

NAPA/SOLANO AREA AGENCY ON AGING



A Tradition of Stewardship
A Commitment to Service



FOUR-YEAR AREA PLAN ON AGING

July 1, 2016 – June 30, 2020

FY 2019 – 2020 Area Plan Update

PSA 28 Area Plan Update FY 2019-2020
Napa/Solano Area Agency on Aging

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AREA PLAN UPDATE (APU) CHECKLIST

PSA 28

Check one: FY 17-18 FY 18-19 FY 19-20

Use for APUs only

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included	
	➤ Update/Submit A) through I) ANNUALLY:		
n/a	A) Transmittal Letter- (requires <i>hard copy</i> with original ink signatures or official signature stamp- no photocopies)	<input checked="" type="checkbox"/>	
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>	
n/a	E) Annual Budget	<input type="checkbox"/>	
9	F) Title IIIB/VIIA Long-Term Care Ombudsman Objectives	<input checked="" type="checkbox"/>	
9	G) Title VIIA Elder Abuse Prevention Objectives	<input checked="" type="checkbox"/>	
10	H) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>	
18	I) Legal Assistance	<input checked="" type="checkbox"/>	
	➤ Update/Submit the following only if there has been a CHANGE or the section was not included in the 2016-2020 Area Plan:	Mark Changed/Not Changed (C or N/C)	
		C	N/C
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Needs Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	AP Narrative Objectives:		
9	• System-Building and Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Funded Programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Funded Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIC-1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIC-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIID	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20	• Title IIIE-Family Caregiver Support Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>

9	• Title V-SCSEP Program	<input type="checkbox"/>	<input type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Disaster Preparedness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Organizational Chart(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

TRANSMITTAL LETTER

2016-2020 Four Year Area Plan/ Annual Update

Check one: FY 16-20 FY 17-18 FY 18-19 FY 19-20

AAA Name: Napa Solano Area Agency on Aging

PSA 28

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. _____

Monica Brown

Signature: Governing Board Chair ¹

_____ Date

2. _____

Signature: Advisory Council Chair

_____ Date

3. _____

Joyce Goodwin

Signature: Area Agency Director

_____ Date

¹ Original signatures or official signature stamps are required.

SECTION 1. MISSION STATEMENT

The mission of the Napa/Solano Area Agency on Aging (N/S AAA) is to:

- provide leadership in addressing issues that relate to older adults, people with disabilities and their caregivers
- develop community-based systems of care that provide services which support independence within our interdependent society, and which protect the quality of life of older people and people with functional impairments
- promote community involvement in the planning and delivery of services

The newly formed AAA will work with the Oversight Committee and the AAA Advisory Council on Aging to revise the above historic mission statement to reflect the values and current priorities of the AAA in PSA 28 for Napa and Solano counties.

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

The Napa/Solano Area Agency on Aging (N/S AAA) is a Joint Exercise of Powers between Napa County and Solano County, designated as Planning and Service Area (PSA) 28, one of 33 Area Agencies on Aging serving the 58 counties in California. The N/S AAA is responsible for providing services for older adults age 60 and over with funding from the Older Americans Act (OAA) and other sources. The two-county PSA has a total area of 1,613 square miles with 11 cities and many residents living in unincorporated areas.

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

The N/S AAA provides services funding to support the independence, health, safety, and dignity of older adults, people with disabilities and their caregivers.

The N/S AAA contracts with local service providers for Older Americans Act services and programs through a network of non-profit providers. The N/S AAA's three main operational elements include the following:

1. Services to Older Adults: Implement and deliver Older Americans Act services and programs to older adults through contracts with non-profit agencies.
2. Administration and Management: Ensure the N/S AAA effectively meets all federal and state requirements; conduct RFP to award and monitor contracts for services provided.
3. Planning and Community Outreach: Assess needs and priorities through extensive community outreach and inter-agency collaboration; develop and update the Area Plan to serve as a guiding document plans and programs to serve older adults, their caregivers and families; and collaborate with other organizations to develop and implement programs.

The AAA experienced turnover at the management level. This included the executive director, fiscal director, and lead planner. The result was an impact in day-to-day operations of the AAA. In April 2018, the Area Agency Serving Napa and Solano, a non-profit organization, notified the California Department of Aging that it would be relinquishing its designation as the Area Agency on Aging (AAA) for the Planning and Service Area (PSA 28), effective June 30, 2018. The California Department of Aging operated the AAA from July 1, 2018 to December 31, 2018. CDA thanked the remaining AAA staff for their contributions toward day-to-day operations and achieving a sense of normalcy throughout the challenges.

Effective September 11, 2018, the Joint Exercise of Powers Agreement (JEPA) between Napa and Solano County was approved by both the Napa and Solano County Boards of Supervisors. The JEPA established joint operation of the Napa/Solano Area Agency on Aging. Solano County Health and Social Services is the administrating agency for the Napa/Solano Area Agency on Aging.

The N/S AAA serving Planning Service Area (PSA) 28, is governed by a 7-member Oversight Board that is responsible for providing advice and review of AAA activities and reports; approval of contracts, grants, RFP awards and conducting at least one annual public hearing. Membership is comprised of one member from each County Board of Supervisors; one member from a city council in each county; one member of the older adult (60+) community in each county; one member at large from each County. Alternate members are also appointed to represent each county. All Oversight Board members are appointed by the Board of Supervisors in the respective counties. The Oversight Board is governed by an approved set of by-laws. During the initial year of operation for the new AAA, the Oversight Board is meeting monthly.

The JEPA established an Advisory Council on Aging composed of 16 members equally representative of Napa and Solano counties appointed by the Board of Supervisors in each county. The majority of the Advisory Council members are 60 years of age or older, serve as advocates for the needs of all older adults, including ethnic and racial representation; health care providers; supportive services providers; private and voluntary organization leaders; elected officials; family caregivers and the general public. The Advisory Council is governed by bylaws approved by the Oversight Board. The Advisory Council advises the Oversight Board as well as working with the community and AAA staff to meet requirements of the Older Americans Act and the Older Californians Act. The Advisory Council on Aging will hold their first meeting in May 2019.

The N/S AAA staff consists of the **AAA Director** who is the Health Services Administrator for the Older and Disabled Adult Services Bureau in the Public Health Division of Solano County Health and Social Services. The **AAA Program Manager** is responsible for the overall AAA services, program planning and program monitoring activities. The Program Manager is the staff to the Oversight Board and the AAA Advisory Council. The **Staff Analyst** develops and monitors the AAA budget and provides budget information for program development and evaluation. The **Accountant** is responsible for all fiscal documentation and monitoring related to the AAA.

Due to the administrative changes in the AAA, CDA and the N/S AAA implemented emergency contracts for the continued operation of AAA services in Napa and Solano counties. From July to December 2018, CDA identified emergency providers for all AAA services. Effective January 1, 2019, the N/S AAA issued 11 emergency contracts with local service providers in order to deliver necessary AAA services to older adults. Due to the lack of a service provider, the AAA conducted an RFP for Ombudsman services in Napa County during the Spring 2019. RFP for all services will take place in FY 2020-2021.

Area Agency on Aging Services

The following programs and services are provided by the N/S AAA, through emergency and newly established contracts:

Nutrition Services

The Older Americans Act senior nutrition program provides meals and socialization to older people in congregate settings, such as senior centers and faith-based settings, and provides for delivery of meals to frail older people in their own homes. Services also include community education about nutrition. The N/S AAA provides nutrition services through newly established contracts with the historic non-profit providers in both Napa and Solano counties. There are 11 congregate sites across the PSA; 4 in Napa County and 7 in Solano County. The number of dining sites has remained stable through the AAA administrative changes.

Long-term Care Ombudsman Coordination

The Long-Term Care Ombudsman (LTCO) Program is a federal and state-mandated advocacy program for residents in licensed nursing and long-term residential care facilities for the elderly. There are two separate historic LTCO programs located in Napa and Solano counties. The AAA is conducting an RFP for the Ombudsman program in Napa County to identify a responsible local service provider. During the transition period, the LTC Ombudsman has been operated in Napa County through an emergency contract with PSA 4 Area Agency on Aging.

The mission of the California Ombudsman Program is to advocate for the dignity, quality of life, and quality of care for all residents in long-term care facilities. Trained ombudsmen work to resolve problems and concerns of individual residents by creating a presence through regular unannounced visits, monitoring conditions and care, and providing a voice for those unable to speak for themselves. The Long-Term Care Ombudsman responds to reports of elder abuse and neglect in licensed facilities.

Legal Services

The N/S AAA supports legal services for seniors through non-profit organizations in each county. The AAA has newly established contracts with both the agencies that have been the historic AAA service providers.

While these services are available to anyone age 60 and older residing in PSA 28, priority is given to seniors who have the greatest economic need, are members of minority groups, reside in rural areas, or are physically or mentally impaired. Free bilingual legal advice and representation are provided to older adults and their caregivers on a variety of legal issues, including housing and landlord/tenant advocacy, age discrimination,

elder abuse and neglect, health care, debt and consumer matters, small estate planning and advance health care directives, and access to public benefits.

Information and Assistance Program (I & A)

The AAA is contracting with local providers in each county of the PSA to provide I & A for older adults. The Solano County service provider is new to AAA services and is receiving guidance and technical support from AAA staff. The Napa I & A provider has staff imbedded in the Napa county offices. Spanish speaking resources are available in both counties.

Solano County is utilizing a Network of Care site, SolanoCares.org, to provide web-based I & A to the community. Napa County also has a Network of Care site. During FY 2019-2020, the AAA Advisory Council and Oversight Board will consider updating the Senior Resource Guide provided by the historic AAA.

