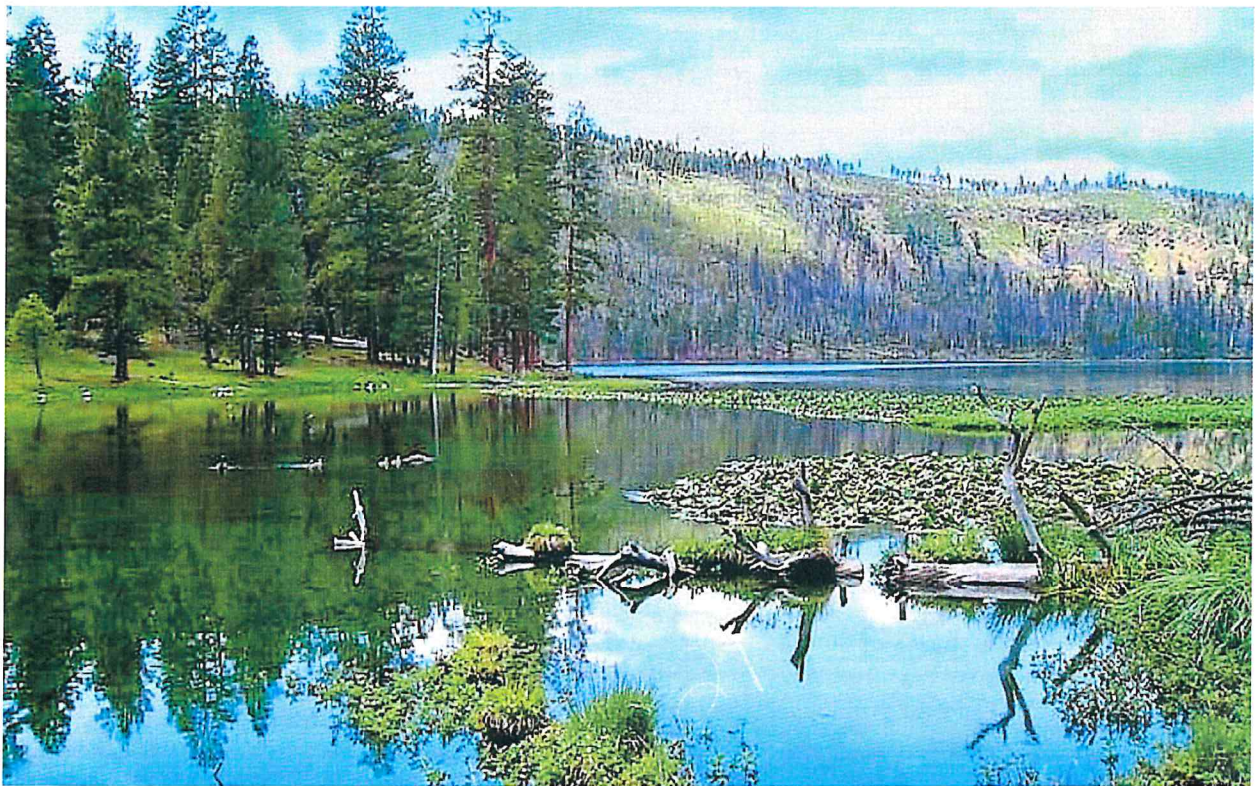




Planning and Service Area 2 Area Agency on Aging



Area Plan Update
2021-2022



PSA 2 Area Agency on Aging

May 1, 2021

Dear Reader:

It is with great pleasure that we present the Planning and Service Area 2 Area Agency on Aging's (PSA 2 AAA) Area Plan Update for Fiscal Year 2021/2022 for services offered in Lassen, Modoc, Shasta, Siskiyou and Trinity Counties.

Funded through the Older American's Act (OAA) established in 1965, PSA 2 AAA's primary goal is to plan, advocate and offer services to the older adult population aged 60 & over and persons with impairments in the 5-county region. These services help to keep this population in their homes with the utmost dignity, respect, & independence. Further, PSA 2 AAA focuses on serving those targeted populations least likely to receive services in other arenas - 75 years of age and older; frail; low-income; minority; isolated; and lesbian, gay, bisexual and transgender.

This Area Plan Update summarizes the changes to PSA 2 AAA's Area Plan for Fiscal Years 2020 - 2024:

- Goals and Objectives which drive the on-going efforts of PSA 2 AAA;
- Projected units of service by program; and
- A fiscal summary of funding provided through the California Department of Aging

Within Lassen, Modoc, Shasta, Siskiyou and Trinity counties, the older adult population will continue to grow rapidly over the next several years. Through the continued development of community partnerships and aging networks, PSA 2 AAA strives to work toward the common goal of enhancing the quality of life that older and disabled adults so deserve.

We thank you for your interest in the FY 2021/2022 PSA 2 AAA Area Plan Update. Should you have any questions regarding the PSA 2 AAA or its function in your community, please feel free to contact our office.

Sincerely,

Teri Gabriel
Executive Director

Serving

Seniors

In

Lassen,

Modoc,

Shasta,

Siskiyou,

&

Trinity

Counties

Edward Valenzuela
Chairman,
PSA 2 Executive Board

Clinton Davis
Chairman,
PSA 2 Advisory Council

Teri Gabriel
Executive Director,
PSA 2 AAA

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: PSA 2 Area Agency on Aging

PSA 2

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. Edward Valenzuela
(Type Name)


Signature: Governing Board Chairman¹

May 1, 2021
Date

2. Clinton Davis
(Type Name)


Signature: Advisory Council Chairman¹

May 1, 2021
Date

3. Teri Gabriel
(Type Name)


Signature: Area Agency Director¹

May 1, 2021
Date

¹ Original signatures or official signature stamps are required.

AREA PLAN UPDATE (APU) CHECKLIST

PSA 02

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

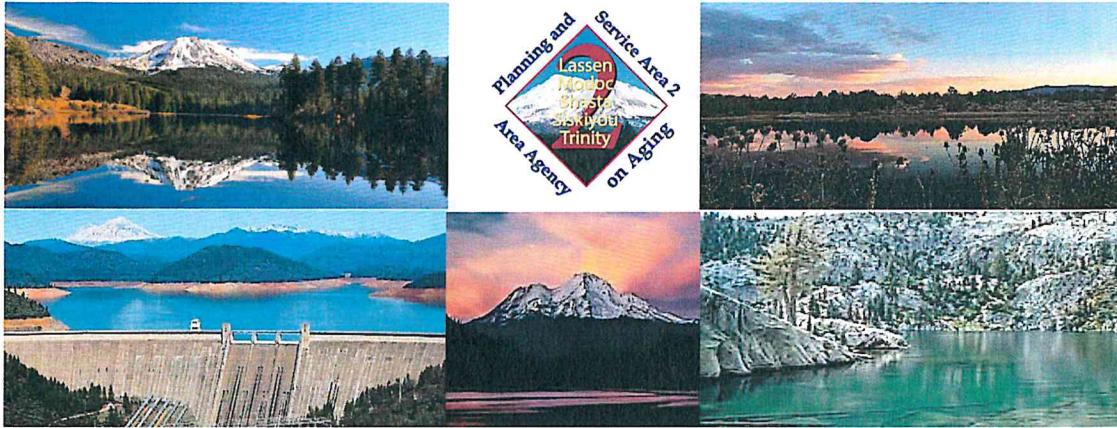
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SECTION 2

DESCRIPTION OF THE PLANNING AND SERVICE AREA

PSA 2 AAA Profile



Geography

PSA 2 AAA is the third largest Planning and Service Area in the state of California, covering 22,774 square miles. Not only is PSA 2 AAA larger than nine (9) separate states in the US, it is larger than the states of Connecticut, Massachusetts, Delaware and New Jersey combined! Each of the five counties in PSA 2 AAA has high mountain ranges, winding valleys, numerous lakes, national forests and wilderness areas. Two active volcanoes dominate the surrounding forests. A large majority of land is controlled by the Federal Government as National Forest. All counties, with the exception of Shasta, are considered to be either rural or frontier.

