<sup>3</sup> Minimum percentages of applicable funds are calculated on the annual Title IIIB baseline allocation, minus Title IIIB administration and minus Ombudsman. At least one percent of the final Title IIIB calculation must be allocated for each “Priority Service” category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

<sup>4</sup> Legal Assistance must include all the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

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

**PSA 12**

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

If an 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

**Title IIIB**

- Information and Assistance
- Case Management
- Outreach
- Program Development
- Coordination
- Long Term Care Ombudsman

Check each applicable Fiscal Year

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

- |                                     |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            |
| <input type="checkbox"/>            |
| <input type="checkbox"/>            |

**Title IID**

- Disease Prevention and Health Promo.

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

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|

**Title IIIE<sup>9</sup>**

- Information Services
- Access Assistance
- Support Services

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

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

**Title VIIA**

- Long Term Care Ombudsman

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

- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|

**Title VII**

- Prevention of Elder Abuse, Neglect, and Exploitation.

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

- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <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.** A12AA has set specific objectives throughout this plan to provide services to senior, caregivers and disabled individuals with the greatest social and economic needs as well as low income minority individuals with services. Outreach is conducted at all nutrition sites, food banks, community events and appropriate rural gatherings. In addition, outreach is conducted in the five county area collaborating with health fairs, senior expos, public health, service groups, veterans organizations, food bank locations, information fairs, commission on aging, senior networks and multi-disciplinary teams (mdt) to reach the targeted population. Referrals for services are provided from discharge planners, social workers, home health advocates, doctor's offices, physical therapists, home delivered meal assessors, food banks, services providers, and public health organizations. Every effort is made to link individuals to the resources that best meets their need.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Homemaker Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Documentation for service:** This service is offered in Alpine, Amador, Calaveras, Mariposa and Tuolumne counties by A12AA. A12AA staff provides the service in a cost effective manner due to the A12 infrastructure (outreach to targeted population, available staffing and vendor contracts). The service was presented for bid in the request for proposal process but no organization bid for the service. In FY19-20, >32 consumers rec'd. >151 units.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Chore Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Documentation for service:** This service is offered in Alpine, Amador, Calaveras, Mariposa and Tuolumne counties by A12AA. A12AA staff provides the service in a cost effective manner due to the A12 infrastructure (outreach to targeted population, available staffing and existing or new vendor contracts). The service was presented for bid in the request for proposal process but no organization bid for the service. In FY19-20, >51 consumers rec'd. >255 units.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Personal Care Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Documentation for service:** This service is provided in Alpine, Amador, Calaveras, Mariposa and Tuolumne counties by A12AA. A12AA staff provides the service in a cost effective manner due to the A12 infrastructure (outreach to targeted population, available staffing and existing or new vendor contracts). The service was presented for bid in the request for proposal process but no organization bid for the service.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Legal Services**

Check applicable funding source:<sup>10</sup>

IIIB

IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

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

**Provide documentation for service:** For FY20-22, the Legal Services Provider terminated the Legal services portion from their contract. In order to provide Legal Services to our communities, A12AA is providing the Legal Services program directly. A12AA has the infrastructure to provide the Legal services in PSA 12. In FY19-20, 52 consumers produced 127 units.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Residential Repairs/Modification Service**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Documentation for service:** This service is provided in Alpine, Amador, Calaveras, Mariposa and Tuolumne counties by A12AA. A12AA staff provides the service in a cost effective manner due to the A12 infrastructure (outreach to targeted population, available staffing and existing or new vendor contracts). The service was presented for bid in the request for proposal process but no organization bid for the service. In FY19-20, >102 consumers received >111 units.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Health Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