Family Caregiver Support Program (FCSP)

The N/S AAA has contracted with four local agencies for all Title III E programs. Three of the agencies are new to providing FCSP in the PSA but have experience with the services outside of Napa and Solano counties. Historically, the AAA directly provided Caregiver Support services. The former AAA employed a Family Caregiver Support Coordinator. The range of Caregiver Support services are now being provided in both counties by experienced contract providers. Services include caregiver support; counseling, support groups and training as well as respite grants and information and assistance, including registry services, for caregivers.

- Clarifying their rights as a health care consumer
- Helping with evaluating policies
- Helping with medical record keeping

Health Insurance Counseling and Advocacy Program (HICAP)

The N/S AAA has entered into a Memorandum of Agreement with three other PSAs serving Sonoma, Marin, and Mendocino/Lake counties to provide services, with the Sonoma County AAA serving as the lead agency. There are no changes in the HICAP operations or agreement under the new AAA structure.

The HICAP, established by the California Department of Aging in 1984, is designed to provide Medicare beneficiaries and persons 60 years of age and older with assistance in dealing with Medicare, long-term care insurance, and other health insurance issues. HICAP provides two main services - individual counseling through volunteer counselors and community education presentations to help seniors and others with the following:

- Evaluating options to supplement Medicare
- Reviewing and appealing claim denials
- Exploring long-term care options

Fall Prevention

Napa County and Solano County fall prevention programs are both evidence-based health promotion/disease prevention programs that have been proven effective for older adults and endorsed by the CDC, including:

- A Matter of Balance: Managing Concerns about Falls
- Tai Chi: Moving for Better Balance

In the coming fiscal year, AAA staff will convene a workgroup to develop a comprehensive plan to expand fall prevention programs within the PSA.

Transportation

The N/S AAA contracts for a volunteer-based transportation program in both Napa and Solano Counties that provide transportation and escort services to County residents. Residents are served through the historic volunteer driver programs.

The AAA developed a new contract with the Solano Transportation Authority to provide older adults with rides to medical appointments. The rides are an on-demand, door-to-door service including wheelchair accessibility.

In-Home Visiting and Telephone Reassurance

Telephone reassurance services continue through the historic providers in both Solano County and in Napa County.

Supplemental Nutrition Assistance Program Education (SNAP-Ed)

The N/S AAA has a grant for SNAP-Ed through the California Department of Aging. The goal of SNAP-Ed is to improve the likelihood that persons eligible for CalFresh (Food Stamps) will make healthy food choices within a limited food budget and choose active lifestyles.

The N/S AAA has contracted with a new local service provider to coordinate and provide Tai Chi for Arthritis; Fall Prevention; Bingo-cize and nutrition instruction to promote healthy food and drink choices. The service provider will coordinate with partner agencies to increase access and resources for evidence-based physical and nutritional activities for older adults in both counties.

Historic AAA Programs and Activities

The following programs and services are no longer directly provided by the AAA or through AAA contracts.

Multipurpose Senior Service Program (MSSP)

The California Department of Aging contracted with Choice in Aging to operate MSSP for Napa and Solano County.

Multipurpose Senior Service Program (MSSP) is a case management program that provides an alternative to skilled nursing facility placement supporting frail older adults to live independently and safely in their own homes. All clients served are at least age 65 years old, are receiving Medi-Cal, and are at risk of being placed in a nursing home due to cognitive or physical challenges.

Memorandums of Understanding (MOUs) exist with Napa County to co-locate MSSP staff in county offices to increase the accessibility of the MSSP resources.

Napa County Caregiver Permit Program

The N/S AAA is no longer involved in administering the Caregiver Permit Program. The Napa Caregiver Permit Program is now managed by the Napa County Health and Human Services Agency/Comprehensive Services for Older Adults. The AAA Advisory Council will become familiar with the program in order to advocate for older adults in Napa County during FY 2019-2020.

In 2010, the Napa County Board of Supervisors adopted the Caregiver Permitting Ordinance for Napa County requiring permits for caregivers providing services in the homes of elders and/or dependent adults. This ordinance was also adopted by all the cities and jurisdiction in the County. The ordinance was developed to help protect the health and welfare of elders and dependent adults and to help ensure that caregivers providing in-home services have not committed crimes that could indicate the potential for abuse. The program assures elders and dependent adults that the person they employ has had a recent background check. The historic AAA processed all permit applications, maintained the contract with the private background agency, provided notification regarding applicants who were approved for permits, and processed all permit renewals.

Chronic Disease Self-Management Programs (CDSMP)

The N/S AAA is no longer providing this service. AAA Advisory and staff will become familiar with the programs and current operations during FY 2019-2020.

The historic AAA worked with the Napa and Solano County Public Health Departments and other community partners to implement a Chronic Disease Self-Management Program (CDSMP) developed by the School of Medicine at Stanford University. The purpose of the CDSMP is to help people better manage their chronic health conditions, such as arthritis, diabetes, asthma, high blood pressure, and to maintain their independence and remain in their homes. AAA staff conducted outreach to enroll older adult participants, recruit and train volunteers to help teach the classes, and led some of the classes. Both the outreach activities and the classes were provided in English and Spanish.

Mental Health Prevention and Early Access Programs

The N/S AAA is no longer providing this service. AAA Advisory Council and staff will become familiar with the programs during FY 2019-2020.

The programs continue to serve older adults. The Solano County program Prevention and Early Access to Services (PEAS) is being provided by Choice in Aging. The Napa County program Healthy Minds-Healthy Aging is administered through a non-profit provider directly contracted with the County and co-located with HHS/CSOA.

In November 2004, California voters passed Proposition 63, known as the Mental Health Services Act or MHSA, which imposes a 1% income tax on personal income in excess of \$1 million to help fund a broad range of mental health prevention and early intervention (PEI) programs. The MHSA funds are passed along to counties to plan and implement their local PEI programs.

The historic AAA was selected by Napa County for the Healthy Minds-Healthy Aging program, and Solano County for the Prevention and Early Access to Services (PEAS) to develop and implement the PEI programs for older adults.

SECTION 4. PLANNING PROCESS/ESTABLISHING PRIORITIES

Due to the changes in the AAA administrative structure during FY 2018-2019, the Boards of Supervisors, County Administration, county staff, local community aging advocates and older adults participated in a series of public hearings and discussions about the desired AAA model for Napa and Solano counties. Community interest in strengthening services to older adults resulted in the two counties cooperating to establish a strong government-based structured model for joint operation of the AAA. The counties are committed to enhanced services, communication and transparency of operation.

The N/S AAA will continue to assess senior needs throughout FY 2019-2020 through community outreach and forums, surveys, coordination with public and nonprofit agencies, providers and advocacy groups, and discussions with the AAA Advisory Council and the AAA Oversight Board.

The goal of the new N/S AAA is to address the needs of older adults in both counties. The AAA will provide stability, transparency and advocacy for senior services. The AAA will develop relationships with new providers and continue relationships with long-standing senior service agencies in the communities throughout the Planning and Service area.

SECTION 5. NEEDS ASSESSMENT

The Solano and Napa County Public Health officers agreed upon and constructed a comprehensive needs assessment of older adults. The questionnaire consists of key items to develop a clearer understanding of the needs and concerns of older adults. This survey is being administered in multiple formats including in person, on paper and online. Focus groups are also being conducted in both counties. The Older Adults questionnaire (Attachment A) will guide the development of goals, activities and funding priorities for the next 4-year plan.

The Napa County Community Health Assessment (CHA) has been released by the Public Health Division. Data from this report includes information about Livable Communities and other aging specific statistical trends.

SECTION 6. TARGETING

In the development of the Napa Solano Area Agency on Aging, consideration has been given to adequate and appropriate representation of ethnic and racial groups living in both counties as well as to LGBTQI elders and military veterans. The AAA Oversight Board is seeking Advisory Council members that reflect the varied communities' older adult population.

Additionally, significant geographic regions of both counties are rural without easy access to services.

Of significant consideration are the economic disparities that exist in the older adult population in both Napa and Solano counties. The Elder Economic Security Index (EESI) levels for each county will be updated during FY 2019-2020 and utilized for the new area plan.

The AAA staff and Advisory Council will emphasize services be provided in Spanish and other represented languages. Staff and the Advisory Council will also determine specific outreach needs to under-served populations in the PSA. The AAA will prioritize translating outreach materials into Spanish. AAA service providers will continue to provide non-English speakers with bilingual Information and Assistance about services to older adults in the PSA.