Travel, when weather permits, requires patience and is always a challenge. To travel the PSA 2 AAA by car from the eastern border to the western border requires seven hours under ideal conditions. Travel from north to south takes more than three hours. Residents in many areas must travel 2-3 hours, one way, to reach medical help and other needed services. The large expanse, mountainous terrain, and inclement weather challenge all service providers to meet the needs of the older adults and adults with functional impairments.

Weather

Weather conditions in the PSA 2 AAA are reflective of all four seasons and are as widely varied as the terrain. Summer temperatures reach upward to 110 degrees; winters are characterized by snow, ice, fog, and high winds with temperatures occasionally below 0 degrees. Entire towns may be isolated for days at a time during a heavy winter; it is not uncommon for folks to find themselves “snowed-in” while they wait out storms.

Electricity is not available in several areas of PSA 2 AAA and, if available, is known to fail during the winter stormy season. Great travel distances, geographic location, and inclement weather are all key elements in every

decision affecting services for the older adults and adults with functional impairments.

Demographics

While those aged 60 and older qualify for services, the Older Americans Act (OAA) & the Older California's Act (OCA) mandates that specific populations be “targeted” for services. These populations include the aged 75 and older, frail, minority, low income, minority & low-income, most vulnerable, home-bound, senior LGBT community and institutionalized persons. To identify those individuals which are “targeted” for services, demographics play a very important role.

Each of the five counties is characterized by the lack of a centralized population. Small cities and townships are sprinkled throughout the mountains, valleys and limited flat land. With the exception of Redding in Shasta County, most residents dwell in unincorporated areas. The words “geographic isolation” and “rural” are common phrases which describe the average of 3.1 seniors per square mile within the PSA.

The following offers a more in depth review of the PSA 2 AAA demographics:

POPULATION - 2019*

- 100.% total population count is 275,318
- 21.9% of the total population is aged 60 and older (60+)
- 8.37% of the total population, or 38.21% of the aged 60+ population is aged 75+

BELOW POVERTY LEVEL *

- 12.9% of the 60+ population are below poverty level
- 20.45% of the 60+ population below poverty level are 75+

ETHNICITY OF POPULATION **

- 76% Non-Minority
- 2% African American
- 3% American Indian/Alaskan Native
- 3% Asian
- 2% Native Hawaiian/Pacific Islander
- 2% Multi-Race
- 12% Hispanic

LOW INCOME MINORITY (WITH INCOME BELOW 125% OF POVERTY LEVEL) ***

- 89.9% Non-Minority
- .7% African American
- 2.3% American Indian/Alaskan Native
- 1.6% Asian
- .2% Native Hawaiian/Pacific Islander
- .6% Other
- 1.8% Multi-Race
- 3.0% Hispanic

* Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

* * Source California Department of Finance, Population Projections 2010-2060

Resources in the region are scarce within most counties. The timber-based industry is dwindling which has had a devastating effect on the local economy. With no other primary industry to offer employment, counties have had to watch helplessly as families leave the area to seek a more stable employment environment.

Additionally, reduced funding has required that many federal, state and local government agencies downsize, freeze wages, and suffer a huge employee turnover rate. Counties in the region are beginning to develop and encourage new industry to adjust to this downward spiral. The economic pressure to develop “soft” industries, such as tourism, offers hope that the communities may be able to regenerate the dwindling population and economic base.

Services for the older adults and adults with functional impairment face severe economic challenges ahead, given the major shifts in the economic base, the ever-looming threat of OAA & OCA funding reductions, and the expected growth in the senior population due to the retiring “Baby Boomers” generation.

Human Resources

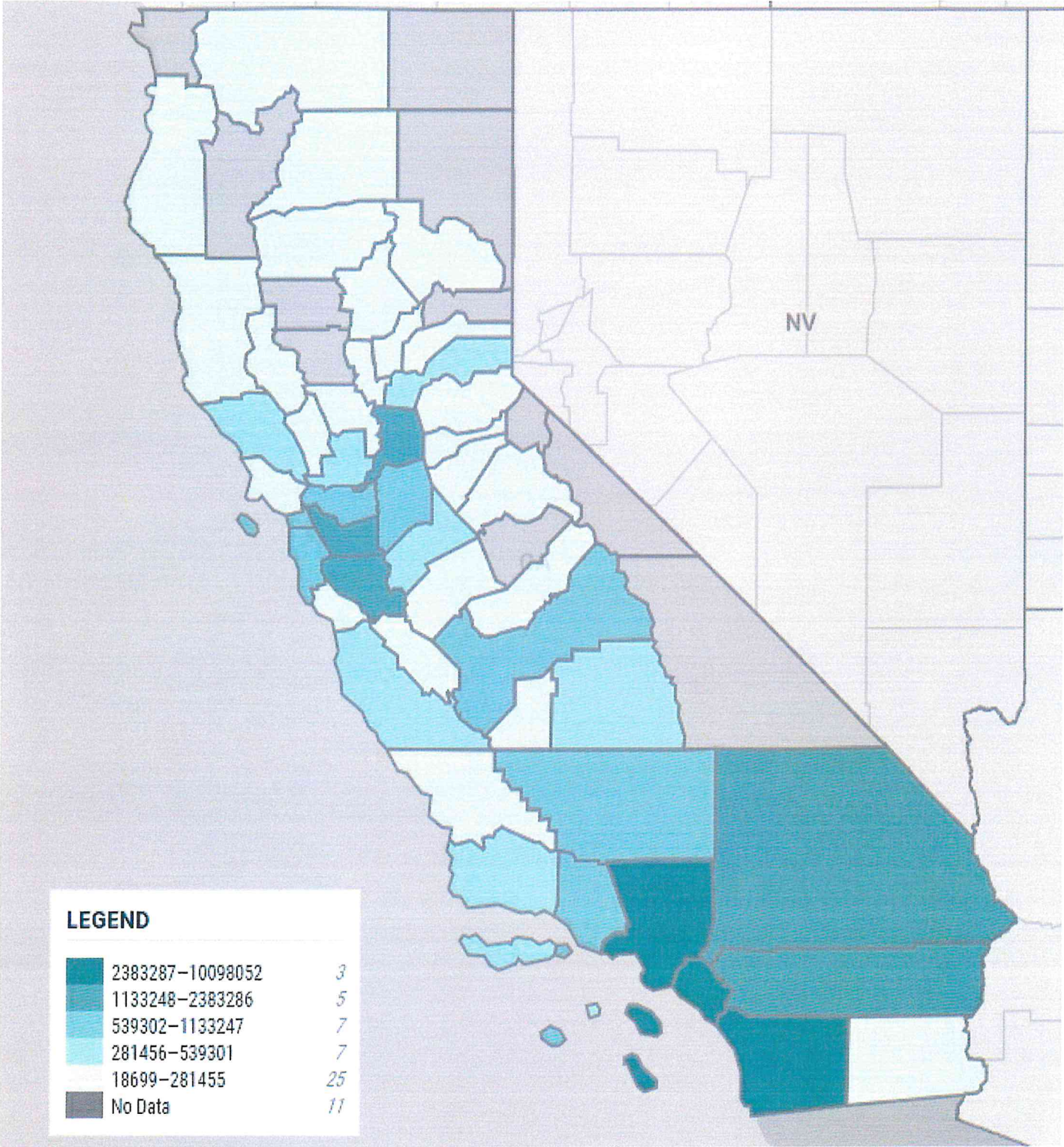
Although the north state faces severe economic challenges, its human resource potential may be the most valuable asset in the fight to persevere. People living in this rugged far northern area of California have a deep sense of pride in their beautiful high country. Many have paid a high price to leave their urban life to settle into our serene and majestic setting. While enjoying their quality of life, these rural communities share a sense of commitment and friendliness to those around them. The overall philosophy is that they’ve “never met a stranger”. It is this spirit of community and the self-sufficient nature of the individuals which will nurture ongoing services to seniors and their communities within this five-county region.