**Request for Approval Justification:**

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Provide documentation for service:** This service is provided in Amador, Calaveras, Mariposa and Tuolumne counties by A12AA. A12AA staff provides the service in a cost effective manner due to the A12 infrastructure (outreach to targeted population, available staffing and existing or new vendor contracts). The service was presented for bid in the request for proposal process but no organization bid for the service. In FY19-20, >205 consumers attended >3,203 times.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIB Public Information Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Provide documentation for service:** A12AA provides the public information service to Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties, in a cost effective manner due to the A12AA infrastructure. A12AA provides extensive public information activities in the communities served to reach seniors, caregivers and disabled individuals with the greatest social and economic needs as well as low income, minority, and geographically isolated individuals. In FY19-20, >20 activities produced >426,257 distribution.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIC Nutrition Education**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

**Request for Approval Justification:**

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Provide documentation for service:** A12AA provides the nutrition education services to Amador, Calaveras, Mariposa & Tuolumne Counties, in a cost effective manner due to the A12 infrastructure. A12AA currently contracts with a registered dietitian that adheres to the CDA nutrition education requirements and implements those requirements. In FY19-20, >10,915 nutrition information was distributed.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: HICAP**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Provide documentation for service:** This service is provided in Alpine, Amador, Calaveras, Mariposa and Tuolumne counties by A12AA. A12AA staff provides the service in a cost effective manner due to the A12 infrastructure (outreach to targeted population, available staffing and ability to recruit and train volunteer counselors). The service was presented for bid in the request for proposal process but no organization bid for the service.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

---

Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Respite Care Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

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

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

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

**Provide documentation for this service:** A12AA offers the respite care services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The Family Caregiver Support Program (FCSP) staff are efficiently trained and aware of the current local, state and national resources available in the rural service area. In FY19-20, >92 caregivers received >2,693 units of respite.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Supplemental Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

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

**Documentation for this service:** A12AA offers the supplemental services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff are efficiently trained and aware of the current local, state and national resources available in the rural service area. In FY 19-20, 4 consumers produced 4 units.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Support Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

**Request for Approval Justification:**

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

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

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

**Documentation for this service:** A12AA offers the Support Services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff are efficiently trained and aware of current local, state and national resources available in the rural service area. In FY19-20, >171 enrollments produced >1,442 units.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES    PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Information Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

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

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

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

**Provide documentation for this service:** A12AA provides the Information Services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff conducts numerous outreaches and advertises the FCSP in various publications in the rural service area. In FY19-20, >123 units produced >4,921,228 contacts.

**SECTION 15 – REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

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

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

**Identify Service Category: IIIE Access Services**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

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

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

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

**Provide documentation for this service:** A12AA provides the Access Services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff conducts numerous outreaches and advertises the FCSP in various publications in the rural service area. In FY19-20 >588 enrollments produced >1,037 units.

**SECTION 15 – REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Support Services - Grandparent**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

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

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

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

**Provide documentation for this service:** A12AA offers the Support Services in Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff conducts numerous outreaches and advertises the FCSP in various publications in the rural service area. In FY19-20, 16 consumers produced >199 units.

**SECTION 15 – REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Access Services-Grandparent**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

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

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

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

**Provide documentation for this service:** A12AA provides the Access Services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff conducts numerous outreaches and advertises the FCSP in various publications in the rural service area. In FY19->20,356 enrollments produced >406 contacts (units).

**SECTION 15 – REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 12**

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Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

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

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

**Identify Service Category: IIIE Information Services-Grandparent**

Check applicable funding source:<sup>10</sup>

- IIIB
- IIIC-1
- IIIC-2
- IIID
- IIIE
- VIIA
- HICAP

Request for Approval Justification:

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

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

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

**Provide documentation for this service:** A12AA provides the Access Services in Alpine, Amador, Calaveras, Mariposa & Tuolumne Counties in a cost effective manner due to the Agency infrastructure and vendor contracts with providers. The FCSP staff conducts numerous outreaches and advertises the FCSP in various publications in the rural service area. In FY19-20 >102 units, produced >4,637,170 contacts.