Targeting Population Data

Table 1 - Population Age 60 Years and Older

County	2017	
Napa		
• Male	16271	
• Female	18909	
Total	35180	
Solano		
• Male	43373	
• Female	52420	
Total	95793	
PSA Total 60+		130,973

Table 2 - Adults Age 65 Years and Older

	Napa	Solano
White	77.9%	50.4%
Black/African American	1.3%	12.5%
American Indian and Alaska Native	0.2%	0.3%
Asian	6.5%	18.9%
Native Hawaiian and Other Pacific Islander	0.1%	0.8%
Some Other Race	2.3%	3.3%
Hispanic or Latino	10.6%	11.3%
Two or more races	1.1%	2.5%

Table 3 - Income Levels Population Age 65 Years and Over

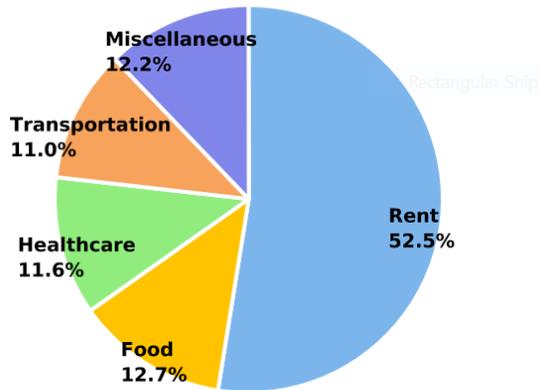
	Mean Income with retirement	Mean Income with Social Security	Mean Household Income	Below 100% FPL
Napa	\$ 33,789	\$ 20,854	\$ 79,148	7.8%
Solano	\$ 33,832	\$ 20,022	\$ 60,996	6.9%

Table 4 – Elder Economic Security Index (EESI)

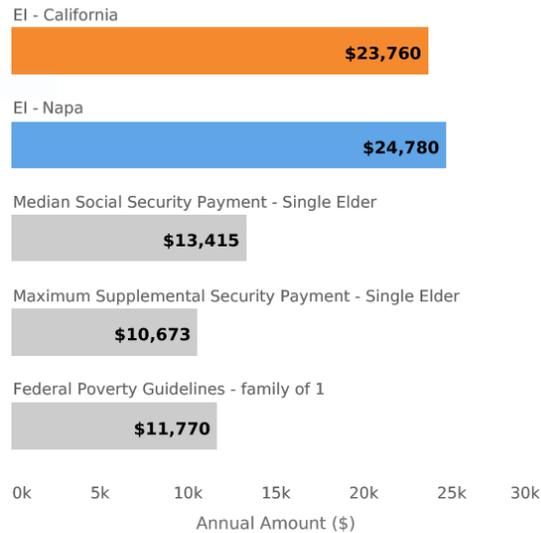
Income and expense amounts shown for the year 2015

Napa – single renter

Monthly Household Living Expenses



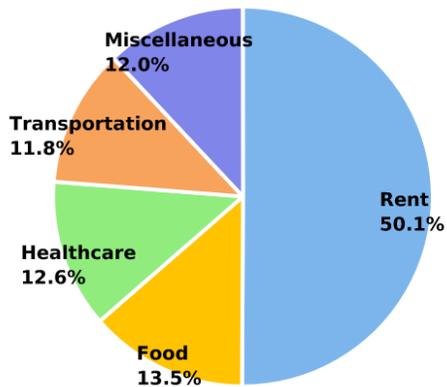
Elder Index vs. Common Income Sources for Seniors and Poverty Measures



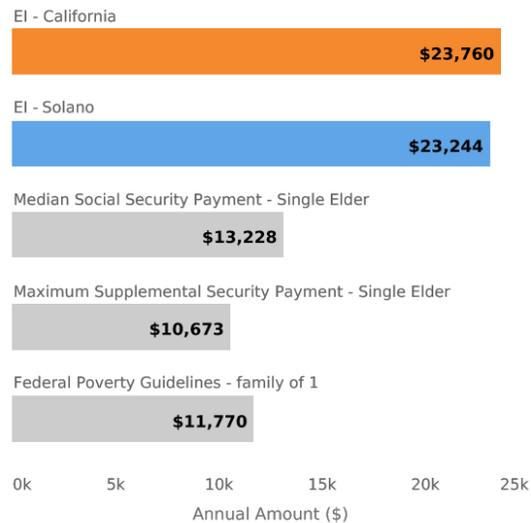
UCLA Center for Health Policy Research | 10960 Wilshire Blvd. | Suite 1550 | Los Angeles, CA 90024 | t: 310.794.0909 | f: 310.794.2686 | healthpolicy.ucla.edu

Solano – single renter

Monthly Household Living Expenses



Elder Index vs. Common Income Sources for Seniors and Poverty Measures



UCLA Center for Health Policy Research | 10960 Wilshire Blvd. | Suite 1550 | Los Angeles, CA 90024 | t: 310.794.0909 | f: 310.794.2686 | healthpolicy.ucla.edu

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, OAA 2006 306(a)

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
2016-17	March 23, 2016	Rianda Senior Activity Center, St. Helena	20	No	No
2017-18	April 18, 2017	Florence Douglas Senior Center	43	No	No
2018-19					
2019-20	March 25, 2019	Napa County Board of Supervisors chambers			No
		Solano County Board of Supervisors chambers			No
	April 22, 2019	American Canyon Senior Center			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.

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

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

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

Yes. Go to question #3

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

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

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

Yes. Go to question #5

No, Explain:

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

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

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

SECTION 8. IDENTIFICATION OF PRIORITIES

PSA 28

The N/S AAA has not made any changes to the priorities identified by the historic AAA. The local needs and priorities outlined in the Area Plan continue to guide program development, service delivery, and allocation of staff resources and funding. The priorities identified for this Area Plan (FY 2016- FY 2020) are reflected in the following goals adopted by the historic AAA and its Board:

- Continue and enhance the existing community-based care and support systems for older adults
- Promote community involvement in service planning and delivery and increase public awareness of local services and resources
- Provide leadership through advocacy and education to meet the needs of older persons, persons with disabilities and their caregivers
- Expand the Area Agency on Aging capacity for planning and program development

Title 22 of the California Code of Regulations requires that "Each AAA shall identify the minimum percentages of applicable Title IIIB funds that it intends for annual expenditure throughout the four-year plan period for each of the following categories: 1) Access 2) In-home services 3) Legal assistance.

For the upcoming Plan cycle, the N/S AAA has identified the following allocation:

- 1) Access: 31.8%
- 2) In-home services: 10.5%
- 3) Legal Assistance: 10.5%

The historic AAA determined these priorities from the planning process and needs assessment, services to targeted populations, and from comments received during public hearings. For FY 2019-2020, the N/S AAA will evaluate the development of new priorities based on the administrative changes of the new AAA structure, community interest, current demographic trends and emerging issues.

Section 9: AREA PLAN NARRATIVE GOALS AND OBJECTIVES

Goal 1: Enhance the PSA’s community-based care and support systems			
Rationale: This goal and the objectives identified below (1) provide for the continuation of core programs that are funded and identified as priority services by the Older Americans Act. (2) allow the N/S AAA to respond to local priorities and needs identified through the N/S AAA’s community-based planning processes, and (3) help the N/S AAA fulfill the goal to develop community-based systems of care that provide services which support independence for older adults.			
Objectives and Strategies	Projected Start and End Dates	Title IIIB Funded- (PD) Or (C)	Status Update
Objective number 1: Enhance N/S AAA services to improve the physical and mental well-being of older adults in Napa and Solano Counties.			
Continue and enhance the information and assistance (I&A) program to function as a one-stop source for people age 60+ and others for information on senior services.	FY 2016-FY 2020	IIIB	Ongoing New: Guidance and technical support for new service provider
Provide long-term Case Management services including in-home assessments, assistance finding housing and/or placement in long-term care communities scheduling medical appointments, and managing payments and mail	FY 2016-FY 2020	IIIB	Ongoing
During FY 2016 to 2017, the N/S AAA will review the potential for providing outreach and Information and	FY 2016-2020	IIIB	Ongoing

<p>Assistance (I&A) services at local sites in both Napa and Solano Counties, especially in remote, rural counties such as Dixon, Rio Vista, Calistoga and the Angwin/Lake Berryessa areas.</p>			
<p>Provide health promotion programs for disease prevention and management and maintain physical and mental wellness. Activities will include workshops and all curriculums are established as evidence-based on the NCOA list of approved programs, including: A Matter of Balance, Chronic Disease Self-Management, Diabetes Self-Management, Tomando Control De Salud, Stepping On, Tai Chi Quan: Moving for Better Balance, Walk with Ease.</p>	<p>FY 2016-2020 FY 2019-2020</p>	<p>Title IIID PD&C</p>	<p>Ongoing New: Establish a workgroup to design a PSA-wide plan for fall prevention activities.</p>
<p>Continue the Multipurpose Senior Service Program (MSSP) to help keep seniors out of nursing homes and stay in their homes. Eligible clients are disabled lower-income older adults age 65 and over are receiving Medi-Cal and are at risk of being placed in a nursing home</p>	<p>FY 2016- 2020</p>	<p>Medi-Cal waiver program</p>	<p>Effective, FY 2018-2019, MSSP operates through a direct service contract with CDA and Choice in Aging</p>

due to cognitive or physical challenges.			
Maintain and enhance the N/S AAA's Family Caregiver Support Program (FCSP), which provides short-term support to people taking care of older family members (age 60+): and to caregivers (age 55+) taking care of a relative who is either a minor child (under 18) or a relative, of any age, with a disability.	FY 2016-2020	IIIE	New: Provided through contracted services with local services providers. No longer a direct service.
Support Legal services in Napa and Solano Counties including assisting with housing and landlord issues; age discrimination; elder abuse and neglect; debt and consumer matters; small estate planning and Advance Health Care Directive; and eligibility for public benefits, with priority given to the target population of seniors and residents long-term care facilities.	FY 2016- 2020	IIIB	Ongoing
Continue to support the Health Insurance Counseling and Advocacy Program (HICAP), which help seniors with understanding Medicare programs and benefits.	FY 2016- 2020	HICAP	Ongoing

Continue to support the ongoing Meals on Wheels programs in PSA 28 with home-delivered meals to frail, elderly seniors without transportation and meals served in group settings at a single location, such as senior centers; and, collaborate with partners to identify new sources of food, such as farmers markets, grocery stores, community residents with home gardens, etc.	FY 2016- 2020	IIIC	Ongoing
Support in-home Visiting and Telephone Reassurance programs	FY 2016-FY 2020	IIIB	Ongoing
The N/S AAA will explore the opportunities for partnerships with local colleges in Napa County for students to earn credit towards their degree in exchange for participating in Friendly-Home Visitor Program for older adults	FY 2019-2020	PD&C	Ongoing
Support community education to recognize and prevent elder financial abuse through participation in financial abuse specialist teams, community presentations, and distribution of printed- and social media-materials	FY 2019-2020	VIIA	Ongoing

