



Planning and Service Area 2 Area Agency on Aging



Area Plan Update
2023-2024



PSA 2 Area Agency on Aging

May 1, 2023

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 2023/2024 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 disabled adults 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 the senior LGBT community.

This Area Plan Update summarizes the changes to PSA 2 AAA's Area Plan throughout the Fiscal Years 2020 – 2024 in the following categories:

- Goals and Objectives which drive the on-going efforts of PSA 2 AAA;
- Projected units of service by program; and
- 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, and in alignment with California's Master Plan for Aging, PSA 2 AAA strives to work toward the common goal of enhancing the quality of life that older and disabled adults deserve.

We thank you for your interest in the FY 2023/2024 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 us.

Sincerely,

Teri Gabriel
Executive Director

Serving

Seniors

In

Lassen,

Modoc,

Shasta,

Siskiyou,

&

Trinity

Counties

Jill Cox
Chairman,
PSA 2 Executive Board

Nancy Quirus
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. Jill Cox
(Type Name)


Signature: Governing Board Chairman¹

May 1, 2023
Date

2. Nancy Quirus
(Type Name)


Signature: Advisory Council Chairman¹

May 1, 2023
Date

3. Teri Gabriel
(Type Name)


Signature: Area Agency Director¹

May 1, 2023
Date

¹ Original signatures or official signature stamps are required.

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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 can be challenging. 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, or out of state 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 year round.

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 - 2023*

- 100.% total population count is 283,576
- 28% of the total population is aged 60 and older (60+)
- 8.61% of the total population, or 30.15% of the aged 60+ population is aged 75+

BELOW POVERTY LEVEL *

- 14.1% of the 60+ population are below poverty level
- 46.8% of the 60+ population below poverty level are 75+

ETHNICITY OF POPULATION **

- 86% Non-Minority
- 14% Minority

* 2023 California Department of Aging (CDA) Population Demographic Projections by County and PSA for Intrastate Funding Formula (IFF)

Resources in the region are scarce within most counties. The timber-based industry has dwindled which has had a devastating effect on the local economy. With the reduction of 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, and the expected growth in the senior population due to the retiring “Baby Boomers” generation by the year 2023.

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 PSA 2 AAA 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. With California’s Master Plan for Aging released in January 2021, Area Agency on Agings and County stakeholders in California are re-examining the development of a new system of service for older and disabled adults.

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	3/23/2022	Virtually Via Zoom Meeting	12	No	No
2023-2024	3/21/2023	Virtually Via Zoom Meeting and In person	6	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.

Public Hearing Notice was published in 5-county newspapers, via Facebook, and via community partner email distribution lists including independent living centers, long – term care facilities, and Ombudsman program staff.

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

Yes.

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.

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.

- Fall Prevention program outreach
- Methods of outreach to rural communities
- Digital Divide and internet dead zones
- Family Caregiver Support Program Services and related workshops
- Interest in learning of community resources available

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

None.

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

SECTION 9

AREA PLAN NARRATIVE GOALS AND OBJECTIVES

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) ○ Program Development ○ 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 ○ Health Promotion – Evidence Based ○ Coordination <p>B. The PSA 2 AAA shall 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 2023/2024</p>	<p>Title III B Title III B Title III B Title III B</p> <p>Title III B Title III B</p> <p>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 shall continue to advocate on behalf of senior services/programs and keep the Advisory Council informed of activity in the CSL.	Throughout FY 2023/24		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 shall 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 advocating for funding of existing programs as well as new programs.	Throughout FY 2023/24		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 shall 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 Abuse and how to report it. Efforts will include communication with local organizations to promote Elder Abuse Awareness Month.	Throughout FY 2023/24		Ongoing

<p>List Objective Number(s) <u>D</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>The Advisory Council shall assist in the development and the distribution of the PSA 2 AAA Advisory Council News Brief. The PSA 2 AAA Advisory Council News Brief shall address the California Aging & Adult Information Line #1-800-510-2020, senior wellness tips, the benefits of exercise, healthy diet suggestions, new laws affecting seniors, local resources and fall prevention safeguards. This news brief will continue efforts to educate the general public and increase awareness by more visibly promoting access to PSA 2 AAA services.</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title IIIB Community Education</p>	<p>Update Status</p> <p>Ongoing</p>
<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 and staff shall continue to collaborate with community agencies, such as the county Mental Health Services Act Programs, the Institute on Aging, the Shasta Suicide Prevention Collaborative, Shasta Co. Stand Against the STIGMA, and other organizations to address all resources available for mental and physical health promotion for older adults.</p> <p>Select Advisory Council members shall also participate in programs and activities related to mental health wellness to advance outreach and educational efforts for older adults.</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title III B Coordination</p> <p>Non-Coordination</p>	<p>Update Status</p> <p>Ongoing</p>
<p>List Objective Number(s) <u>F</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>PSA 2 AAA staff and Advisory Council members shall make efforts to promote public education and awareness about older adult programs and services through presentations, the agency's Facebook page, local Senior Healthy Aging Fair, Wellness Events, Community Health Fairs, Pride Fairs, Fall Prevention Education resource distribution, and Alzheimer's Disease/Dementia webinars and workshops. The targeted objective is to educate older adults about resources and services available to them through resource distribution.</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title IIIB Community Education</p>	<p>Update Status</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 advocates for the development and enhancement of a community-based systems of service, the PSA 2 AAA Executive Director, staff, and Advisory Council members shall attend meetings of the Older Adult Policy Council (OAPC), Partnership in Action for Trinity Health (PATH), and Nutrition Action Partnership (NAP). In coordination with these and other organizations, PSA 2 AAA assists in identifying community strengths & resources to enhance the quality of life for our 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 PSA 2 AAA region. Members of these organizations collaborate to bring events and education to the older adult population in our region.</p>	Throughout FY 2023/24	Title III B Coordination	Ongoing
List Objective Number(s) <u>H</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>The PSA 2 AAA staff shall 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 shall 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>	Throughout FY 2023/24	Title III B Coordination Non-Coordination	Ongoing