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

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

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**Total Number of Board Members:      4 members**

**Name and Title of Officers:**

**Office Term Expires:**

Director Frank Axe, Amador County	1/1/2021
Director Merita Callaway, Calaveras County	1/1/2021
Director Rosemarie Smallcombe, Chair, Mariposa County	1/1/2021
Director Sherri Brennan, Tuolumne County	1/1/2021

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Ruth Perrine, Tuolumne County	1/2022
Denise Simpson, Tuolumne County	12/2021
Carol Southern, Tuolumne County	9/2020
Dick Southern, Tuolumne County	2/2022
Kristi Conforti, Tuolumne County Provider	12/2022
Rex Whisnand, CSL Senior Senator	1/2022

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

- |   |   |  |
|---|---|--|
| Low income  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Disabled Representative   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Supportive Serv. Provider Representative                        | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Health Care Provider Representative                             | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |
| Family Caregiver Representative                                 | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Local Elected Officials   | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |
| Individuals w/Leadership Experience-Private & Voluntary Sectors | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |

Explain any **"No"** answer(s): Efforts are continuously made to invite the public to become members of the Advisory Council Board. There is one prospect for the Health Care Provider. The Membership & Recruitment committee meets with potential members.

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

- One Advisory Council member is appointed by each County Board of Supervisors for every 6,000 people residing in the respective counties provided no county shall have less than one member. Supervisors choose the person they determine will best represent the interest of the older adults, adults with disabilities and caregivers within their district.
- Fifty percent or more of the members selected shall be a member of the Commission on Aging from the appointing county and one member appointed by each Board of Supervisors representing the service provider(s) of the county. Such appointments shall be made after considering any recommendations put forth by service providers from within each respective county.

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

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2016 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]<sup>12</sup> CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: <https://aging.ca.gov/Providers and Partners/Legal Services/#pp-gg>

1. Specific to Legal Services, what is your AAA’s Mission Statement or Purpose Statement? Statement must include Title IIIB requirements: **Discuss:** The A12AA mission statement ‘to develop community-based systems of care that provide services which support independence’ gives direction to the Legal program for the residents in our five county area. Legal advice and counseling by volunteer attorneys support the client centered philosophy and helps protect their independence. Providing this service makes it possible for residents, age 60+, to gain access to affordable legal advice and counsel concerning legal issues.
2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? **Discuss:** 2% of the Title IIIB funding 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:** With the current situation and amount of funding the majority of our legal services involve simple wills, power of attorney and landlord tenant issues.
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, A12AA and our legal service contractors refer to the CA Statewide Guidelines.
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:** The top four legal issues are wills/trusts, advanced healthcare directives, landlord-tenant disputes and issues with contractors.
6. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA **AND** what mechanism is used for reaching the target population? **Yes/No, Discuss:** The Agency conducts outreaches to key community organizations, low-income, minorities and geographically isolated individuals. Legal brochures are kept at key locations where seniors gather. Outreaches include health fairs, senior expos and community events to reach the older adult population.
7. 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>	<i>Leave Blank until 2021</i>
<b>2022-2023</b>	<i>Leave Blank until 2022</i>
<b>2023-2024</b>	<i>Leave Blank until 2023</i>

<sup>5</sup> For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or [chisorom.okwuosa@aging.ca.gov](mailto:chisorom.okwuosa@aging.ca.gov)

8. Does your PSA have a hotline for legal services? **Yes/No, Discuss:** The Legal Services of Northern California is the legal hotline for the Sacramento area: 1-800-222-1753 – Legal Services of Northern California.
9. What methods of outreach are Legal Services providers using? **Discuss:** A12AA conducts the outreach by attending events, mailing Legal brochures to key organizations, FB posts, website information, training I & A staff to refer to program, staff presentations to organizations that serve older adults and collaborating with other likeminded organizations.
10. 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>	Area 12 Agency on Aging 19074 Standard Rd., Ste. A Sonora, CA 95370	Alpine, Amador, Calaveras, Mariposa & Tuolumne counties
<b>2021-2022</b>	<i>Leave Blank until 2021</i>	<i>Leave Blank until 2021</i>
<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>