Objective #2: Napa County Caregiver Permit Program			
Continue to implement the Napa County Caregiver Permit Ordinance and Program. N/S AAA will continue to work with Napa County, the Napa Commission on Aging and other community partners on the Caregiver Permit Ordinance, including any needed revisions.	FY 2016-FY 2020		New: No longer a AAA led program. Provide advocacy support for the Ordinance
The N/S AAA will evaluate options for locating administrative resources for the Napa County Caregiver Permit Program in Napa County during the FY 2016-2017 and FY 2017-2018 <u>and beyond</u>	FY 2019-2020		New: No longer a AAA led program. Provide advocacy support for the Ordinance
Objective #3-Transportation			
Support local transit agencies, the Solano Transit Authority (STA) and the Napa Valley Transportation Authority (NVTa) in achieving their goals for mobility improvement by aiding with planning, community outreach, and marketing.	FY 2016-FY 2020	IIIB	Ongoing

Support local volunteer driver programs through funding and assistance with outreach and volunteer recruitment.	FY 2016-FY 2020	IIIB	Ongoing
Provide vouchered rides to medical appointments	FY 2019-FY 2020	IIIB	New
Objective #4 Disaster Response and Coordination			
The N/S AAA has created an Emergency Action Plan that identifies roles and responsibilities. N/S AAA will update this plan as needed and provide ongoing training for staff and contractors.	FY 2016-2020	PD&C	Ongoing New: update with new AAA staff and administrative structure
In Napa and Solano Counties, LTC Ombudsman staff will participate in efforts to address disaster preparedness for resident populations of local skilled nursing unlicensed care facilities.	FY 2016-2020	Ombudsman	Ongoing New: update with new Ombudsman in Napa
Objective 5: Expand Efforts to Measure Outcomes			
The N/S AAA will expand its efforts to measure the effectiveness of its programs and services towards meeting related goals and outcomes.	FY 2019-2020	PD&C	Ongoing New: Technical assistance to standardize AAA service provider data collection and reporting

Objective 6: Reduce Financial Elder Abuse			
The N/S AAA will work with local county agencies including Adult Protective Services (APS), district attorney's offices, and others to address and reduce financial elder abuse.	FY 2019-2020	PD&C	Ongoing New: Review, revise, enhance within new administrative structure
Goal #2: Increase Public Awareness of Local Services and Resources and Promote Community Involvement in Service Planning and Delivery			
Rationale: This goal and related strategies will accomplish the following: 1) increase the effectiveness and responsiveness of N/S AAA service planning and delivery process; 2) expand the number of eligible older adults served by the N/S AAA and 3) promote community involvement in the planning and delivery of services			
Objective 1: Continue and enhance the N/S AAA's capacity to inform older adults in the community about its available services and programs	FY 2016-FY 2020 FY 2019-FY 2020	PD&C	Ongoing New: explore and evaluate a "no wrong door" model of services
Create and update a Strategic Outreach Plan that describes the various outreach methods that the N/S AAA will use to increase public awareness of the services provided by the N/S AAA and other agencies in Napa and Solano Counties. The Strategic Outreach Plan will be developed and implemented in collaboration with the Healthy Aging Population Initiative (HAPI) and the Solano County Senior Coalition.	FY 2019-FY 2020	PD&C	Ongoing and New: Review, develop and revise for new AAA structure

Maintain a contact database to include, at least, local government agencies, N/S AAA's contact providers, advocacy groups, nonprofit and for-profit entities, and local media outlets	FY 2016- FY 2020	PD&C	Ongoing
Continue the N/S AAA's social media presence through Facebook or other platforms	FY 2016-FY 2020	PD&C	Ongoing and New: Update to county government practices.
Continue with the annual update and distribution of Bilingual (Spanish and English) Resource Directory for both counties	FY 2016-FY 2020	PD&C	New: To be evaluated/revised
Work with LGBTQI advocacy groups to assess the needs of older LGBTQI community and provide training to staff, volunteers, and community members on LGBTQI issues	FY 2016-FY 2020	PD&C	Ongoing
Conduct ongoing informal surveys using existing venues such as Meals on Wheels activities, community events organized by the N/S AAA and other agencies, and other low-cost opportunities to help evaluate N/S AAA programs on the overall need for resources	FY 2016-FY 2020	IIIC	Ongoing

SECTION 10. SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA 28

**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.](#)

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.

1. Personal Care (In-Home)

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	0		
2017-2018	0		
2018-2019	0		
2019-2020	0		

2. Homemaker (In-Home)

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	0		
2017-2018	0		
2018-2019	0		
2019-2020	0		

3. Chore (In-Home)**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	0		
2017-2018	0		
2018-2019	0		
2019-2020	0		

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	186,060	1	1
2017-2018	250,000	1	1
2018-2019		1	1
2019-2020	250,000	1	1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	0		
2017-2018	0		
2018-2019	0		
2019-2020	0		

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	1800	1	1
2017-2018	1800	1	1
2018-2019			
2019-2020	375	1	1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	0		
2017-2018	0		
2018-2019	0		
2019-2020	0	1	3

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	43,820	1	1
2017-2018	45,000	1	1
2018-2019			
2019-2020	50,000	1	1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	0		
2017-2018	0		
2018-2019	0		
2019-2020	0		

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	1700	1	1
2017-2018	2500	1	1
2018-2019			
2019-2020	2,000	1	3

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	2000	1	1
2017-2018	2500	1	1
2018-2019			
2019-2020	3,000	1	1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	3900	1	1
2017-2018	5000	1	1
2018-2019			
2019-2020	5,000	1	1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	7000	1	1
2017-2018	7000	1	1
2018-2019			
2019-2020	4,000	1	1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	6000	2	1
2017-2018	6000	2	1
2018-2019			
2019-2020	6000	2	1

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

- Each **Title IIIB** “Other” service must be an approved NAPIS Program 15 service listed 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 1–14 and 16. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

Title IIIB, Other Priority and Non-Priority Supportive Services

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

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

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

A. Service Category: In-Home Caregiver Registry

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	600	1	1
2017-2018	600	1	1
2018-2019			
2019-2020	200	1	1

B. Service Category: In-Home Visiting**Unit of Service= 1 Hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	2600	1	1
2017-2018	3000	1	1
2018-2019			
2019-2020	2,000	1	1

C. Service Category: Telephone Reassurance**Unit of Service = 1 Contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	11,850	1	1
2017-2018	11,850	1	1
2018-2019	12,000		
2019-2020	12,000	1	1

D. Service Category: Community Education**Unit of Service = 1 Event**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	12	2	1
2017-2018	12	2	1
2018-2019			
2019-2020	12	2	1

E. Service Category: Public Information

Unit of Service = 1 Event

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	300	2	1
2017-2018	300	2	1
2018-2019			
2019-2020	300	2	1

16. Title IIID/ Disease Prevention and Health Promotion

Unit of Service = 1 Contact Service Activities: Evidence-Based Health Promotion

All curriculums are established as evidence-based on the NCOA list of approved programs, including:

- A Matter of Balance
- Tai Chi Quan: Moving for Better Balance:
- **Title IIID/ Disease Prevention and Health Promotion:** Enter required program goal and objective numbers in the Title III D Service Plan Objective Table on the next page:

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	3000	1	1
2017-2018	3000	1	1
2018-2019			
2019-2020	1,000	1	1

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

2016–2020 Four-Year Planning Cycle

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. [OAA Section 712(a)(3),(5)]

Measures and Targets:

A. Complaint Resolution Rate (AAA Report, Part I.E, Actions on Complaints)

The average California complaint resolution rate for FY 2013-2014 was 73%.

1. FY 2014-2015 Baseline Resolution Rate:

Number of complaints resolved 194+ Number of partially resolved complaints 19 divided by the Total Number of Complaints Received 311 = Baseline Resolution Rate 68%

FY 2016-17 Target Resolution Rate 70%

2. FY 2015-2016 Baseline Resolution Rate:

Number of complaints resolved 184 + Number of partially resolved complaints 95 divided by the Total Number of Complaints Received 282 = Baseline Resolution Rate 99%

FY 2017-18 Target Resolution Rate 80%

3. FY 2016-2017 Baseline Resolution Rate:

Number of complaints resolved 139 + Number of partially resolved complaints 9 divided by the Total Number of Complaints Received 201 = Baseline Resolution Rate 74%

FY 2018-19 Target Resolution Rate 75%

4. FY 2017-2018 Baseline Resolution Rate:

Number of complaints resolved 154 + Number of partially resolved complaints 46 divided by the Total Number of Complaints Received 278 = Baseline Resolution Rate 72%

FY 2019-20 Target Resolution Rate 75%

Program Goals and Objective Numbers: 1,1

B. Work with Resident Councils (AAA Report, Part III.D.8)

1. FY 2014-2015 Baseline: number of Resident Council meetings attended <u>65</u> FY 2016-2017 Target: <u>30</u>
2. FY 2015-2016 Baseline: number of Resident Council meetings attended <u>47</u> FY 2017-2018 Target: <u>50</u>
3. FY 2016-2017 Baseline: number of Resident Council meetings attended <u>27</u> FY 2018-2019 Target: <u>50</u>
4. FY 2017-2018 Baseline: number of Resident Council meetings attended <u>31</u> FY 2019-2020 Target: <u>50</u>
Program Goals and Objective Numbers: <u>1,1</u>