Service Delivery

California has separate state and county departments for aging, health, mental health, welfare and developmental and rehabilitative services. In each state planning and service area, the Area Agency on Aging must develop links to coordinate the aging and adult services.

The systems of service in the PSA2AAA range from elaborate to nearly non-existent. All counties have the basic Medicaid reimbursed health, mental health and in-home services, in addition to the OAA and OCA programs such as Information and Assistance, Congregate Meals and Home Delivered Meals Programs, Legal Services, Health Insurance Counseling and Advocacy Programs, and Long-Term Care Ombudsman Program. In-Home and transportation services for seniors and other groups are varied and limited. There is an increasing need for Adult Day Care, In-Home and Respite programs. There is also a need for technology to provide outreach services to the smaller communities within each county. Home and community-based services to seniors are continuing to develop based on the resource and the sophistication of services available. Most counties are facing limited funding and must therefore re-examine the development of a new system of service.

CALIFORNIA ELDER POPULATION 60+



Darker blue is at the lower percentage of 60 and over population

Siskiyou County is 24%

Shasta County is 19.9%

No data for Lassen, Modoc or Trinity Counties.

SECTION 7

PUBLIC HEARINGS

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?² Yes or No	Was hearing held at a Long-Term Care Facility?³ Yes or No
2020-2021	7/06/2020	Virtually Via Zoom Meeting	2	No	No
2021-2022	3/23/2021	Virtually Via Zoom Meeting	7	No	No
2022-2023					
2023-2024					

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

Legal Publications in each of the 5 county newspapers or online news sources were placed to advertise the Public Hearing via Zoom Meeting. An RSVP process was initiated for the virtual Public Hearing to ensure a secure connection to the Public Hearing. Notice of the Public Hearing was provided to the PSA 2 HICAP and Ombudsman Programs for publication and distribution. Contracted service providers also received notice of the Public Hearing to forward to their program participants (including homebound and disabled adults) and for posting in public view. Notice of the Public Hearing was also announced on the PSA 2 AAA Facebook page.

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

Yes. Go to question #3

Not applicable, PD and/or C funds are not used. Go to question #4

3. Summarize the comments received concerning proposed expenditures for PD and/or C

No comments.

4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services

Yes. Go to question #5

No, Explain:

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

No comments.

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

- AAA's plan to address the Digital Divide.
- Plan to restart Congregate Meals at Senior Center in Lassen County.
- Village to Village Concept – Neighbors helping Neighbors.

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

The AAA will incorporate efforts in Area Plan Goal 2 – Educate and Advocate - to address the Digital Divide and the impact the lack of internet service, computing devices and technology education has had on the older adult population during the pandemic.

² A translator is not required unless the AAA determines a significant number of attendees require translation services.

³ AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in

SECTION 9

AREA PLAN NARRATIVE GOALS AND OBJECTIVES

SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES

PSA 02

Goal # 1

Goal: SERVICE: PSA 2 AAA will provide services for the benefit of older adults and adults with functional impairments as directed by the Older Americans Act and Older Californians Act which promote the ability to remain at home with maximum dignity, choice, and independence.

Rationale: Services provided under the Older Americans Act and Older Californians Act is essential to enable older adults and adults with functional impairments to remain independent and to prevent premature institutionalization.

List Objective Number(s) <u>A</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>A. The PSA 2 AAA and Service Providers will provide optimal services consistently throughout the year as directed under the Older Americans Act. These services include:</p> <ul style="list-style-type: none"> ○ Transportation (Access) ○ Legal Assistance ○ Information & Assistance (Access) ○ Homemaker (In-Home) ○ Long Term Care Ombudsman (See Service Unit Plan for details of services to be provided) ○ Congregate Meals ○ Home Delivered Meals ○ Nutrition Education ○ Family Caregivers Support Programs - Information Services, Support Services, Respite Care, Access Assistance and Supplemental Services ○ Community Education ○ Disaster Preparedness Materials ○ Elder Abuse Prevention Education Materials and Training <p>B. The PSA 2 AAA will provide optimal services consistently throughout the year as directed under the Older California's Act. These services include:</p> <ul style="list-style-type: none"> ○ Health Insurance Counseling and Advocacy Program (HICAP) 	<p>Throughout FY 2021/2022</p>	<p>Title III B Title III B Title III B Title III B</p>	

SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES

Goal # 2

Goal: EDUCATE AND ADVOCATE: To promote the ability to remain at home with maximum dignity, choice, and independence, PSA 2 AAA will provide multi-level education and advocacy on behalf of older adults and adults with functional impairments.

Rationale: As charged by the Older Americans Act and Older Californians Act, the PSA 2 AAA shall serve as the public advocate for the development or enhancement of comprehensive and coordinated community-based systems of services in each community throughout the planning and service area. It is imperative that education and advocacy saturate all levels of community to enable seniors to remain independent and to prevent premature institutionalization.