<p>List Objective Number(s) <u>I</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>The PSA 2 AAA Executive Director shall continue to host meetings and collaborate with the Siskiyou Alliance Against the Abuse of Aging and At-risk Adults (SA6) members to promote the KNOW ABUSE, REPORT ABUSE 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>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title III B Coordination</p>	<p>Update Status</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>With the intention of expanding coordination and collaborative endeavors, the PSA 2 AAA Executive Director shall form “new” community partnerships / relationships to enhance and improve the quality 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 may lead to specific measurable outcomes and shall have a direct impact on the lives of older adults as partnerships are developed.</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title III B Coordination</p>	<p>Update Status</p> <p>Ongoing</p>
<p>List Objective Number(s) <u>K</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 shall promote and distribute fall prevention education materials. This objective compliments the Dignity at Home Fall Prevention Program services to provide assistive devices to the older adult and disabled population who may be at risk for falls. Advisory Council members shall 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 shall 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>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title III B Community Education</p>	<p>Update Status</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>With support of the PSA 2 staff, the Advisory Council shall 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 shall 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>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title III B Community Education</p>	<p>Update Status</p> <p>Ongoing</p>
<p>List Objective Number(s) <u>M</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 information on services, vaccinations and personal protection equipment during the pandemic, PSA 2 AAA staff shall 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.</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>Title III B Community Education</p>	<p>Update Status</p> <p>Ongoing</p>
<p>List Objective Number(s) <u>N</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>PSA 2 AAA Executive Director and Administrative staff shall continue to support the LTC Ombudsman Program by conducting community outreach to promote the mission of the program and the role of the Ombudsman Program to advocate for the rights of LTC residents and to avoid occurrences of Elder Abuse.</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p> <p>III B Community Education</p>	<p>Update Status</p> <p>Ongoing</p>
<p>List Objective Number(s) <u>O</u> and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]</p> <p>Select Advisory Council members shall assist PSA 2 AAA with the distribution of disaster preparedness materials and related activities to enhance outreach and educational efforts within</p>	<p>Projected Start and End Dates</p> <p>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p> <p>Ongoing</p>

<p>the PSA 2 region to prepare older and disabled adults for a disaster or unforeseen emergency due to acts of nature, fires, floods, etc. In addition, select Advisory Council members shall participate in local disaster preparedness/planning meetings within their own communities (with partners such as the Office of Emergency Services) to represent the older and disabled adult populations in the disaster preparedness/planning process.</p>			
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NOTE: Outreach activities and meeting participation may be conducted in an altered manner or in a virtual platform to ensure the safety and wellbeing of the older adult population 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
<p>Advisory Council representatives shall 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.</p>	<p>Throughout FY 2023/24</p>		<p>Ongoing</p>
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
<p>In an effort to improve coordination in transportation services, PSA 2 AAA Advisory Council members shall 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 shall continue to educate community stakeholders on transportation issues and needs.</p>	<p>Throughout FY 2023/24</p>		<p>Ongoing</p>
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
<p>Advisory Council members shall advocate and educate local legislators and stakeholders on the</p>	<p>Throughout FY 2023/24</p>		<p>Ongoing</p>

<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 shall 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>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p> <p>Ongoing</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 shall 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 shall 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>Throughout FY 2023/24</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p> <p>Ongoing</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	0	1	A
2023-2024	0	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	0	1	A
2023-2024	0	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	175,980	1	A
2023-2024	131,059	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	661	1	A
2023-2024	77,000	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	14,993	1	A
2023-2024	7,300	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	1,985	1	A
2023-2024	2,420	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	2,468	1	A
2023-2024	2,657	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	3,885	1	A
2023-2024	4,100	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	19	1;2	A;D,F,K, L - N
2023-2024	22	1;2	A;D,F,K - M