C. Work with Family Councils (AAA Report, Part III.D.9)

1. FY 2014-2015 Baseline number of Family Council meetings attended <u>6</u> FY 2016-2017 Target: <u>5</u>
2. FY 2015-2016 Baseline number of Family Council meetings attended <u>3</u> FY 2017-2018 Target: <u>4</u>
3. FY 2016-2017 Baseline number of Family Council meetings attended <u>3</u> FY 2018-2019 Target: <u>4</u>
4. FY 2017-2018 Baseline number of Family Council meetings attended <u>14</u> FY 2019-2020 Target: <u>10</u>
Program Goals and Objective Numbers: <u>1,1</u>

D. Consultation to Facilities (AAA Report, Part III.D.4) Count of instances of ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <u>451</u> FY 2016-2017 Target: <u>451</u>
2. FY 2015-2016 Baseline: number of consultations <u>582</u> FY 2017-2018 Target: <u>500</u>
3. FY 2016-2017 Baseline: number of consultations <u>302</u> FY 2018-2019 Target: <u>500</u>
4. FY 2017-2018 Baseline: number of consultations <u>168</u> FY 2019-2020 Target: <u>500</u>
Program Goals and Objective Numbers: <u>1,1</u>

E. Information and Consultation to Individuals (AAA Report, Part III.D.5) 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. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <u>502</u> FY 2016-2017 Target: <u>550</u>
2. FY 2015-2016 Baseline: number of consultations <u>930</u> FY 2017-2018 Target: <u>700</u>
3. FY 2016-2017 Baseline: number of consultations <u>656</u> FY 2018-2019 Target: <u>700</u>
4. FY 2017-2018 Baseline: number of consultations <u>417</u> FY 2019-2020 Target: <u>700</u>
Program Goals and Objective Numbers: <u>1,1</u>

F. Community Education (AAA Report, Part III.D.10) 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.

1. FY 2014-2015 Baseline: number of sessions <u>12</u> FY 2016-2017 Target: <u>10</u>
2. FY 2015-2016 Baseline: number of sessions <u>12</u> FY 2017-2018 Target: <u>12</u>
3. FY 2016-2017 Baseline: number of sessions <u>14</u> FY 2018-2019 Target: <u>12</u>
4. FY 2017-2018 Baseline: number of sessions <u>22</u> FY 2019-2020 Target: <u>15</u>
Program Goals and Objective Numbers: <u>1,1</u>

G. Systems Advocacy

Systemic Advocacy Effort(s) for the current fiscal year FY 2019 –2020: The Solano Ombudsman will attend at least one elder abuse prevention training. Additionally, the Ombudsman will regularly participate in the local MDT and elder abuse prevention meetings to improve reporting of and response to elder abuse in licensed facilities.

Outcome 2. Residents have regular access to an Ombudsman. [(OAA Section 712(a)(3)(D), (5)(B)(ii))]

Measures and Targets:

A. Facility Coverage (other than in response to a complaint), (AAA Report, Part III.D.6)

<p>1. FY 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>10</u> divided by the total number of Nursing Facilities <u>11</u> = Baseline <u>91%</u> FY 2016-2017 Target: <u>90%</u></p>
<p>2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>8</u> divided by the total number of Nursing Facilities <u>11</u> = Baseline <u>73%</u> FY 2017-2018 Target: <u>90%</u></p>
<p>3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>7</u> divided by the total number of Nursing Facilities <u>9</u> = Baseline <u>78%</u> FY 2018-2019 Target:</p>
<p>4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>9</u> divided by the total number of Nursing Facilities <u>9</u> = Baseline <u>100%</u> FY 2019-2020 Target: <u>95%</u></p>
<p>Program Goals and Objective Numbers: <u>1,1</u></p>

B. Facility Coverage (other than in response to a complaint) (AAA Report, Part III.D.6)

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 2014-2015 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 38 divided by the total number of RCFEs 143 = Baseline 26.6% FY 2016-2017 Target: 40%
2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 94 divided by the total number of RCFEs 141 = Baseline 67% FY 2017-2018 Target: 68%
3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 18 divided by the total number of RCFEs 136 = Baseline 13% FY 2018-2019 Target:
4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 55 divided by the total number of RCFEs 129 = Baseline 43% FY 2019-2020 Target: 50%
Program Goals and Objective Numbers: 1,1

C. Number of Full-Time Equivalent (FTE) Staff (AAA Report Part III. B.2. - Staff and Volunteers)

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 hours 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 2014-2015 Baseline: 1.38 FTEs FY 2016-2017 Target: 2.3 FTEs
2. FY 2015-2016 Baseline: 2.3 FTEs FY 2017-2018 Target: 2.3 FTEs
3. FY 2016-2017 Baseline: 0.88 FTEs FY 2018-2019 Target: FTEs
4. FY 2017-2018 Baseline: 2.38 FTEs FY 2019-2020 Target: 2.3 FTEs
Program Goals and Objective Numbers: 1,1

D. Number of Certified LTC Ombudsman Volunteers (AAA Report Part III. B.2. – Staff and Volunteers)

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers <u>11</u> FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers <u>12</u>
2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers <u>8</u> FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers <u>10</u>
3. FY 2016-Baseline: Number of certified LTC Ombudsman volunteers <u>5</u> FY 2018-2017 2019 Projected Number of certified LTC Ombudsman volunteers <u>10</u>
4. FY 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers <u>3</u> FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers <u>10</u>
Program Goals and Objective Numbers: <u>1,1</u>

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA 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.

In 2019-2020, Ombudsman Program staff and volunteers will attend at least one NORS Consistency Training provided by the OSLTCO.

LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES

2016–2020 Four-Year Planning Cycle

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. [OAA Section 712(a)(3),(5)]

Measures and Targets:

A. Complaint Resolution Rate (AAA Report, Part I.E, Actions on Complaints)

The average California complaint resolution rate for FY 2013-2014 was 73%.

<p>1. FY 2014-2015 Baseline Resolution Rate:</p> <p>Number of complaints resolved 23+ Number of partially resolved complaints 36 divided by the Total Number of Complaints Received 77 = Baseline Resolution Rate 77%</p> <p>FY 2016-17 Target Resolution Rate 75%</p>
<p>2. FY 2015-2016 Baseline Resolution Rate: 77</p> <p>Number of complaints resolved 56 + Number of partially resolved complaints 82 divided by the Total Number of Complaints Received 180= Baseline Resolution Rate 77%</p> <p>FY 2017-18 Target Resolution Rate 75%</p>
<p>3. FY 2016-2017 Baseline Resolution Rate:</p> <p>Number of complaints resolved 78 + Number of partially resolved complaints 94 divided by the Total Number of Complaints Received 207 = Baseline Resolution Rate 83%</p> <p>FY 2018-19 Target Resolution Rate %</p>
<p>4. FY 2017-2018 Baseline Resolution Rate:</p> <p>Number of complaints resolved 93 + Number of partially resolved complaints 22 divided by the Total Number of Complaints Received 163 = Baseline Resolution Rate 70%</p> <p>FY 2019-20 Target Resolution Rate 75%</p>
<p>Program Goals and Objective Numbers: 1,1</p>

1. FY 2014-2015 Baseline: number of Resident Council meetings attended <u>14</u> FY 2016-2017 Target: <u>15</u>
2. FY 2015-2016 Baseline: number of Resident Council meetings attended <u>41</u> FY 2017-2018 Target: <u>15</u>
3. FY 2016-2017 Baseline: number of Resident Council meetings attended <u>35</u> FY 2018-2019 Target: <u>15</u>
4. FY 2017-2018 Baseline: number of Resident Council meetings attended <u>45</u> FY 2019-2020 Target: <u>40</u>
Program Goals and Objective Numbers: <u>1,1</u>

B. Work with Resident Councils (AAA Report, Part III.D.8)

C. Work with Family Councils (AAA Report, Part III.D.9) No family Councils exist as of May 2016

1. FY 2014-2015 Baseline number of Family Council meetings attended <u>3</u> FY 2016-2017 Target: <u>0</u>
2. FY 2015-2016 Baseline number of Family Council meetings attended <u>1</u> FY 2017-2018 Target: <u>1</u>
3. FY 2016-2017 Baseline number of Family Council meetings attended <u>2</u> FY 2018-2019 Target: <u>1</u>
4. FY 2017-2018 Baseline number of Family Council meetings attended <u>1</u> FY 2019-2020 Target: <u>2</u>
Program Goals and Objective Numbers: <u>1,1</u>

D. Consultation to Facilities (AAA Report, Part III.D.4) Count of instances of ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <u>331</u> FY 2016-2017 Target: <u>350</u>
2. FY 2015-2016 Baseline: number of consultations <u>266</u> FY 2017-2018 Target: <u>350</u>
3. FY 2016-2017 Baseline: number of consultations <u>398</u> FY 2018-2019 Target: <u>400</u>
4. FY 2017-2018 Baseline: number of consultations <u>185</u> FY 2019-2020 Target: <u>350</u>
Program Goals and Objective Numbers: <u>1,1</u>

E. Information and Consultation to Individuals (AAA Report, Part III.D.5) 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. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <u>653</u> FY 2016-2017 Target: <u>700</u>
2. FY 2015-2016 Baseline: number of consultations <u>975</u> FY 2017-2018 Target: <u>700</u>
3. FY 2016-2017 Baseline: number of consultations <u>1039</u> FY 2018-2019 Target: <u>700</u>
4. FY 2017-2018 Baseline: number of consultations <u>576</u> FY 2019-2020 Target: <u>700</u>
Program Goals and Objective Numbers: <u>1,1</u>

F. Community Education (AAA Report, Part III.D.10) 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.

1. FY 2014-2015 Baseline: number of sessions <u>32</u> FY 2016-2017 Target: <u>35</u>
2. FY 2015-2016 Baseline: number of sessions <u>32</u> FY 2017-2018 Target: <u>35</u>
3. FY 2016-2017 Baseline: number of sessions <u>7</u> FY 2018-2019 Target: <u>35</u>
4. 2017-2018 Baseline: number of sessions <u>5</u> FY 2019-2020 Target: <u>35</u>
Program Goals and Objective Numbers: <u>1,1</u>

G. Systems Advocacy

In the box below, in narrative format, provide at least one new priority systemic advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. If the systemic advocacy effort is a multi-year initiative, provide a systemic advocacy objective that explains progress made in the initiative during the prior fiscal year and identifies specific steps to be taken during the upcoming fiscal year. A new effort or a statement of progress made and goals for the upcoming year must be entered each year of the four-year cycle.