List Objective Number(s) <u>A</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
The California Senior Legislature (CSL) representatives will continue to advocate on behalf of senior services/programs and to keep the Advisory Council informed of activity in the CSL.	Throughout FY 2021/22		Ongoing
List Objective Number(s) <u>B</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
The Advisory Council will present senior issues to City Councils, County Boards of Supervisors and State Government representatives, and the population at large in their respective regions to raise awareness, extend outreach and assist in funding of existing programs as well as new programs.	Throughout FY 2021/22		Ongoing
List Objective Number(s) <u>C</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
With support of the PSA 2 staff, the Advisory Council will assist with the circulation of Elder Abuse Prevention Bookmarks and Brochures in each county to enhance efforts to educate the community on the risks and dangers of Elder	Throughout FY 2021/22		Ongoing

Abuse and how to report it. Efforts will include communication with local organizations to promote the Elder Abuse Awareness Month.			
<p>List Objective Number(s) <u>D</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>The Advisory Council will continue to distribute to varied locations the PSA 2 AAA senior services booklet, which was re-developed and enhanced in FY 2013/14. The booklet addresses items such as the Information & Assistance phone access #1-800-510-2020, senior wellness tips, the benefits of exercise, healthy diet suggestions, new laws affecting seniors, local utility resources and fall prevention safeguards. This booklet will continue efforts to educate the general public and increase awareness by more visibly promoting access to PSA 2 AAA services. The booklet will include an accompanying insert which the Advisory Council developed based on research conducted in prior fiscal years. The insert will describe the various “senior friendly” physical fitness options and community resources available for free or at low cost and how to access them.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	Throughout FY 2021/22		Ongoing
<p>List Objective Number(s) <u>E</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>The PSA 2 AAA Executive Director will continue to collaborate with community agencies, such as the County Mental Health Services Act Programs, the Institute on Aging, the Shasta Suicide Prevention Workgroup, and other organizations to address and disseminate information about suicide prevention and mental health promotion for older adults.</p> <p>Select Advisory Council members will also participate in Mental Health Services Act program activities to further outreach and educational efforts for mental health promotion.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	Throughout FY 2021/22	<p>Title III B Coordination</p> <p>Non-Coordination</p>	Ongoing

List Objective Number(s) <u>F</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA 2 staff and Advisory Council members will make efforts to promote education and awareness about Alzheimer’s Disease and dementia among the public, especially caregivers of older adults. The targeted objectives are to emphasize preventive self-care, effective approaches to caring for those with all forms of dementia and prevent the exploitation and abuse of older adults with dementia.</p> <p>PSA 2 will also partner with Passages Family Caregiver and the regional Alzheimer’s Association to bring a series of educational workshops on Alzheimer’s Disease and Dementia to the PSA 2 region.</p>	<p>Throughout FY 2021/22</p> <p>Spring/Fall 2021/22</p>	<p>Title III B Community Education</p>	<p>Ongoing</p>
List Objective Number(s) <u>G</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>As an advocate for development or enhancement of a community-based systems of services, the PSA 2 AAA Executive Director will attend meetings of the Older Adult Policy Council (OAPC) in Shasta County. In coordination with OAPC, PSA 2 AAA assists in identifying community strengths & resources to enhance the quality of life for Shasta County’s older adult population. Efforts include increasing public knowledge on resources available and evaluating the effectiveness of services offered to older adults. Data is collected and monitored to measure improved wellbeing of the older adults in Shasta County. Members of OAPC collaborate to bring events such as the annual Healthy Aging Fair to Shasta County to raise public awareness of resources available to the community. In June each year, PSA 2 AAA collaborates with OAPC partners toward protecting older adults from abuse, financial exploitation, and neglect by hosting Elder Abuse Awareness Month activities in Shasta County.</p>	<p>Throughout 2021/22</p>	<p>Title III B Coordination</p> <p>Title III B Elder Abuse</p>	<p>Ongoing</p>

<p>List Objective Number(s) <u>H</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>The PSA 2 AAA staff will continue to participate in bi-monthly Siskiyou County Community Nutrition Advisory Council (CNAC) meetings to address and plan for community nutritional needs of older adults and community access to healthy food options through CA4Health and CalFresh Healthy Living activities. Through PSA 2 AAA's participation, an alliance with CNAC nutrition providers aids the community in addressing issues related to food insecurity, promoting healthy eating and physically active lifestyles for older adults in Siskiyou County. PSA 2 AAA efforts also promote policies, education and organizational changes in the manner in which food insecurity is addressed with the older adult population.</p> <p>In addition, select PSA 2 Advisory Council members will participate in Community Nutrition Advisory Council meetings in Shasta and Trinity Counties to represent older adults in CalFresh Healthy Living activities within their communities.</p>	<p>Throughout FY 2021/22</p>	<p>Title III B Coordination</p> <p>Non-Coordination</p>	<p>Ongoing</p>
<p>List Objective Number(s) <u>I</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>The PSA 2 AAA Executive Director will continue to host meetings and collaborate with the Siskiyou Alliance Against the Abuse of Aging and At-risk Adults (SA6) members to determine the best approach in the campaign to end elder abuse and to share resources and information which will enable community partners to effectively educate the public and advocate on behalf of older and dependent adults.</p>	<p>Throughout FY 2021/22</p>	<p>Title III B Coordination</p>	<p>Ongoing</p>
<p>List Objective Number(s) <u>J</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>With the intention of expanding coordination endeavors, this goal is added in a general manner to allow the PSA 2 AAA Executive Director to form "new" community partnerships / relationships in an effort toward enhancing and improving the quality</p>	<p>Throughout FY 2021/22</p>	<p>Title III B Coordination</p>	<p>Ongoing</p>

<p>of life for the older adults in the PSA 2 AAA region. Efforts may involve coordinating with local law enforcement agencies, community service groups and non-profit organizations, among other agencies, which are not currently supported by Older Americans Act funding. Efforts will lead to additional Objectives in future Area Plans which will have specific, measurable outcomes and have a direct impact on the lives of older adults as collaboration is developed.</p>			
<p>List Objective Number(s) <u>K</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>PSA 2 AAA will collaborate with Madrone Senior Services in co-hosting a Siskiyou County Senior Services and Fraud Prevention Fair to occur in the Spring. This event offers an excellent opportunity to bring agencies and organizations together to educate the general public on the services available to them and how best to access those services.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	<p>January – May 2021/22</p>	<p>Title IIIB Community Education</p>	<p>Ongoing</p>
<p>List Objective Number(s) <u>L</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>PSA 2 AAA will expand outreach efforts by partnering with Lassen Senior Services and the Northeastern Rural Health Clinics to host the Lassen County Senior Health Fair in the fall. PSA 2 AAA will also co-sponsor the Shasta County Healthy Aging Fair annually in the fall. PSA 2 AAA will provide resources at these events designed to educate older adults on how to protect themselves from fraud/scams and what to do if they have been victimized.</p> <p>Fraud Prevention resources will also be provided by PSA 2 AAA in Trinity County with a Senior Resource Fair and in Modoc County at the Modoc Medical Center’s Annual Health Fair.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	<p>September/ October 2021/22</p>	<p>Title III B Community Education</p>	<p>Ongoing</p>

List Objective Number(s) <u>M</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
PSA 2 AAA will participate in the Redding Pride Lesbian, Gay, Bisexual and Transgender (LGBT) Resource Fair hosted by the NorCal OUTreach Project in Shasta County as part of ongoing efforts to reach this targeted population with senior services and information.	Fall 2021/22	Title III B Community Education	Ongoing
List Objective Number(s) <u>N</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
PSA 2 AAA will continue to participate in the Siskiyou County Armed Forces Day Resource Fair to disseminate information related to senior services for the veterans of Siskiyou County.	May 2021/22	Title III B Community Education	Ongoing
List Objective Number(s) <u>O</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
PSA 2 AAA will make efforts to participate in other local health fairs, senior information fairs and community events, including presentations to groups to educate seniors, caregivers and community members about PSA 2 AAA services and other senior resources available to them.	Throughout FY 2021/22	Title IIIB Community Education	Ongoing
List Objective Number(s) <u>P</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
To bring education on mental health awareness and resources to the community of Redding, PSA 2 AAA will partner with the Shasta County Mental Health Services Act Program to plan, sponsor and exhibit at the annual Minds Matter Mental Health Fair and Music Festival in the spring. The Minds Matter campaign focuses on eliminating the stigma of mental illness and connecting people to resources which can assist them in achieving mental wellness.	Spring 2021/22	Title IIIB Community Education	Ongoing