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	1104	1	A
2023-2024	1000	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-Evidence Based:** 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	18	1	A
2023-2024	30	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 <u>158</u> divided by the total number of complaints received <u>226</u> = Baseline Resolution Rate <u>70</u> % FY 2022-2023 Target Resolution Rate <u>80</u> %</p>
<p>4. FY 2021-2022 Baseline Resolution Rate: Number of complaints partially or fully resolved <u>169</u> divided by the total number of complaints received <u>233</u> = Baseline Resolution Rate <u>73</u> % FY 2023-2024 Target Resolution Rate <u>80</u> %</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 <u>17</u> FY 2021-2022 Target: <u>10</u></p>
<p>3. FY 2020-2021 Baseline: Number of Resident Council meetings attended <u>7</u> FY 2022-2023 Target: <u>10</u></p>
<p>4. FY 2021-2022 Baseline: Number of Resident Council meetings attended <u>12</u> FY 2023-2024 Target: <u>16</u></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 <u>0</u> FY 2021-2022 Target: <u>0</u></p>
<p>3. FY 2020-2021 Baseline: Number of Family Council meetings attended <u>0</u> FY 2022-2023 Target: <u>2</u></p>
<p>4. FY 2021-2022 Baseline: Number of Family Council meetings attended <u>0</u> FY 2023-2024 Target: <u>2</u></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 363____ FY 2022-2023 Target: <u>500</u>
4. FY 2021-2022 Baseline: Number of Instances 103____ FY 2023-2024 Target: <u>125</u>
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 257____ 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 1315____ FY 2022-2023 Target: <u>400</u>
4. FY 2021-2022 Baseline: Number of Instances 1465____ FY 2023-2024 Target: <u>650</u>
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 6____ FY 2022-2023 Target: <u>10</u>
4. FY 2021-2022 Baseline: Number of Sessions 10____ FY 2023-2024 Target: <u>21</u>
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
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.
FY 2021-2022

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.

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.

FY 2022-2023

Outcome of FY 2021-2022 Efforts: Due to the ongoing Covid-19 pandemic, the program was unsuccessful in recruiting any new Volunteer Ombudsman. Local TV channel commercials ran successfully bringing awareness of the LTC Ombudsman Program to the local community.

FY 2022-2023 Systems Advocacy Effort(s): Increase Volunteer participation in the LTC Ombudsman Program through Health Fairs and Marketing Events. Continue working with Long Term Care facilities regarding best practices during the ongoing Covid-19 pandemic.

FY 2023-2024

Outcome of 2022-2023 Efforts: As we pull out of the Covid-19 pandemic, the Ombudsman Program will be directing its efforts on bringing in more volunteers. This will be done through print, radio, and local TV channel commercials. The efforts that went into our marketing were felt throughout the program. We had increased call volume from residents as well as family and staff of the facilities. This has led to better relationships between staff, family and residents. The family members of our residents appeared to be the biggest beneficiary of our efforts, as the family tends to have the most difficulty accessing community resources.

FY 2023-2024 Systems Advocacy Effort(s): The goal again is to increase volunteer participation in the program. We are currently running ads in the Senior Source periodical and will be running additional advertisements throughout the 2023-2024 year via local radio and tv commercials. PSA2's goal to increase Volunteer participation will also be focused on Health Fairs and addition marketing events.

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: %
3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint__9__divided by the total number of Nursing Facilities 15 = Baseline__60____% FY 2022-2023 Target:80 %
4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint__11__divided by the total number of Nursing Facilities 15 = Baseline__73____% FY 2023-2024 Target:85 %
Program Goals and Objective Numbers: <u>1A</u>

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: _____ %
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>20</u> divided by the total number of RCFEs <u>50</u> = Baseline <u>40</u> % FY 2022-2023 Target: <u>60</u> %
4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>24</u> divided by the total number of RCFEs <u>45</u> = Baseline <u>53</u> % FY 2023-2024 Target: <u>65</u> %
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: <u>4.2</u> FTEs FY 2022-2023 Target: <u>4.7</u> FTEs
4. FY 2021-2022 Baseline: <u>5.15</u> FTEs FY 2023-2024 Target: <u>5.15</u> 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 <u>6</u> 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 2 _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers 3 _____
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers 2 _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers 4 _____
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:

In the upcoming year, our program (PSA2) will be implementing more technology into our day-to day activities. Our Ombudsman will be issued cell phones, wireless mifi, and chromebooks. Having all of our staff using the same computer and cell phone platforms will help keep the work turned in as consistent as possible. This will allow the person handling the data reporting the convenience and ease of all paperwork / casework looking the same and being submitted in the same format.

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.