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 promote person-centered care and reduce the use of anti-psychotics, 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.

<p>Systemic Advocacy Effort(s) for the current fiscal year FY 2019 – 2020:</p> <p>The Napa Ombudsman will attend at least one elder abuse prevention training. Additionally, the Ombudsman will regularly participate in the local EAPPC (Elder Abuse Prevention and Planning Council) to improve reporting of and response to elder abuse in licensed facilities.</p>

Outcome 2. Residents have regular access to an Ombudsman. [(OAA Section 712(a)(3)(D), (5)(B)(ii)]

Measures and Targets:

A. Facility Coverage (other than in response to a complaint), (AAA Report, Part III.D.6)

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 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>4</u> divided by the total number of Nursing Facilities <u>7</u> = Baseline <u>57%</u> FY 2016-2017 Target: <u>75%</u>
2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>5</u> divided by the total number of Nursing Facilities <u>6</u> = Baseline <u>84%</u> FY 2017-2018 Target: <u>75%</u>
3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>5</u> divided by the total number of Nursing Facilities <u>6</u> = Baseline <u>83%</u> FY 2018-2019 Target:
4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>5</u> divided by the total number of Nursing Facilities <u>6</u> = Baseline <u>84%</u> FY 2019-2020 Target: <u>75%</u>
Program Goals and Objective Numbers: <u>1,1</u>

B. Facility Coverage (other than in response to a complaint) (AAA Report, Part III.D.6)

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 2014-2015 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>5</u> divided by the total number of RCFEs <u>41</u> = Baseline <u>12%</u> FY 2016-2017 Target: <u>50</u> %
2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>21</u> divided by the total number of RCFEs <u>51</u> = Baseline <u>42</u> % FY 2017-2018 Target: <u>50</u> %
3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>27</u> divided by the total number of RCFEs <u>38</u> = Baseline <u>71</u> % FY 2018-2019 Target: <u>50</u>
4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>22</u> divided by the total number of RCFEs <u>38</u> = Baseline <u>58</u> % FY 2019-2020 Target: <u>50</u> %
Program Goals and Objective Numbers: <u>1,1</u>

C. Number of Full-Time Equivalent (FTE) Staff (AAA Report Part III. B.2. - Staff and Volunteers)

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 hours 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 2014-2015 Baseline: <u>2.3</u> FTEs FY 2016-2017 Target: <u>2.3</u> FTEs
2. FY 2015-2016 Baseline: <u>1.71</u> FTEs FY 2017-2018 Target: <u>2.3</u> FTEs
3. FY 2016-2017 Baseline: <u>2.71</u> FTEs FY 2018-2019 Target: <u>2.3</u> FTEs
4. FY 2017-2018 Baseline: <u>2.24</u> FTEs FY 2019-2020 Target: <u>2.3</u> FTEs

Program Goals and Objective Numbers: 1,1

D. Number of Certified LTC Ombudsman Volunteers (AAA Report Part III. B.2. – Staff and Volunteers)

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers 6
FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers 6

2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers 9
FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers 9

3. FY 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers 6
FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers 6

4. FY 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers 9
FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers 10

Program Goals and Objective Numbers: 1,1

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA Section 712(c)]

Measures and Targets:

In FY2019-2020, the N/S AAA will work with the successful contract provider for the Napa Ombudsman program to attend at least one NORS Consistency Training provided by the OSLTCO

TITLE VIIA ELDER ABUSE PREVENTION

SERVICE UNIT PLAN OBJECTIVES

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

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

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

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

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

- **Public Education Sessions** –Indicate the total number of projected education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.

- **Training Sessions for Professionals** –Indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.

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

- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** –Indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers, and other agencies involved in the protection of elder and dependent adults from abuse, neglect, and exploitation.

- **Educational Materials Distributed** –Indicate the type and number of educational materials to be distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Number of Individuals Served** –Indicate the total number of individuals expected to be reached by any of the above activities of this program.

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is:

To Be Determined after the Ombudsman RFP is completed

Fiscal Year	Total # of Public Education Sessions
2016-2017	5
2017-2018	4
2018-2019	
2019-2020	TBD

Fiscal Year	Total # of Training Sessions for Professionals
2016-2017	0
2017-2018	N/A
2018-2019	
2019-2020	TBD

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2016-2017	NA
2017-2018	NA
2018-2019	
2019-2020	TBD

Fiscal Year	Total # of Hours Spent Developing A Coordinated System
2016-2017	12
2017-2018	NA
2018-2019	
2019-2020	TBD

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2016-2017	500	Solano County LTC Ombudsman Brochures
	250	Elder Abuse Information Sheets
2017-2018	500	“Schemes, Scams and Frauds” booklets
2018-2019		
2019-2020	TBD	

Fiscal Year	Total Number of Individuals Served
2016-2017	2000
2017-2018	2000
2018-2019	
2019-2020	TBD

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is:

To Be Determined after the Ombudsman RFP is completed

Fiscal Year	Total # of Public Education Sessions
2016-2017	4
2017-2018	4
2018-2019	
2019-2020	TBD

Fiscal Year	Total # of Training Sessions for Professionals
2016-2017	5
2017-2018	N/A
2018-2019	
2019-2020	TBD

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2016-2017	NA
2017-2018	NA
2018-2019	NA
2019-2020	TBD

Fiscal Year	Total # of Hours Spent Developing A Coordinated System
2016-2017	12
2017-2018	NA
2018-2019	25
2019-2020	TBD

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2016-2017	1000	Napa LTC Ombudsman Brochure
2017-2018	200/1000	Elder Fraud Brochure "Schemes, Scams and Frauds"/Elder Abuse Awareness materials
2018-2019		
2019-2020	TBD	

Fiscal Year	Total Number of Individuals Served
2016-2017	2000
2017-2018	2000
2018-2019	
2019-2020	TBD

TITLE III E SERVICE UNIT PLAN OBJECTIVES

PSA 28

CCR Article 3, Section 7300(d)

2012–2016 Four-Year Planning Period

This Service Unit Plan (SUP) uses the five broad federally-mandated service categories defined in PM 11-11. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 1, 2011 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

Direct and/or Contracted III E Services

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 12 Total est. audience for above: 20	1	1
2017-2018	# of activities: 12 Total est. audience for above: 20	1	1
2018-2019	# of activities: 12 Total est. audience for above: 20		
2019-2020	# of activities: 12 Total est. audience for above: 20	1	1
Access Assistance	Total contacts		
2016-2017	500	1	1
2017-2018	500	1	1
2018-2019			
2019-2020	1000	1	1

Access Assistance	Total contacts		
Support Services	Total hours		
2016-2017	500	1	1
2017-2018	500	1	1
2018-2019			
2019-2020	385	1	1
Respite Care	Total hours		
2016-2017	500	1	1
2017-2018	500	1	1
2018-2019			
2019-2020	600	1	1

Supplemental Services	Total occurrences		
2016-2017	200	1	1
2017-2018	200	1	1
2018-2019			
2019-2020	200	1	1

Direct and/or Contracted III E Services

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 6 Total est. audience for above: 15	1	1
2017-2018	# of activities: 6 Total est. audience for above: 15	1	1
2018-2019	# of activities: Total est. audience for above:		
2019-2020	# of activities: 3 Total est. audience for above: 20	1	1

Grandparent Services	<i>Proposed</i>	<i>Required</i>	<i>Optional</i>
Caring for Children	Units of Service	Goal #(s)	Objective #(s)
Access Assistance	Total contacts		
2016-2017	20	1	1
2017-2018	20	1	1
2018-2019			
2019-2020	40	1	1
Support Services	Total hours		
2016-2017	60	1	1
2017-2018	60	1	1
2018-2019	60		
2019-2020	N/A	1	1
Respite Care	Total hours		
2016-2017	400	1	1
2017-2018	400	1	1
2018-2019			
2019-2020	500	1	1
Supplemental Services	Total occurrences		
2016-2017	24	1	1
2017-2018	24	1	1
2018-2019			
2019-2020	N/A	1	1

**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 N/S 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/ProgramsProviders/AAA/Planning/>.

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.

HICAP Legal Services Units of Service (if applicable) ⁴

Fiscal Year (FY)	3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal Numbers
2016-2017		
2017-2018		
2018-2019		
2019-2020	n/a	

Fiscal Year (FY)	3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	Goal Numbers
2016-2017		
2017-2018		
2018-2019		
2019-2020	n/a	

Fiscal Year (FY)	3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	Goal Numbers
2016-2017		
2017-2018		
2018-2019		

⁴ Requires a contract for using HICAP funds to pay for HICAP Legal Services.