<p>List Objective Number(s) <u>Q</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>PSA 2 AAA will continue to update the agency’s Facebook page to inform the public on issues related to older adult services, thereby expanding the agency’s outreach efforts.</p>	<p>Throughout FY 2021/22</p>		<p>Ongoing</p>
<p>List Objective Number(s) <u>R</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>The provision for ongoing program education to the contracted service providers is paramount to ensure optimal services to the older adult communities PSA 2 serves. Service provider meetings facilitated by the PSA 2 AAA Executive Director and staff will be conducted, as necessary, to further this cause. Meeting topics will be determined based upon need, issues and concerns, and the release of new program guidance.</p>	<p>Throughout FY 2021/22</p>		<p>Ongoing</p>
<p>List Objective Number(s) <u>S</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>In an effort to continually enhance its Information & Assistance (I & A) Program, PSA 2 staff will attend the California Alliance of Information & Referral Systems (CAIRS) annual conference and host its own monthly I & A staff and volunteer training meetings to share information from the ABC’s of I&R handbook, produced by the national Alliance of Information and Referral Systems (AIRS).</p> <p>PSA 2 AAA will also continue to: refine its policies and procedures for the direct I & A service; recruit additional volunteers; and update its database as new resources are discovered.</p>	<p>Throughout FY 2021/22</p>	<p>III B I&A</p>	<p>Ongoing</p>
<p>List Objective Number(s) <u>T</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>PSA 2 AAA will continue to coordinate with the Retired and Senior Volunteer Program (RSVP) to recruit and manage senior volunteers in Siskiyou</p>	<p>Throughout FY 2021/22</p>	<p>III B I&A</p>	<p>Ongoing</p>

<p>County. Volunteers through RSVP will support the AAA's direct I & A service delivery and will conduct outreach services in Siskiyou County.</p>			
<p>List Objective Number(s) <u>U</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>With the support of the PSA 2 AAA Staff, the PSA 2 Advisory Council will make efforts to promote and distribute fall prevention education materials. This objective compliments the Dignity at Home Fall Prevention Program initiated in FY 2020/2021 to provide assistive devices to a means-tested adult and disabled population who may be at risk for falls. Council members will assist with identification of interested community partners in the PSA 2 area, then coordinate with the PSA 2 executive office and assist with fall prevention material distribution to our older adult population. Fall prevention outreach will be promoted annually during Fall Prevention Awareness Week in September to support on-going mobility of older adults and their maintenance of independence.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	<p>Throughout FY 2021/22</p>	<p>Title III B Community Education</p>	<p>Newly Initiated</p>
<p>List Objective Number(s) <u>V</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>With support of the PSA 2 staff, the Advisory Council will assist with the circulation of Estate Planning and Advanced Healthcare Directive Materials in each county to educate the community on the importance of end of life planning for older adults. Efforts will include communication with local organizations to promote estate and end of life planning to avoid potential elder financial abuse.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	<p>Throughout FY 2021/22</p>	<p>Title III B Community Education</p>	<p>Newly Initiated</p>
<p>List Objective Number(s) <u>W</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>In response to challenges posed to the older adult community with little to no access to electronic computing devices, technology education and internet services as a means to receive up-to-date</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
	<p>Throughout FY 2021/22</p>	<p>Title III B Community Education</p>	<p>Newly Initiated</p>

information on services, vaccinations and personal protection equipment during the pandemic, PSA 2 AAA staff will share information to access low-cost internet services, technology education opportunities and access to computing devices with older adults and the programs which serve them in the PSA 2 region. These efforts will help to address this gap in information, technology and innovation commonly known as the Digital Divide.			
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NOTE: Outreach activities and meeting participation may be conducted in an altered manner or virtually to ensure safety by social distancing whenever possible during the pandemic.

SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES

Goal # 3

Goal: TRANSPORTATION: Transportation continues to be both a primary service provided by PSA 2 AAA and an ongoing unmet need of great proportion (primarily due to limited funding and the remote geographical area which promotes isolation).

Rationale: PSA 2 AAA will continue to focus in the attempt to meet the need of transportation throughout the major populated areas of the 5-county region through new and creative energies as indicated below.

List Objective Number(s) <u>A</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
Advisory Council representatives will encourage California Senior Legislature (CSL) members to lobby on transportation issues for the benefit of the PSA 2 region and the older and disabled adults it serves. CSL members are also encouraged to conduct other legislative efforts to advocate on transportation issues.	Throughout FY 2021/22		Ongoing
List Objective Number(s) <u>B</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
In an effort to improve coordination in transportation services, PSA 2 AAA Advisory Council members will continue to participate in the California Association for Coordinated Transportation (CalACT) to enhance senior transportation options in PSA 2's communities. In addition, Advisory Council members will continue to educate community stakeholders on transportation issues and needs.	Throughout FY 2021/22		Ongoing
List Objective Number(s) <u>C</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title III B Funded PD or C	Update Status
Advisory Council members will advocate and educate local legislators and stakeholders on the	Throughout FY 2021/22		Ongoing

<p>need to increase transportation resources and promote mobility management.</p>			
<p>List Objective Number(s) <u>D</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>In an effort to enhance collaborative coordination, the Advisory Council will identify resources in the community in support of educating older adults and people with disabilities on available transportation services.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>List Objective Number(s) <u>E</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>To advance mobility management, a representative of the Advisory Council will report to the council on issues and needs presented in the Social Services Transportation Advisory Committee (SSTAC). Matters related to Transportation services will be shared with Advisory Council, PSA 2 Service Providers and the Community.</p> <p>This representative will also inform the council on progress toward emerging transportation services which would benefit older and disabled adults (inter-county transport, Sunday bus service, etc.).</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p>List Objective Number(s) <u>F</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>Intentionally omitted.</p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>

SECTION 10

SERVICE UNIT PLAN OBJECTIVES

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA 02

**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.

Homemaker (In-Home)

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	236	1	A
2021-2022	698	1	A
2022-2023	768	1	A
2023-2024	845	1	A

Chore (In-Home)

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	236	1	A
2021-2022	260	1	A
2022-2023	286	1	A
2023-2024	315	1	A

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	119,530	1	A
2021-2022	120,007	1	A
2022-2023	132,008	1	A
2023-2024	145,209	1	A

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	83,217	1	A
2021-2022	69,729	1	A
2022-2023	76,702	1	A
2023-2024	84,372	1	A

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	26,481	1	A
2021-2022	28,253	1	A
2022-2023	31,078	1	A
2023-2024	34,816	1	A

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	1,690	1	A
2021-2022	2,267	1	A
2022-2023	2,494	1	A
2023-2024	2,743	1	A

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	4,132	1	A
2021-2022	3,123	1	A
2022-2023	3,435	1	A
2023-2024	3,467	1	A

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	3,685	1	A
2021-2022	3,700	1	A
2022-2023	4,070	1	A
2023-2024	4,477	1	A

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

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

Title IIIB, Other Priority and Non-Priority Supportive Services

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

- Other **Priority Supportive Services include:** Alzheimer’s Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting

X 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: Community Education Unit of Service: 1 Activity

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	17	1;2	A;M-R,U,V & W
2021-2022	9	1;2	A;M-R,U,V, & W
2022-2023	10	1;2	A;M-R, U, V, & W
2023-2024	11	1;2	A;M-R, U,V & W

Other Supportive Service Category: Disaster Prep Materials Unit of Service: 1 packet

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	1000	1	A
2021-2022	804	1	A
2022-2023	884	1	A
2023-2024	972	1	A

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: Bingocize - Offered in person or virtually, encourages physical activity for older adults in Lassen, Modoc, Shasta, Siskiyou and Trinity counties.