PSA 2 TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

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

- ✓ Ombudsman Program
- ✓ Legal Services Provider
- ✓ Adult Protective Services
- ✓ Other (explain/list)
 - PSA 2 AAA as a direct service

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.
 - 1 Session
- **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.
 - 1 Session
- **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.
 - 1 Session
- **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.
 - 65 hours
- **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.
 - 2,194 Education materials
- **Number of Individuals Served** –Indicate the total number of individuals expected to be reached by any of the above activities of this program.
 - 1,097 individuals

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is: PSA 2 AAA

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

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

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

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	2,194	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. Efforts to raise awareness of Elder Abuse will continue via the KNOW ABUSE, REPORT ABUSE campaign.

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2023-2024	1448	PSA 2 AAA will collaborate with the LTCOP and Community Partners 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. Efforts to raise awareness of Elder Abuse will continue via the KNOW ABUSE, REPORT ABUSE campaign.

Fiscal Year	Total Number of Individuals Served
2020-2021	1,436
2021-2022	559
2022-2023	1,097
2023-2024	724

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

CATEGORIES	1	2	3
Family Caregivers Services Caring for Elderly	<i>Proposed Units of Service</i>	<i>Required Goal #(s)</i>	<i>Optional Objective #(s)</i>
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: 42 Total est. audience for above: 8,001	1	A
2023-2024	# of activities: 88 Total est. audience for above: 16,764	1	A
Access Assistance	Total contacts		
2020-2021	927	1	A
2021-2022	495	1	A
2022-2023	545	1	A
2023-2024	596	1	A

Access Assistance	Total contacts		
Support Services	Total hours		
2020-2021	1199	1	A
2021-2022	1095	1	A
2022-2023	1027	1	A
2023-2024	980	1	A
Respite Care	Total hours		
2020-2021	2138	1	A
2021-2022	3308	1	A
2022-2023	1981	1	A
2023-2024	2845	1	A
Supplemental Services	Total occurrences		
2020-2021	85	1	A
2021-2022	65	1	A
2022-2023	54	1	A
2023-2024	56	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	175	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 Service

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 17% 23-24 17%

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

- Based on needs assessment findings and in reflection of services requested from the community.

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 14

NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

PSA 2

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

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

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

<u>Check applicable direct services</u>	<u>Check each applicable Fiscal Year</u>			
Title IIIB	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Program Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Coordination	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Long Term Care Ombudsman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title IID	20-21	21-22	22-23	23-24
<input type="checkbox"/> Disease Prevention and Health Promo.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIIE⁹	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Information Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Access Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Respite Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Supplemental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Title VIIA	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Long Term Care Ombudsman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title VII	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Prevention of Elder Abuse, Neglect, and Exploitation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

Title IIIE: PSA 2 will disseminate Family Caregiver Support Resource information to Target populations in 5-counties by way of mail out, drive through events, and responses to Information and Assistance inquires.

Title VII B: PSA 2 will target reducing occurrences of elder abuse, discrimination, and service disparities for LGBTQ older adults by collaborating with the LTC Ombudsman program, NorCal OUTreach Project, Legal Services of Northern California and Passages Caregiver Resource Center. Partnerships with organizations in Shasta and Siskiyou County will help raise awareness of elder abuse prevention.

PSA 2 will continue efforts to reach isolated seniors with services available through the AAA via newspaper ads, radio ads and social media outreach efforts.

SECTION 15

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES **PSA 2**

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 service: Direct Nutrition service shall be provided in Trinity and Lassen Counties in response to community need and due to the lack of contracted service providers in those regions.

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 2

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: Direct Transportation services shall be provided in Trinity and Lassen Counties in response to community need and due to the lack of contracted service providers in those regions.

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 2**

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

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 service: Direct Services shall be provided by the AAA in all 5 counties should contracted service providers be unable to fully expend Title III E funding

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 Jill Cox, Chairman (Trinity County)	3/2024
Supervisor Nancy Ogren, Vice-Chairman (Siskiyou County)	3/2024

Names and Titles of All Members:

Board Term Expires:

Kay White, Member (Lassen County)	*
Supervisor Gary Bridges, Member (Lassen County)	*
Supervisor Tom Neely, Alternate (Lassen County)	*
Supervisor Shane Starr, Member (Modoc County)	*
Roberta Hohman, Member (Modoc County)	*
Supervisor Elizabeth Cavasso, Alternate (Modoc County)	*
Supervisor Mary Rickert, Member (Shasta County)	*
Ann Morningstar, Member (Shasta County)	*
Supervisor Patrick Jones, Alternate (Shasta County)	*
Supervisor Ed Valenzuela, Member (Siskiyou County)	*
Marie Ingram, Member (Siskiyou County)	*
	*
Supervisor Ric Leutwyler, Member (Trinity County)	*
	*
David Albiez, Alternate (Trinity County)	*

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

Executive Board Member appointments are approved by Board action 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) 20

Number of Council Members over age 60 4

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:

Nancy Quirus, Chairman (Shasta County)	7/25
Frances Cole-Boyd, Vice Chairman (Shasta County)	2/24
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)	
Vacant (Lassen County)	04/24
Tiffany Gwinn (Modoc County)	9/26
Debbie Mason (Modoc County)	12/25
Clinton Davis (Modoc County)	7/25
Vacant (Modoc County)	
Maggie McNamara (Shasta County)	2/24

Staci Wadley (Shasta County)	03/27
Linda Smith (Siskiyou County)	10/26
Lydia Gil (Siskiyou County)	01/24
Heather Solus (Siskiyou County)	10/23
John Dell' Amico (Siskiyou County)	8/24
Melanie Miller (Trinity County)	9/26
Benjamin Sarkisian (Trinity County)	9/26
Vonnie Westbrook (Trinity County)	9/26

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:

The Advisory Council application and appointment process is followed when vacancies occur. The Area Agency on Aging is responsible for notifying the respective Clerk of the Board's Office when vacancies occur, upon which time a legal is notice posted for the vacancy. Advisory Council members shall also be recruited for each of the five counties via Newspapers display ads, flyers, word of mouth and Facebook. Candidates return their applications to their respective County's Clerk of the Board for consideration and appointment by their local Board of Supervisors.

SECTION 18

LEGAL ASSISTANCE

SECTION 18 - LEGAL ASSISTANCE

PSA 2

2020-2024 Four-Year Area Planning Cycle

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2020 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]¹².

CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at:

https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg

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

Title IIIB funding is allocated to LSNC at 17%

All of the monies Legal Services of Northern California (LSNC) receives is allocated to providing Legal Services to the seniors (60+) of Lassen, Modoc, Siskiyou, Shasta and Trinity counties. This includes both one-on-one service, outreach and community education presentations.

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

In the past 4 years, there has been an increase in the number of requests received for Wills, Advanced Healthcare Directives, Financial Power of Attorney's and Trusts. In the past two years, we have also seen more requests than normal for housing issues.

3. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **Yes/No, Discuss:**

Yes, LSNC follows the California Statewide Guidelines in the provision of OAA legal services.

4. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? If so, what are the top four (4) priority legal issues in your PSA? **Yes/No, Discuss:**

LSNC priorities are discussed during the program monitoring process conducted by PSA 2 AAA. The top four priorities include housing, public benefits, elder abuse and estate planning. These are the most common issues that are requested by the population we serve. When PSA 2 AAA sees a need that LSNC is not aware of, LSNC makes every effort to meet that need.

5. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? **Yes/No, Discuss:**

Yes. The targeted populations within the PSA service area are discussed during the program monitoring process with LSNC. Those populations include low-income, minorities, rural, aged 75+ and the older adult LGBTQ+ 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.

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

The targeted senior population includes low income, minorities, age 75+, rural, and the LGBTQ+ 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 the legal services available in the area.

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

Fiscal Year	# of Legal Assistance Services Providers
2020-2021	1
2021-2022	1
2022-2023	1
2023-2024	1

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

8. 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 Adult Protective Services and Shasta County CFS. LSNC is currently planning

a workshop on hoarding for community partners, landlords and others interested in attending to understand this disorder.

The Legal Risk Detector, a tool that LSNC created, allows local providers to screen and refer high needs clients directly to the office. So far, the project has been highly successful in connecting clients with a wide array of legal issues to 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, attended Project Homeless Connect, Shasta Point-in-Time Count, Redding Pride, 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 virtual Estate Planning clinics to continue providing education on end-of-life planning and the preparation of related documents.

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

9. 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 Northern CA b. c.	a. Lassen County b. Modoc County c. Shasta County d. Siskiyou County e. Trinity County
2021-2022	a. Legal Services of Northern CA b. c.	a. Lassen County b. Modoc County c. Shasta County d. Siskiyou County e. Trinity County
2022-2023	a. Legal Services of Northern CA b. c.	a. Lassen County b. Modoc County c. Shasta County d. Siskiyou County e. Trinity County
2023-2024	a. Legal Services of Northern Ca	a. Lassen County b. Modoc County c. Shasta County d. Siskiyou County e. Trinity County

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

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 altered our service delivery to phone only, and we have diligently worked with our clients and community partners to facilitate the transition to all services by telephone. We have resumed in person services. Safety procedures are in place to ensure the health and safety of our in person clients.

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

Housing issues, public benefits, health issues, elder abuse restraining orders, and guardianships 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.

12. 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. During the pandemic LSNC created informational videos, Know Your Rights flyers and presentations and Estate Planning presentations to assist in the delivery of these services. 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.

13. 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 of 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 Multidisciplinary Team.