2019-2020	n/a	
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SECTION 11. COMMUNITY FOCAL POINTS LIST

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c), OAA 2006
306(a)

Designated Community Focal Point	Address
Comprehensive Services for Older Adults	650 Imperial Way, Suite 101 Napa, CA 94559
American Canyon Senior Center	2185 Elliot Dr. American Canyon, CA 94503
Napa Senior Center	1500 Jefferson St., Napa, CA 94559
St. Helena Senior Center (Rianda House)	1475 Main St., St. Helena, CA 94574
Benicia Senior Center	1201 East 2 nd Street, Benicia, CA 94510
Florence Douglas Senior Center (Vallejo)	333 Amador St., Vallejo, CA 94590
Suisun Senior Center	318 Merganser Dr., Suisun, CA 94585
Fairfield Senior Center	1200 Civic Center Dr. Fairfield, CA
Vacaville Senior Center (McBride)	91 Town Square Pl, Vacaville, CA
Dixon Senior Center	201 S. 5th St. Dixon, CA 95620
Rio Vista Senior Center	25 Main St., Rio Vista, CA 94571

SECTION 12. DISASTER PREPAREDNESS

Disaster Preparation Planning Conducted for the 2016-2020 Planning Cycle OAA Title III, Sec. 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P)

1. Describe how the AAA coordinates its disaster preparedness plans and activities with local emergency response agencies, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response as required in OAA, Title III, Section 310:
 Coordination occurs through participation in regular disaster preparedness and disaster response planning activities by Napa County’s Emergency Services Department, Solano County’s Office of Emergency Services and other local emergency response efforts.
2. Identify each of the local Office of Emergency Services (OES) contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster (add additional information as needed for each OES within the PSA):

Name	Title	Telephone	Email
Brian Henricken	EMS Administrator Napa County	Office: 707-253-4341 Cell: 707-363-6221	Brian.Henricksen@countyofnapa.org
Don Ryan	OES Manager Solano County	Office: 707-784-8155 Cell: 707-580-5919	DRyan@solanocounty.org

3. Identify the Disaster Response Coordinator within the AAA:

Elaine Clark	AAA Program Manager	Office: 707-784-8792 Cell: 707-372-5039	eclark@solanocounty.com
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4. List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered?

Critical Services

How Delivered?

<p>A. Information and coordination with service providers, partners and emergency response agencies, community focal points, and others.</p>	<p>A. Emergency coordination systems developed through N/A AAA's participation in local emergency response plans in both counties in the PSA.</p>
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5. List any agencies with which the AAA has formal emergency preparation or response agreements.

County agencies are a part of the formal emergency plans for each county in the PSA. This includes the Solano County Department of Health and Social Services and the Napa County Health and Human Services Agency.

6. Describe how the AAA will: Identify vulnerable populations and follow-up with these vulnerable populations after a disaster event.

The N/S AAA will identify vulnerable populations both through its ongoing planning process and needs assessment. Coordination will be established with local emergency response agencies and the N/S AAA's service provider contractors and partners. Follow-up post-disaster will occur as specified in the N/S AAA's Emergency Action Plan and as specified in emergency response plans developed by Napa and Solano Counties to include AAA services.

2016-2020 Four-Year Planning Cycle

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

The CCR, Article 3, Section 7312, requires the N/S 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 N/S AAA through the planning process. The minimum percentages of applicable Title III B funds⁵ 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 2016-17 through FY 2019-20

Access:

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

2016-17 31.8 % 17-18 31.8 % 18-19 31.8 % 19-20 31.8 %

In-Home Services:

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting

2016-17 10.5 % 17-18 10.5 % 18-19 10.5 % 19-20 10.5 %

Legal Assistance Required Activities:⁶

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

2016-17 10.5 % 17-18 10.5 % 18-19 10.5 % 19-20 10.5 %

⁵ 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 N/S AAA does not intend to fund.

⁶ Legal Assistance must include all of the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

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

The allocations are determined through the N/S AAA's ongoing needs assessment and planning process, community forums and public hearings, and through discussions with the Advisory Council and the Oversight Board. The N/S AAA will review the allocations as reflected in the needs assessment and planning process for the new planning cycle.

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

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

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

Check applicable direct services

Check each applicable Fiscal Year

Title IIIB	16-17	17-18	18-19	19-20
<input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Case Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Outreach	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Program Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Coordination	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Long-Term Care Ombudsman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIID	16-17	17-18	18-19	19-20
<input checked="" type="checkbox"/> Disease Prevention and Health Promo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IIIE ⁷	16-17	17-18	18-19	19-20
<input checked="" type="checkbox"/> Information Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Access Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁷ Refer to PM 11-11 for definitions of Title III E categories.

<input checked="" type="checkbox"/> Support Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title VIIA	16-17	17-18	18-19	19-20
<input checked="" type="checkbox"/> Long-Term Care Ombudsman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title VII	16-17	17-18	18-19	19-20
<input checked="" type="checkbox"/> Prevention of Elder Abuse, Neglect and Exploitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

The N/S AAA utilizes its planning and needs assessment processes, as described in Sections 4 and 5, to ensure target populations are served. For FY 2019-2020, the new Oversight Board and Advisory Council will focus on assuring the PSA planning includes the evaluation and inclusion of target populations.

SECTION 15. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 28

Older Americans Act, 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.

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

Identify Service Category: _____

Check applicable funding source:⁸

- 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.

- 2016-17 2017-18 2018-19 2019-20

Justification: Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service⁹ : _____

¹¹ Section 15 does not apply to Title V (SCSEP).

¹² For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs are in agreement.

**GOVERNING BOARD MEMBERSHIP
2016-2020 Four-Year Area Plan Cycle**

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

Total Number of Board Members: 7

Name and Title of Officers: Office Term Expires:

Solano County Supervisor Monica Brown, Chair	12/2019 (11/2022)
Napa County Supervisor Brad Wagenknecht, Vice-Chair	12/2019 (11/2022)

Names and Titles of All Members: Board Term Expires:

Napa City Council Liz Alessio	12/2022
Benicia Mayor Elizabeth Patterson	11/2022
Heather Stanton (Napa 60+)	12/2024
Steve Sillen (Solano 60+)	12/2024
Xavia Hendriksz (Napa Member At Large)	12/2024
ALTERNATES	
Napa Board of Supervisors Ryan Gregory	11/2022
Solano Board of Supervisors Erin Hannigan	11/2022
Napa City Council David Oro	12/2022
Vallejo Mayor Bob Sampayan	11/2022
Delphine Metcalf-Foster (Solano 60+)	12/2024
Wallace Pierce (Solano Member at Large)	12/2024
Beatryce Clark (Solano Member at Large)	12/2024
Vacant (Napa 60 +)	
Vacant (Napa Member at Large)	

SECTION 17. ADVISORY COUNCIL

PSA 28

**ADVISORY COUNCIL MEMBERSHIP
2016-2020 Four-Year Planning Cycle**

OAA 2006 306(a)(6)(D)

45 CFR, Section 1321.57

CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies) 16

Number of Council Members over age 60 8

Race/Ethnic Composition	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
White	<u>58%</u>	_____
Hispanic	<u>11%</u>	_____
Black	<u>9%</u>	_____
Asian/Pacific Islander	<u>16%</u>	_____
Native American/Alaskan Native	<u>1%</u>	_____
Other	<u>5%</u>	_____

Name and Title of Officers:

Office Term Expires:

To be determined. Information will be submitted when Advisory members are appointed.	

Name and Title of other members:

Office Term Expires:

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

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

Explain any "No" answer(s): _____

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

Community members apply for membership on the Napa/Solano Area Agency on Aging Advisory Council to the AAA. Each County Board of Supervisors shall appoint half (8) of the members. Prior to Board of Supervisors action, the AAA staff will review the proposed appointments to the Advisory Council to ensure that each county’s appointments meet the representation requirements.

2016-2020 Four-Year Area Planning Cycle

This section must be completed and submitted annually. The Older Americans Act of 1965, as amended (OAA), designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)] ¹⁰ 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 (PM 05-19)

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

The mission of the legal services supported by the AAA is to ensure due process and equal protection of the law by providing low income and vulnerable older adults in Napa and Solano Counties with access to high-quality, effective legal services.

2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? 10.5%

3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

There has been a significant change in the local needs due to the increasing number of older adults seeking legal assistance and the decreased funding and increased competitiveness for limited resources. In Napa County, due to the scarcity and increased cost of housing, more older adults are seeking legal assistance against evictions from their homes and apartments, especially those with cognitive impairment who are being targeted for eviction. In addition to helping with housing issues on an individual basis, Bay Area Legal Aid staff also participate in addressing broader community legal issues impacting older adults.

Solano County is also impacted by the increased cost of housing. Low income older adults cannot access previously traditionally lower cost housing. Rent increases and evictions are common. Even those older adults with housing vouchers cannot find affordable housing because the market rents exceed levels allowed by the local subsidized housing regulations. Often it is difficult or impossible for displaced older people to find suitable replacement housing including those that live in mobile home parks. Community advocacy for older adults housing issues is also included in legal services. The need for legal services continues to increase especially as there are more older adults who have been victims of financial elder abuse and exploitation.

¹⁰ For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or chisorom.okwuosa@aging.ca.gov

4. Specific to Legal Services, does the N/S 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.
5. Does the N/S AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so, what are the top four (4) priority legal issues in your PSA?

The N/S AAA coordinates with the legal service providers to establish priority issues. For FY 2019-2020, the priority issues will continue to be housing, elder financial abuse/fraud, community education and awareness, and advocating for additional legal services resources.

6. Specific to Legal Services, does the N/S AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA **AND** what mechanism is used for reaching the target population?

The AAA collaborates with legal service providers to target low-income, minority and isolated older adults. Outreach to older adults occurs through education and awareness at community workshops and legal advice clinics, as well as providing on-site legal assistance and home visits when necessary. I&A providers also refer callers to Legal Services when indicated.

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

The target population is low-income, minority and isolated older adults. Both providers use a variety of mechanisms for reaching out to seniors in providing related legal services as stated in #6. I&A providers also refer callers to Legal Services when indicated.