11. Discuss how older adults access Legal Services in your PSA: **Discuss:** Older adults can access legal services by phone, walk-in and appointments.
12. 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 legal issues are wills, trusts and advanced healthcare directives, landlord/tenant issues, real property issues, and issues with contractors.
13. 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:** There has been an increase in consumers that have landlord/tenant issues and credit issues.
14. What are the barriers to accessing legal assistance in your PSA? Include proposed

strategies for overcoming such barriers. **Discuss:** The barriers to accessing legal assistance are 1) distance consumers travel to receive legal assistance; 2) availability of lawyers or paralegals that choose to participate in the program; 3) internet access for consumers that live in rural areas. Strategies to overcome barriers include outreach to each county's legal organizations to present the program. Working with organizations that could provide internet services or tele-law services for consumers.

**15.** What other organizations or groups does your legal service provider coordinate services with? **Discuss:** Other community organizations include Interfaith Social Services, Mother Lode LTC Ombudsman Program, Tuolumne County District Attorney's Office & Victim Witness, Sierra Senior Providers.

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**SECTION 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW**<sup>13</sup>

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:						

<sup>6</sup> Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as a Multipurpose Senior Center.

**SECTION 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 type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract
Family Caregiver Access Assistance	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract
Family Caregiver Support Services	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract
Family Caregiver Respite	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract
Family Caregiver Supplemental Services	<input type="checkbox"/> <b>X Yes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract	<input type="checkbox"/> <b>XYes</b> <input type="checkbox"/> No <input type="checkbox"/> <b>XDirect</b> <input type="checkbox"/> Contract

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

## Grandparent Services

Category	2020-2021	2021-2022	2022-2023	2023-2024
Grandparent Information Services	<b>X Yes</b> No <b>X Direct</b> Cont			
Grandparent Access Assistance	<b>X Yes</b> No <b>X Direct</b> Cont			
Grandparent Support Serv	<b>X Yes</b> No <b>X Direct</b> Cont			
Grandparent Respite	Yes <b>X No</b> Direct Contract			
Grandparent Supplemental Services	Yes <b>X No</b> Direct 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. The justification must include the following:

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

Justification for not providing specific services in Tuolumne and Mariposa County: Respite and Supplemental services for grandparents raising grandchildren were not identified needs in the Community Needs Survey. These services are available through community organizations such as ICES, First Five, HeadStart, Resource Connection or Social Services. Through outreach events, Area 12 is in regular contact with these organizations. ICES, 20993 Niagara River Dr., Sonoma, CA 95370, 209-533-0377. [www.icesagency.org](http://www.icesagency.org) - All parents in the community should have access to quality child care and parenting education. Services include child care resource and referral, child care subsidies, recruitment and training of child care professionals, parent education and support.

Calaveras and Amador counties: Resource Connection, [www.trcac.org](http://www.trcac.org), Calaveras County: 209- 754-1075, 206 George Reed Dr., San Andreas, CA 95249; Amador County, 430 Sutter Hill Rd., Sutter Creek, CA 95685, 209-223-1624 or email [rrinfo@trcac.org](mailto:rrinfo@trcac.org). They provide a Grandparent support and respite program. It is designed to provide temporary relief for grandparents. They also provide information on child care options or respite to help make the best choices for their children or grandchildren.

Alpine County – Choices for Children, [www.choices4children-alpine.org](http://www.choices4children-alpine.org), 1-530-694-2230, Alpine Social Services, 75-A Diamond Valley, Markleeville, CA 96120.