SECTION 20

FAMILY CAREGIVER
SUPPORT PROGRAM

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 2020, Section 373(a) and (b)

Four-Year Planning Cycle

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

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

Family Caregiver Services

Category	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
Information Services	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No ✓ Direct ✓ Contact
Access Assistance	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No ✓ Direct ✓ Contact	✓ Yes No ✓ Direct ✓ Contact
Support Services	✓ Yes No Direct Contact	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No ✓ Direct ✓ Contact
Respite Care	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No ✓ Direct ✓ Contact
Supplemental Services	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No ✓ Direct ✓ Contact

Older Relative Services

Category	FY	FY	FY	FY
Information Services	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact
Access Assistance	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact	✓ Yes No Direct ✓ Contact
Support Services	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact
Respite Care	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact
Supplemental Services	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact	Yes ✓ No Direct Contact

Justification: For each service category checked “no,” explain how it is being addressed within the PSA. The justification must include the following:

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

The following **categories** are not services provisioned by the AAA with OAA funding due the limited allotment of funding for FCSP services. These services listed are provided within the PSA by other agencies.

Grandparent Information Services:

Siskiyou County:

-Madrone Hospice: 810 N Oregon St, Yreka, CA 96097 (Yreka) Produces a public newsletter for caregivers with helpful information and inspirational material that pertains to caregiving

Grandparent Support Services:

Lassen County:

-Lassen College: 478-200 CA-139, Susanville, CA 96130 (Susanville) Caregiver training through the Foster and Kinship Care Education Program. The mission of the program is to provide quality education and support opportunities to caregivers of children and youth in out-of-home care so that these providers may meet the

educational, emotional, behavioral and developmental needs of children and youth in the foster care system

Shasta County:

-Lilliput Families: 2580 Victor Ave C, Redding, CA 96002 (Redding) Offers Kinship Services which include In-Home Support, Caregiver Counseling, Support Groups, Respite Resources, Advocacy, Information & Referrals, Legal Referrals, Guardianship Workshops & Adoption Assistance, Assistance with Basic Emergency Needs, etc.

-Shasta College: 11555 Old Oregon Trail, Redding, CA 96003 (Redding) Caregiver training through the Foster and Kinship Care Education Program. The mission of the program is to provide quality education and support opportunities to caregivers of children and youth in out-of-home care so that these providers may meet the educational, emotional, behavioral and developmental needs of children and youth in the foster care system

Siskiyou County:

-College of the Siskiyou's: 800 College Ave, Weed, CA 96094 (Weed) -Caregiver training through the Foster and Kinship Care Education Program. The mission of the program is to provide quality education and support opportunities to caregivers of children and youth in out-of-home care so that these providers may meet the educational, emotional, behavioral and developmental needs of children and youth in the foster care system

Trinity County:

-Shasta College: 11555 Old Oregon Trail, Redding, CA 96003 (Redding) Caregiver training through the Foster and Kinship Care Education Program. The mission of the program is to provide quality education and support opportunities to caregivers of children and youth in out-of-home care so that these providers may meet the educational, emotional, behavioral and developmental needs of children and youth in the foster care system

-Human Response Network: 111 Mountain View St, Weaverville, CA 96093 (Weaverville) Offers childcare referrals and resources, family childcare homes, subsidized care, respite care, state preschools. Also provides in-home support to educate families (including grandparent caregivers) on parenting, child development, discipline, time management, budgeting, cooking, other family issues. Services are offered for free.

Grandparent Respite Care:

Modoc County:

- Modoc Office of Education Child and Family Resources: 139 Henderson St. Alturas Ca, 96101 (Alturas) Offers subsidized preschool and after-school programs for income-eligible families

Shasta County:

- Lilliput Families: 2580 Victor Ave C, Redding, CA 96002 (Redding) Offers Kinship Services which include In-Home Support, Caregiver Counseling, Support Groups, Respite Resources, Advocacy, Information & Referrals, Legal Referrals, Guardianship Workshops & Adoption Assistance, Assistance with Basic Emergency Needs, etc.

Siskiyou County:

- Siskiyou Child Care Council: 170 Boles St, Weed, CA 96094 (All of Siskiyou) Offers the childcare Payment Assistance Program for income-eligible families. Guardians are free to choose the childcare provider and a Registry of licensed providers is offered. There is also a childcare center for Out-of-Home Daycare. The daycare center offers subsidized care for income-eligible families and 2 full meals per day.

Trinity County:

- Human Response Network: 111 Mountain View St, Weaverville, CA 96093 (Weaverville) Offers childcare referrals and resources, family childcare homes, subsidized care, respite care, state preschools. Also provides in-home support to educate families (including grandparent caregivers) on parenting, child development, discipline, time management, budgeting, cooking, other family issues. Services are offered for free.

- Trinity County Office of Education School Readiness Playgroups: 201 Memorial Dr. Weaverville, CA 96093 (All of Trinity) Offers Out-of-Home Daycare at no cost, three days per week for three hours in very rural out-lying areas of Trinity County

Grandparent Supplemental Services:

Lassen County:

- Lassen/Modoc Food Bank: 1306 Riverside Dr, Susanville, CA 96130 (All of Lassen and some of Modoc) Serving both counties' residents with commodities

- Lassen Works and Community Social Services: 1616 Chestnut St, Susanville, CA 96130 (Susanville) Serves low-income Lassen County residents, including Grandparent Caregivers, with Cash Aid, CalFresh benefits, MediCal for children and Kin-GAP, the Kinship Guardianship Assistance Payment Program for children in foster care who have lived with relatives for at least 12 months.