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

Fiscal Year	# of Legal Assistance Services Providers
2016-2017	2
2017-2018	2
2018-2019	2
2019-2020	2

9. Does your PSA have a hotline for legal services?

Both providers have staff available to respond to hotline callers.

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

Both providers offer ongoing community education and assistance focused on older adults at various locations that are accessible and convenient. Regularly scheduled legal clinics are also held to offer support around legal rights.

Legal services staff participate with other community organizations working with diverse populations to increase awareness of legal services and resources.

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

Fiscal Year	Name of Provider	Geographic Region covered
2016-2017	a. Legal Services of Northern California b. Bay Area Legal Aid	a. Solano County b. Napa County
2017-2018	A. Legal Services of Northern California B. Bay Area Legal Aid	a. Solano County b. Napa County
2018-2019	A. Legal Services of Northern California B. Bay Area Legal Aid	a. Solano County b. Napa County
2019-2020	A. Legal Services of Northern California B. Bay Area Legal Aid	a. Solano County b. Napa County

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

Services through outreach clinics and community education. Additionally, older adults are referred to legal services through I&A and case management as well as other AAA funded services.

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

Housing and housing-related concerns are the main legal issue that older adults require legal services to address. In addition, elder financial abuse and fraud are frequently the impetus for legal intervention. Advance directives and other end-of-life planning issues are another area of need.

14. In the past four years, has there been a change in the types of legal issues handled by the Title IIIB legal provider(s) in your PSA?

As stated, housing and evictions are increasing as legal concerns in both counties. Elder abuse, financial abuse, frauds and scams are also increasingly prevalent. These legal concerns are critical to address in order to support older adults retaining their independence.

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

There are three main issues that are barriers to accessing legal assistance. First, there is lack of knowledge or information about affordable legal resources. This will be addressed through increased outreach and publicity by the Legal Services providers. Another issue is transportation and/or the need for home visits. The Legal Service providers will document these needs so that the AAA can evaluate solutions to access for older adults in need of legal services. The overarching issue is the demand for service and limited resources that are available. The AAA will work with the Legal Services providers to identify partnerships and potential grant funding from non-AAA resources for additional legal services for older adults.

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

The Legal Services providers coordinate with other relevant resources and organizations in both counties to address the disparity of social justice. The AAA will convene a roundtable discussion to identify additional partnerships and solutions to the need for legal services for older adults in both counties.

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

SECTION 20. FAMILY CAREGIVER SUPPORT PROGRAM

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

2016–2020 Four-Year Planning Cycle

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

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

Family Caregiver Services

Category	2016-2017	2017-2018	2018-2019	2019-2020
Family Caregiver Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Supplemental Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract

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

Grandparent Services

Category	2016-2017	2017-2018	2018-2019	2019-2020
Grandparent Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Grandparent Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Grandparent Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Grandparent Supplemental Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract

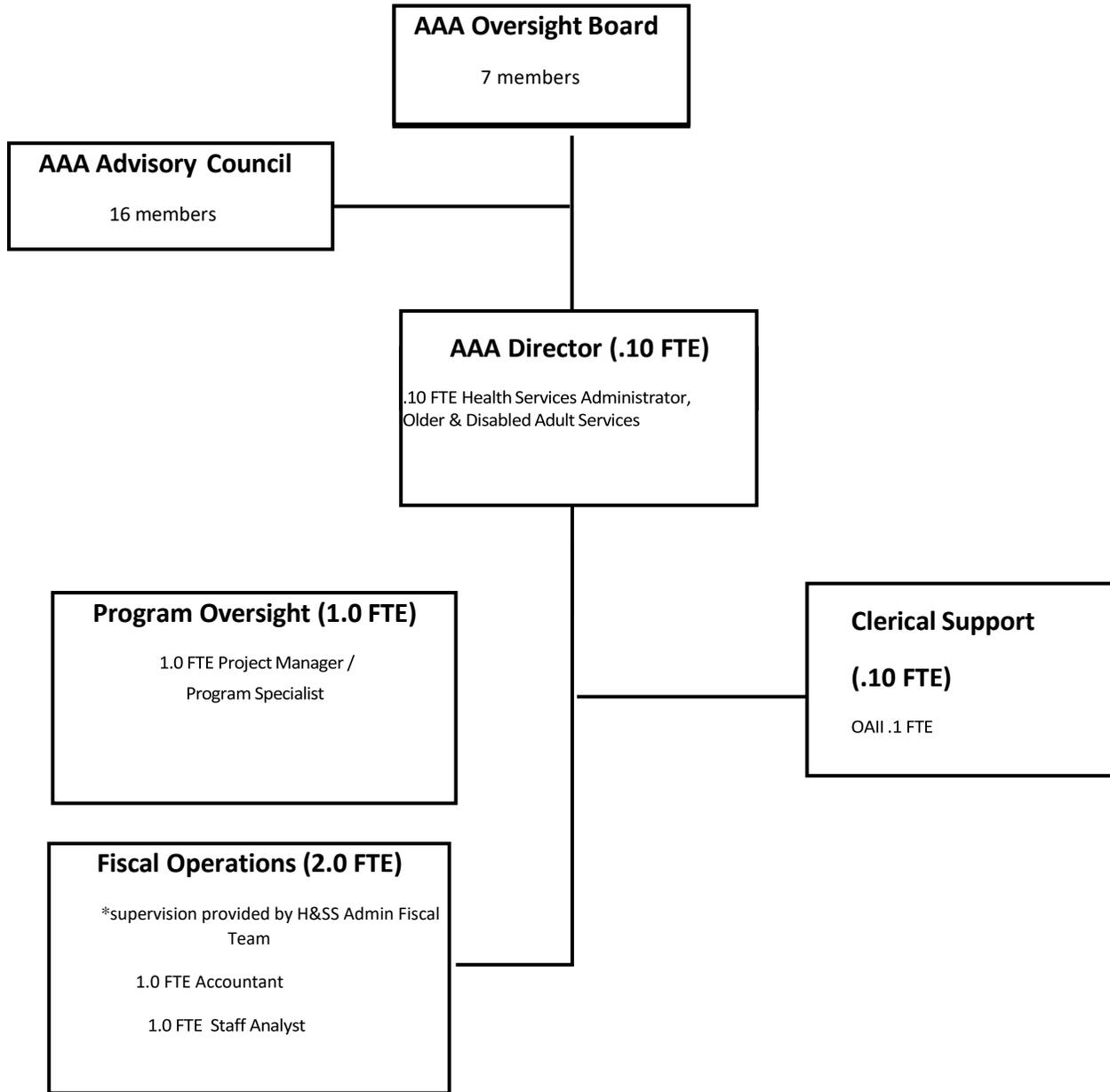
*Refer to PM 11-11 for definitions for the above Title III E categories.

Justification:

During FY 2019-2020 the N/S AAA will explore potential providers or partners for the III E Grandparent Services. At the present time, the III E providers are implementing new contracts and/or new services as the historic AAA was the direct provider of III E services. One new service provider has limited capacity to include III E Grandparent Services at this time. The Oversight Board, Advisory Council and staff will include III E Grandparent Services in the Needs Assessment to determine next steps in expanding these services to the community.

SECTION 21. ORGANIZATION CHART

Napa/Solano Area Agency on Aging



SECTION 22. ASSURANCES

Pursuant to the Older Americans Act Amendments of 2006 (OAA), the Area Agency on Aging assures that it will:

A. Assurances

1. OAA 306(a)(2)

Provide an adequate proportion, as required under OAA 2006 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

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

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

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;

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

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

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

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area;

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

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

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

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

Use outreach efforts that —

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance;

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

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

7. OAA 306(a)(5)

Coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

8. OAA 306(a)(9)

Carry out the State Long-Term Care Ombudsman program under OAA 2006 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

9. OAA 306(a)(11)

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

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

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

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

Not give preference in receiving services to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

12. 306(a)(15)

Funds received under this title will be used—

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in OAA 2006 306(a)(4)(A)(i); and

(B) in compliance with the assurances specified in OAA 2006 306(a)(13) and the limitations specified in OAA 2006 212;

B. Additional Assurances:

Requirement: OAA 305(c)(5)

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

Requirement: OAA 307(a)(7)(B)

(i) no individual (appointed or otherwise) involved in the designation of the State agency or an area agency on aging, or in the designation of the head of any subdivision of the State agency or of an area agency on aging, is subject to a conflict of interest prohibited under this Act;

(ii) no officer, employee, or other representative of the State agency or an area agency on aging is subject to a conflict of interest prohibited under this Act; and

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

Requirement: OAA 307(a)(11)(A)

(i) enter into contracts with providers of legal assistance, which can demonstrate the experience or capacity to deliver legal assistance;

(ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership

of local governing boards) as determined appropriate by the Assistant Secretary; and

(iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

Requirement: OAA 307(a)(11)(B)

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

Requirement: OAA 307(a)(11)(D)

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

Requirement: OAA 307(a)(11)(E)

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

Requirement: OAA 307(a)(12)(A)

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

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

Requirement: OAA 307(a)(15)

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

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

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

(i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and

(ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to consider effective linguistic and cultural differences.

Requirement: OAA 307(a)(18)

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

(A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;

(B) are patients in hospitals and are at risk of prolonged institutionalization; or

(C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

Requirement: OAA 307(a)(26)

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

Requirement: OAA 307(a)(27)

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

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

CFR [1321.53(a)(b)]

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

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

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

(2) Provide a range of options:

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

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

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

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

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

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

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

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

CFR [1321.53(c)]

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

CFR [1321.53(c)]

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

CFR [1321.53(c)]

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

CFR [1321.53(c)]

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

CFR [1321.61(b)(4)]

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

CFR [1321.61(d)]

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

CFR [1321.69(a)]

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