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## **SECTION 22 - ASSURANCES**

Pursuant to the Older Americans Act Reauthorization Act of 2016, (OAA), the Area Agency on Aging assures that it will:

### A. Assurances

#### 1. OAA 306(a)(2)

Provide an adequate proportion, as required under Older Americans Act Reauthorization Act of 2016 Section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

- (A) services associated with access to services (transportation, health services (including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);
- (B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
- (C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

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

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

- (aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;
- (bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;

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

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

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

- (I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;
- (II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
- (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English

proficiency, and older individuals residing in rural areas within the planning and service area;

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

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

- (I) identify the number of low-income minority older individuals in the planning and service area;
- (II) describe the methods used to satisfy the service needs of such minority older individuals; and
- (III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

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

Use outreach efforts that —

- (i) identify individuals eligible for assistance under this Act, with special emphasis on—
  - (I) older individuals residing in rural areas;
  - (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
  - (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
  - (IV) older individuals with severe disabilities;
  - (V) older individuals with limited English proficiency;
  - (VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
  - (VII) older individuals at risk for institutional placement; and
- (ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance;

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

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

7. OAA 306(a)(5)

Provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

8. OAA 306(a)(9)

Provide assurances that the Area Agency on Aging will carry out the State Long-Term Care Ombudsman program under 307(a)(9), will expend not less than the total amount of

funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

9. OAA 306(a)(11)

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

- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- (B) An assurance that the Area Agency on Aging will to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
- (C) An assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

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

- (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;
- (B) disclose to the Assistant Secretary and the State agency—
  - (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
  - (ii) the nature of such contract or such relationship;
- (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;
- (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and
- (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

Provide assurances that preference in receiving services under this Title shall not be given to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

12. 306(a)(15)

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

- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in Older Americans Act Reauthorization Act of

2016, Section 306(a)(4)(A)(i); and  
(B) in compliance with the assurances specified in Older Americans Act Reauthorization act of 2016, Section 306(a)(13) and the limitations specified in Older Americans Act Reauthorization Act of 2016, Section 212;

13: OAA 305(c)(5)

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

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

- (i) no individual (appointed or otherwise) involved in the designation of the State agency or an area agency on aging, or in the designation of the head of any subdivision of the State agency or of an area agency on aging, is subject to a conflict of interest prohibited under this Act;
- (ii) no officer, employee, or other representative of the State agency or an area agency on aging is subject to a conflict of interest prohibited under this Act; and
- (iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

15. OAA 307(a)(11)(A)

- (i) enter into contracts with providers of legal assistance, which can demonstrate the experience or capacity to deliver legal assistance;
- (ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and
- (iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

16. OAA 307(a)(11)(B)

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

17. OAA 307(a)(11)(D)

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

18. OAA 307(a)(11)(E)

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

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

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

- (i) public education to identify and prevent abuse of older individuals;
- (ii) receipt of reports of abuse of older individuals;
- (iii) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
- (iv) referral of complaints to law enforcement or public protective service agencies where appropriate.

20. OAA 307(a)(15)

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

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

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

- (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
- (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effective linguistic and cultural differences.

21. OAA 307(a)(18)

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

- (A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
- (B) are patients in hospitals and are at risk of prolonged institutionalization; or
- (C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

22. OAA 307(a)(26)

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

23. OAA 307(a)(27)

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

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

24. CFR [1321.53(a)(b)]

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

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

(1) Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue;

(2) Provide a range of options;

(3) Assure that these options are readily accessible to all older persons: The independent, semi-dependent and totally dependent, no matter what their income;

(4) Include a commitment of public, private, voluntary and personal resources committed to supporting the system;

(5) Involve collaborative decision-making among public, private, voluntary, religious and fraternal organizations and older people in the community;

(6) Offer special help or targeted resources for the most vulnerable older persons, those in danger of losing their independence;

(7) Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community;

(8) Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person;

(9) Have a unique character which is tailored to the specific nature of the community;

(10) Be directed by leaders in the community who have the respect, capacity and authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

25. CFR [1321.53(c)]

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

26. CFR [1321.53(c)]

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

27. CFR [1321.53(c)]

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

CFR [1321.53(c)]

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

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

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

29. CFR [1321.61(d)]

No requirement in this section shall be deemed to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122.

30. CFR [1321.69(a)]

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

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