- Lassen Child and Family Resources: 472-013 Johnstonville Rd, Susanville, CA 96130 (All of Lassen) Financial assistance in the form of full or partial payment for childcare services for income-eligible guardians who are working. Also provided is a Caregiving Services Registry of licensed childcare providers.

Modoc County:

- Lassen/Modoc Food Bank: : 1306 Riverside Dr, Susanville, CA 96130 (All of Lassen and some of Modoc) Serving both counties' residents with commodities

- Modoc County Social Services Agency: 120 N Main St, Alturas, CA 96101 (All of Modoc) Serves low-income Modoc County residents, including Grandparent Caregivers, with Cash Aid, CalFresh benefits, MediCal for children and Kin-GAP, the Kinship Guardianship Assistance Payment Program for children in foster care who have lived with relatives for at least 12 months

- TEACH, Inc.: 112 E 2nd St, Alturas, CA 96101 (All of Modoc and some of Siskiyou) Serves Modoc County residents with childcare resource and referral, commodities and parenting classes, which are open to grandparents raising grandchildren.

Shasta County:

- Shasta County Health & Human Services Agency: 2615 Breslauer Way, Redding, CA 96001 (All Shasta county) Serves low-income Shasta County residents, including Grandparent Caregivers, with Cash Aid, CalFresh benefits, MediCal for children and Kin-GAP, the Kinship Guardianship Assistance Payment Program for children in foster care who have lived with relatives for at least 12 months

- Shasta County Office of Education, Resource and Referral: 1855 Placer St, Redding, CA 96001 (All of Shasta) Caregiving Services Registry of licensed care providers

- Dignity Health Connected Living: 100 Mercy Oaks Dr Building 1, Redding, CA 96003 (All of Shasta) The Brown Bag Program serves low-income seniors aged 60 and over with commodities.

Siskiyou County:

- Siskiyou Child Care Council: 170 Boles St, Weed, CA 96094 (All of Siskiyou) Offers the childcare Payment Assistance Program for income-eligible families. Guardians are free to choose the childcare provider and a Registry of licensed providers is offered. There is also a childcare center for Out-of-Home Daycare. The daycare center offers subsidized care for income-eligible families and 2 full meals per day.

- Great Northern Services: 310 Boles St, Weed, CA 96094 (All of Siskiyou County) Prepares and distributes food commodities boxes for income-eligible individuals through local food pantries every other month

Trinity County:

- Trinity County Health & Human Services Agency: 51 Industrial Pkwy, Weaverville, CA 96093 (All of Trinity county) Serves low-income Trinity County residents, including Grandparent Caregivers, with Cash Aid, CalFresh benefits, MediCal for children and Kin-GAP, the Kinship Guardianship Assistance Payment Program for children in foster care who have lived with relatives for at least 12 months