- **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	425	1	A
2021-2022	214	1	A
2022-2023	235	1	A
2023-2024	259	1	A

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%.

1. FY 2018-2019 Baseline Resolution Rate:

Number of complaints resolved 375 + number of partially resolved complaints 4 divided by the total number of complaints received 455 = Baseline Resolution Rate 83 % FY 2020-2021 Target Resolution Rate 84 %

2. FY 2019-2020 Baseline Resolution Rate:

Number of complaints partially or fully resolved 186 divided by the total number of complaints received 277 = Baseline Resolution Rate 67 %
FY 2021-2022 Target Resolution Rate 70 %

<p>3. FY 2020 - 2021 Baseline Resolution Rate: Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ % FY 2022-2023 Target Resolution Rate _____ %</p>
<p>4. FY 2021-2022 Baseline Resolution Rate: Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ % FY 2023-2024 Target Resolution Rate _____</p>
<p>Program Goals and Objective Numbers: <u>1A</u></p>

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

<p>1. FY 2018-2019 Baseline: Number of Resident Council meetings attended: <u>45</u> FY 2020-2021 Target: <u>40</u></p>
<p>2. FY 2019-2020 Baseline: Number of Resident Council meetings attended 17 _____ FY 2021-2022 Target: <u>10</u></p>
<p>3. FY 2020-2021 Baseline: Number of Resident Council meetings attended _____ FY 2022-2023 Target: _____</p>
<p>4. FY 2021-2022 Baseline: Number of Resident Council meetings attended _____ FY 2023-2024 Target: _____</p>
<p>Program Goals and Objective Numbers: <u>1A</u></p>

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

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

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

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

<p>1. FY 2018-2019 Baseline: Number of Instances: <u>609</u> FY 2020-2021 Target: <u>625</u></p>

2. FY 2019-2020 Baseline: Number of Instances 724 _____ FY 2021-2022 Target: <u>500</u>
3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <u>1A</u>

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

1. FY 2018-2019 Baseline: Number of Instances <u>257</u> _____ FY 2020-2021 Target: <u>300</u>
2. FY 2019-2020 Baseline: Number of Instances 758 _____ FY 2021-2022 Target: <u>500</u>
3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <u>1A</u>

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

1. FY 2018-2019 Baseline: Number of Sessions 15 ____ FY 2020-2021 Target: <u>16</u>
2. FY 2019-2020 Baseline: Number of Sessions 19 ____ FY 2021-2022 Target: <u>15</u>
3. FY 2020-2021 Baseline: Number of Sessions _____ FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <u>1A</u>

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

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

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.) Be specific about the actions planned by the local LTC Ombudsman Program. Enter information in the relevant box below.

FY 2020-2021
<p>FY 2020-2021 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) Program Manager is working with local radio stations for volunteer recruitment in conjunction with PSA3. Lunch and learns are held throughout the community to bring awareness about Ombudsman program and what services are provided by the LTCO, co-sponsored with other local agencies.</p>
FY 2021-2022
<p>Outcome of FY 2020-2021 Efforts: Due to COVID-19 in person Lunch and Learns were cancelled but there was 3 that were completed in an online setting. Volunteers recruitment via tv stations were cancelled as the program received zero interest after six months of advertising.</p> <p>FY 2021-2022 Systems Advocacy Effort(s): Volunteer recruitment and Program advertising in a local senior resource directory. Program commercial is being ran at a local tv channel to increase awareness to the public regarding the LTCO program. Continue to work with facilities regarding best practices during COVID-19 pandemic.</p>
FY 2022-2023

Outcome of FY 2021-2022 Efforts:

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

FY 2023-2024

Outcome of 2022-2023 Efforts:

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

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

Measures and Targets:

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

- | |
|---|
| 1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint divided by the total number of Nursing Facilities = Baseline 80%
FY 2020-2021 Target:85% |
| 2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint__0__divided by the total number of Nursing Facilities = Baseline_0____%
FY 2021-2022 Target: 90% |
| 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: 1A

B. Routine access: Residential Care Communities (NORS Element S-61)

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

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>32</u> divided by the total number of RCFEs <u>50</u> = Baseline <u>64</u> % FY 2020-2021 Target: 75 %
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs _____ = Baseline <u>0</u> % FY 2021-2022 Target: 90%
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: <u>1A</u>

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

1. FY 2018-2019 Baseline: <u>3</u> FTEs FY 2020-2021 Target: <u>4</u> FTEs
2. FY 2019-2020 Baseline: <u>2.45</u> FTEs FY 2021-2022 Target: <u>3.5</u> FTEs
3. FY 2020-2021 Baseline: _____ FTEs FY 2022-2023 Target: _____ FTEs

4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs
Program Goals and Objective Numbers: <u>1A</u>

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

1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers 6 _____ FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>5</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers 5 _____ FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers 2 _____
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <u>1A</u>

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

Measures and Targets:

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

Some examples could include:

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

Staff will attend NORS training every quarter ensuring that new information is being provided to staff so accurate and timeliness of data entry is correct.

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is: _____

Fiscal Year	Total # of Public Education Sessions
2020-2021	3
2021-2022	1
2022-2023	
2023-2024	

Fiscal Year	Total # of Training Sessions for Professionals
2020-2021	1
2021-2022	1
2022-2023	
2023-2024	

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

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

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2020-2021	1,540	PSA 2 AAA will collaborate with the LTCOP to disseminate materials on Elder Abuse Prevention information. Materials will include the definitions of Elder Abuse and reporting contact for Adult Protective Services for each county.
2021-2022	951	PSA 2 AAA will collaborate with the LTCOP to disseminate materials on Elder Abuse Prevention information. Materials will include the definitions of Elder Abuse and reporting contact for Adult Protective Services for each county.
2022-2023		

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

Fiscal Year	Total Number of Individuals Served
2020-2021	1,436
2021-2022	559
2022-2023	
2023-2024	

TITLE III E 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 III E Services

CATEGORIES	1	2	3
Family Caregivers Services Caring for Elderly	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2020-2021	# of activities:58 Total est. audience for above: 9,904	1	A
2021-2022	# of activities:42 Total est. audience for above: 7,922	1	A
2022-2023	# of activities:46 Total est. audience for above: 8,001	1	A
2023-2024	# of activities:50 Total est. audience for above: 8,801	1	A
Access Assistance	Total contacts		
2020-2021	927	1	A
2021-2022	495	1	A
2022-2023	545	1	A
2023-2024	600	1	A