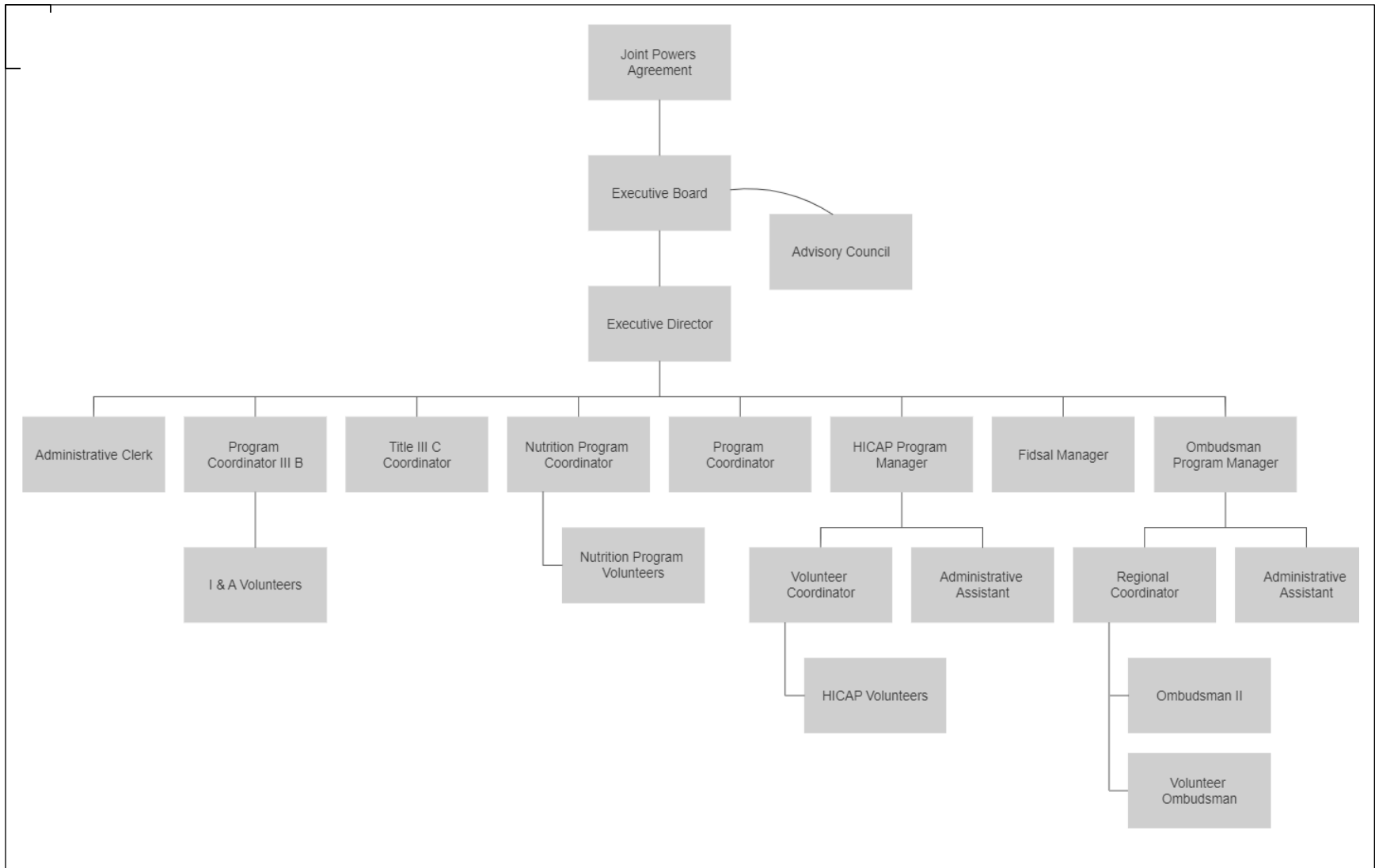
- Human Response Network: 111 Mountain View St, Weaverville, CA 96093 (Weaverville) Offers childcare referrals and resources, family childcare homes, subsidized care, respite care, state preschools. Also provides in-home support to educate families (including grandparent caregivers) on parenting, child development, discipline, time management, budgeting, cooking, other family issues. Services are offered for free.

- USDA Food Commodities Trinity County Food Bank: 51B Memorial Drive Weaverville, CA 96093 (All of Trinity county) Distributes USDA Food Commodities to low-income families.

SECTION 21

ORGANIZATIONAL CHART

PSA 2 Area Agency on Aging Organizational Chart



Planning and Service Area 2 Area Agency on Aging

ORGANIZATION CHART - ADMINISTRATIVE STAFF FUNDING ALLOCATION
FY 23/24

	TOTAL	ADMIN.*	DIRECT III B	DIRECT Nutrition	DIRECT Ombuds	DIRECT III E	DIRECT DHFP
Executive Director	84%	38.00%	20.00%	10.00%	12.00%	4.00%	
Fiscal Manager	84%	84.00%					
Administrative Clerk	100%	100.00%					
Program Coordinator IIIB	100%		100.00%				
Program Coordinator	20%	20.00%					
III C Coordinator	12%	12%					
Ombudsman Program Manager	100%		67.40%		32.60%		
Regional Coordinator	100%		67.40%		32.60%		
Ombudsman II	100%		67.40%		32.60%		
Ombudsman II**	50%		31.00%		19.00%		
Reception/Clerk	75%		61.50%		13.50%		

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

**A budget amendment will reflect a change to this position as the opportunity becomes available.

2023-2024 ALLOCATION PLAN

Budget Overview

Revised 4/12/2023

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	27,119	81,515	169,807		278,441
MODOC	32,673	54,418	175,157		262,248
SHASTA	119,858	272,490	691,518		1,083,866
SISKIYOU	51,995	118,207	300,221		470,423
TRINITY	19,053	43,316	109,925		172,294
SUB-TOTAL	250,698	569,946	1,446,628		2,267,272
NSIP				150,772	150,772
HEALTH PROMOTION IIID				28,274	28,274
LEGAL IIIB				60,065	60,065
OMBUD. IIIB				225,800	225,800
OMBUDSMAN VIIA				46,448	46,448
HICAP TOTAL				245,097	245,097
SNF QUALITY & ACCT.				39,513	39,513
SPECIAL DEPOSIT (SDF)				23,251	23,251
MIPPA				40,843	40,843
TITLE III E TOTAL				171,667	171,667
SUB-TOTAL				1,031,730	3,299,002
ADMINISTRATION GRANT FUNDING				250,292	250,292
GRAND TOTAL	250,698	569,946	1,446,628	1,282,022	3,549,294

3,549,294

NON-GRANT INCOME
TOTAL PSA 2 FUNDING

90,401
3,639,695