Access Assistance	Total contacts		
Support Services	Total hours		
2020-2021	1199	1	A
2021-2022	1095	1	A
2022-2023	1205	1	A
2023-2024	1326	1	A
Respite Care	Total hours		
2020-2021	2138	1	A
2021-2022	3308	1	A
2022-2023	3639	1	A
2023-2024	4003	1	A
Supplemental Services	Total occurrences		
2020-2021	85	1	A
2021-2022	65	1	A
2022-2023	72	1	A
2023-2024	79	1	A

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Access Assistance	Total contacts		
2020-2021	447	1	A
2021-2022	146	1	A
2022-2023	161	1	A
2023-2024	177	1	A

**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. (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) ⁶

Fiscal Year (FY)	3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal Numbers
2020-2021	0	
2021-2022	0	
2022-2023	0	
2023-2024	0	

Fiscal Year (FY)	3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	Goal Numbers
2020-2021	0	
2021-2022	0	
2022-2023	0	
2023-2024	0	

Fiscal Year (FY)	3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	Goal Numbers
2020-2021	0	
2021-2022	0	
2022-2023	0	
2023-2024	0	

² Requires a contract for using HICAP funds to pay for HICAP Legal Services

SECTION 13

PRIORITY SERVICES

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 funds⁷ listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

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

Access:

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

2020-21 64% 21-22 64% 22-23 64% 23-24 64%

In-Home Services:

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

2020-21 1% 21-22 1% 22-23 1% 23-24 1%

Legal Assistance Required Activities:⁸

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

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

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

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

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

SECTION 15

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA _____

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: Nutrition

Check applicable funding source:¹⁰

IIIB

IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

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

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹¹: _____

² Section 15 does not apply to Title V (SCSEP).
For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs

SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA _____

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: Transportation

Check applicable funding source:¹⁰

IIIB

IIIC-1

IIIC-2

IIID

IIIE

VIIA

HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

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

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

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

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹¹: _____

² Section 15 does not apply to Title V (SCSEP).

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

SECTION 16

GOVERNING BOARD

SECTION 16 - GOVERNING BOARD

PSA 2

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

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

Total Number of Board Members: 15

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

Supervisor Ed Valenzuela, Chairman (Siskiyou County)	1/2022
Supervisor Jeff Hemphill, Vice Chairman (Lassen County)	1/2022

Names and Titles of All Members: **Board Term Expires:**

Kay White, Member (Lassen County)	*
Supervisor Tom Hammond, Alternate (Lassen County)	*
Supervisor Elizabeth Cavasso, Member (Modoc County)	*
Roberta Hohman, Member (Modoc County)	*
Supervisor Ned Coe, Alternate (Modoc County)	*
Supervisor Les Baugh, Member (Shasta County)	*
Supervisor Patrick Jones, Member (Shasta County)	*
Ann Morningstar, Alternate (Shasta County)	*
Marie Ingram, Member (Siskiyou County)	*
Supervisor Nancy Ogren, Alternate (Siskiyou County)	*
Supervisor Liam Gogan Member (Trinity County)	*
Supervisor Jill Cox, Member (Trinity County)	*
David Albiez, Alternate (Trinity County)	*

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

Executive Board Member appointments are made by Board direction and member terms do not expire. Vacancies and subsequent appointments occur when a Board member leaves the county Board of Supervisors or resigns from the Executive Board.

SECTION 17

ADVISORY COUNCIL

SECTION 17 - ADVISORY COUNCIL

PSA 2

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

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

Total Council Membership (include vacancies) 13

Number of Council Members over age 60 6

Race/Ethnic Composition	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
White	<u>76</u>	<u>65.0%</u>
Hispanic	<u>12</u>	<u>0</u>
Black	<u>2</u>	<u>0</u>
Asian/Pacific Islander	<u>2</u>	<u>0</u>
Native American/Alaskan Native	<u>3</u>	<u>0</u>
Other	<u>5</u>	<u>0</u>

Name and Title of Officers:

**Office Term
Expires:**

Clinton Davis, Chairman (Modoc County)	7/25
Nancy Quirus, Vice Chairman (Shasta County)	7/25
Michael Cottone, Secretary (Trinity County)	3/25

Name and Title of other members:

**Office Term
Expires:**

Tina Kennemore (Lassen County)	04/24
Vacant (Lassen County)	
Vacant (Lassen County)	
Rebecca Terwilliger(Lassen County)	04/24
Marcia Anderson (Modoc County)	4/22
Debbie Mason (Modoc County)	12/21
Vacant (Modoc County)	
Frances Cole-Boyd (Shasta County)	2/24

Maggie McNamara (Shasta County)	2/24
Staci Wadley (Shasta County)	03/23
Vacant (Siskiyou County)	
Lydia Gil (Siskiyou County)	01/24
Heather Solus (Siskiyou County)	10/23
John Dell' Amico (Siskiyou County)	8/24
Vacant (Trinity County)	
Vacant (Trinity County)	
Vacant (Trinity County)	

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

	Yes	No
Low Income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disabled Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Care Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Family Caregiver Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Elected Officials	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Individuals with Leadership Experience in Private and Voluntary Sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain any "No" answer(s): N/A

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

Advisory Council members are recruited within each of the five counties and appointed by their respective local Boards of Supervisors. The Advisory Council application and appointment process is followed when vacancies occur. The Area Agency is responsible for notifying the respective Clerk of the Board's Office when vacancies occur. The Clerk of the Board posts a legal notice of the vacancy and processes candidate applications to the point of appointment.

SECTION 18

LEGAL ASSISTANCE

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)] ¹² CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg

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

PSA 2 AAA will contract with Legal Services of Northern California (LSNC) to provide legal advice, counseling and/or representation by an attorney or other person under the supervision of an attorney to serve the 60+, underserved, low-income, frail and at-risk populations in the 5-county region.

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

Above the required minimum of 10% of total III B funding is allocated to LSNC for legal services in the 5-county region.

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

Yes, over the past four years, the AAA learned of the need for will and probate services within the service region. LSNC responded to the need without a change to current level of funding. We are also now offering these services in a clinical setting as well as one-on-one."

With Covid-19 there were many changes in housing issues that clients were having to deal with. With these changes also came many changes in housing laws that confused both the tenant and landlord. LSNC provided virtual workshops regarding housing issues that our clients may be dealing with. If they did not have the technology to attend they could call in and listen to the presentation. Follow-up was provided if they needed further questions answered. If there was an instance where the client was unable to attend the workshops in either of these ways LSNC provided one-on-one service to the client.

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, the LSP service provider contract includes this required language.

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:**

Legal Services priorities are discussed during the program monitoring process with LSNC and PSA 2. The AAA voiced the need for probate services and LSNC began providing these services in FY 15/16. The top four priorities include housing, estate planning, public benefits, and elder abuse restraining orders. These are the issues that are often requested by the population we serve.

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

Yes. The targeted populations within the PSA are discussed during the program monitoring process with LSNC. Those populations include low-income, minorities, rural, aged 75+ and the older adult LGBT community. LSNC and the AAA collaborate on various issues. The AAA keeps LSNC informed of legal issues or areas of concern heard within the senior network. The AAA helps to promote LSNC through outreach at community events, refers potential clients to the program and informs the legal program of upcoming outreach events. LSNC regularly conducts outreach and collaborates with other community organizations and providers in order to reach the target population.

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

The targeted senior population includes low income, minorities, age 75+, rural, and the LGBT community. LSNC also has an ongoing grant which funds services to the same groups for low-income persons. Outreach efforts, at large, focus on senior centers, federally qualified health centers, and other regionally based service providers to ensure that these groups are informed of legal services available.

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

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

2023-2024	<i>Leave Blank until 2023</i>
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9. Does your PSA have a hotline for legal services? Yes/No, Discuss:

Yes, LSNC has an active Health Hotline and LSNC-Shasta can be reached by phone during normal business hours. Many of LSNC-Shasta’s services are provided over the phone.

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

LSNC trains and collaborates with community partners who serve low-income individuals and seniors to educate them on the services offered and on how to best refer to our services, including utilizing the Legal Risk Detector. For example, LSNC has previously presented to Trinity County APS and Shasta County CFS. The Legal Risk Detector allows local providers to screen and refer high needs clients directly to our office. So far, the project has been highly successful in connecting clients a wide array of legal issues with our services.

LSNC conducts presentations to senior center participants and does direct outreach at community health/resource fairs, conferences, etc. LSNC has presented programs to fire victims and has attended the Project Homeless Connect, Shasta Point-in-Time Count, Shasta Senior Fraud Prevention Fair and Yreka Senior Fraud Prevention Fair and will continue to attend other opportunities as they arise.

LSNC provides community legal education to seniors including a bi-weekly live Know Your Rights tenant presentations via Zoom, and is hopeful it will restart its regular Estate Planning clinics virtually within the next several months to continue providing education on end of life planning and related documents.

LSNC utilizes GIS mapping using census information to identify areas of need and does targeted outreach as a result.

Yes. LSNC received a technology grant from the Department of Justice to develop a new referral tool called the Legal Risk Detector, and it has been rolled out to rural senior service providers. The tool increases the collaborative efforts between LSNC and other rural senior service providers and provides a streamlined, “warm” referral to LSNC. As a result, isolated and vulnerable seniors are able to more easily engage LSNC services. No funding from PSA 2 AAA was changed as a result of this tool.

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

Fiscal Year	Name of Provider	Geographic Region covered
-------------	------------------	---------------------------

2020-2021	a. Legal Services of No. Calif. b. c.	a. Lassen County b. Modoc County c. Shasta County d. Siskiyou County e. Trinity County
2021-2022	Legal Services of No. Calif	a. Lassen County b. Modoc County c. Shasta County d. Siskiyou County e. Trinity County
2022-2023	<i>Leave Blank until 2022</i>	<i>Leave Blank until 2022</i>
2023-2024	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

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

Access to legal services offered by LSNC is acquired by phone, fax, email, word-of-mouth, and through outreach activities. Appointments are made through the home-base Redding (Shasta County) office. Those who live in Shasta County have previously been seen in LSNC’s Redding office. Further, appointments and visits are made throughout senior centers within our 5-county region to provide more efficient and local services. COVID-19 has altered our service delivery to phone only, and we have diligently worked with our clients and community partners to facilitate the switch to all services by telephone. Since LSNC employee’s were working from home they made accommodations to be able to serve the clients by assisting them by phones and technology. LSNC found ways that they could sign documents, file documents and get information they needed in a timely manner without having to visit the office. We are hopeful to resume in person services as soon as reasonably practical.

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

Housing issues, public benefits and elder abuse restraining orders are major types of legal issues addressed by LSNC. LSNC also provides assistance with estate planning, which includes wills, financial power of attorney documents, advanced healthcare directives, and general estate planning advice.

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

Yes, LSNC-Shasta is now able to provide legal advice and information regarding estate

planning, which includes wills, financial power of attorney documents, advanced healthcare directives, and general estate planning advice.

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

LSNC regularly works to improve its service delivery model, including outreach and collaboration with community based organizations who serve underserved populations throughout our service area. LSNC is currently building relationships with community leaders in these populations to assist with any potential barriers to our services. Additionally, many of the older adult population live in very rural/isolated areas which creates challenges in LSNC's outreach efforts and prohibits in-person services during the strong winter months. LSNC continually engages in re-imagining existing service delivery models, and during the pandemic has created informational videos, Know Your Rights flyers and presentations. This supports LSNC's previous efforts of serving seniors with mobility challenges by phone and e-mail. LSNC has also provided presentations over video conferencing for our rural communities.

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

LSNC coordinates services with Northern Valley Catholic Social Services, Redding/Shasta Continuum of Care, Hill Country Community Care Clinic, Shasta Community Health Center, Older Adult Policy Counsel, Shasta County Community Action Agency, all our county's Health and Human Services Agencies, People of Progress, Ombudsman, City of Redding Housing Authority, Beacon of Hope, Human Response Network, Senior Centers, Northern Hispanic Latino Coalition, Shasta County Housing Authority, Adult Protective Services, Children Family Services, One Safe Place, Siskiyou Domestic Violence and Crisis Center, Family Resource Centers, County Family Law Facilitators, Cal-Hope Shasta, and Nor Cal Community Recovery Team, and Shasta MDT.

² For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or chisorom.okwuosa@aging.ca.gov

Planning and Service Area 2 Area Agency on Aging

ORGANIZATION CHART - ADMINISTRATIVE STAFF FUNDING ALLOCATION
FY 21/22

	<u>TOTAL</u>	<u>ADMIN.*</u>	<u>DIRECT III B</u>	<u>DIRECT HICAP</u>	<u>DIRECT Ombuds</u>	<u>DIRECT III E</u>
Executive Director	100%	47.00%	20.00%	16.00%	13.00%	4.00%
Fiscal Analyst	100%	86.00%		14.00%		
Administrative Clerk III	100%	10.00%	66.00%	15.00%		9.00%
Administrative Clerk	100%	70.00%	30.00%			

*Note: Admin Funding Sources for staff include: Titles IIIB, C-1 & C-2

2021-2022 ALLOCATION PLAN

Budget Overview

Revised 4/12/2021

COUNTY / PROGRAM	COLUMN #1 III-B Supportive Service	COLUMN #2 C-1 Congregate Meals	COLUMN #3 C-2 Home-Delivered Meals	COLUMN #4 OTHER	COLUMN #5 TOTAL
LASSEN	30,443	88,170	108,697		227,310
MODOC	19,562	56,655	69,845		146,062
SHASTA	100,239	290,317	357,907		748,463
SISKIYOU	43,484	125,940	155,260		324,684
TRINITY	15,934	46,150	56,893		118,977
SUB-TOTAL	209,662	607,232	748,602		1,565,496

NSIP				132,687	132,687
HEALTH PROMOTION IIID				23,336	23,336
LEGAL IIIB				60,065	60,065
OMBUD. IIIB				222,253	222,253
OMBUDSMAN VIIA				44,620	44,620
HICAP TOTAL				268,687	268,687
SNF QUALITY & ACCT.				39,878	39,878
SPECIAL DEPOSIT (SDF)				12,259	12,259
MIPPA				29,664	29,664
TITLE III E TOTAL				160,349	160,349
SUB-TOTAL				993,798	2,559,294
ADMINISTRATION GRANT FUNDING				250,292	250,292

GRAND TOTAL	209,662	607,232	748,602	1,244,090	2,809,586
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2,809,586

NON-GRANT INCOME
TOTAL PSA 2 FUNDING

90,401
2,899,987