

Contra Costa County



Area Agency on Aging 2015-2016 Area Plan Update

Submitted by

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Executive Director of the Employment and Human
Services Department of Contra Costa County

PSA #07

TABLE OF CONTENTS

Transmittal Letter (Will submit upon receipt of Board signatures)	3
Area Plan Update Checklist	4

PART ONE: DESCRIPTION OF RELEVANT CHANGES

Narrative Description of Changes	5
Section 7: Public Hearing	6

PART TWO: GOALS AND OBJECTIVES

Updated Goals and Objectives.....	7
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PART THREE: SERVICE UNIT OBJECTIVES

Title III/VII	21
Ombudsman <u>Outcomes</u>	27
Title VIIB.....	33
Title III E	35
Health Insurance Counseling Advocacy Program	38

PART FOUR: SECTIONS 11-20

Section 12: Disaster Preparedness	42
Section 14: Notice of Intent to Provide Direct Services.....	44
Section 17: Advisory Council.....	45
Section 18: Legal Assistance.....	48
Section 20: Family Caregiver Support	51
Section 21: FY 14-15 Area Agency on Aging Organizational Chart	53

**TRANSMITTAL LETTER
Area Plan Update
2015-20156**

AAA Name: Contra Costa County Area Agency on Aging

PSA 7

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. Supervisor John Gioia

Signature: Governing Board Chair ¹

Date

2. Gerald Richards

Signature: Advisory Council Chair

Date

3. Kathy Gallagher

Signature: Executive Director of the
Employment and Human Services Department
Contra Costa County, PSA 7

Date

¹ Original signatures or official signature stamps are required.

FY 2015-2016 AREA PLAN UPDATE (APU) CHECKLIST
(Revised October 2014)

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included
	➤ <i>Update/Submit A) through F) ANNUALLY:</i>	
n/a	A) Transmittal Letter —(requires <i>hard copy</i> with original ink signatures or official signature stamp- no photocopies)	<input 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"/>
10	F) Service Unit Plan (SUP) Objectives and Long Term Care Ombudsman Program Measures and Targets	<input checked="" type="checkbox"/>
	➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2012/16 Area Plan:</i>	Mark Changed/Not Changed (C or N/C)
		C N/C
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/> <input checked="" type="checkbox"/>
5	Needs Assessment ¹	<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 III B-Funded Programs	<input checked="" type="checkbox"/> <input type="checkbox"/>
9	• Title III B-Transportation	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title III B-Funded Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/> <input type="checkbox"/>
9	• Title III B/VIIA-Long-Term Care Ombudsman/Elder Abuse Prevention Program	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title III C-1	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title III C-2	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title III D	<input checked="" type="checkbox"/> <input type="checkbox"/>
20	• Title III E-Family Caregiver Support Program	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• Title V-SCSEP Program	<input type="checkbox"/> <input checked="" type="checkbox"/>
9	• HICAP Program	<input checked="" type="checkbox"/> <input type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input type="checkbox"/> <input checked="" type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/> <input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/> <input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/> <input type="checkbox"/>
18	Legal Assistance	<input checked="" type="checkbox"/> <input type="checkbox"/>
21	Organizational Chart(s)	<input checked="" type="checkbox"/> <input type="checkbox"/>

¹ Prior to the development of the 2016/2020 Area Plan, at least one Needs Assessment must be conducted.

PART ONE: NARRATIVE DESCRIPTION OF CHANGES

In FY 2015-2016, Contra Costa County Area Agency on Aging (AAA) will continue to focus on expanding healthy aging and emergency preparedness services for seniors. The AAA will provide funds to support programs that help seniors live healthier and more active lifestyles. Also, to help keep seniors safe in times of emergencies, survival kits will be distributed and outreach activities on disaster preparedness will be presented. Additionally, a new needs assessment will be conducted with both consumers and providers of services.

Healthy Aging

This past year the AAA invited proposal for the delivery of Title IID evidence based health promotion services. Through this process, the AAA is contracting with a community service provider for fall prevention services.

Additionally, funding from Supplemental Nutrition Assistance Program Nutrition Education and Obesity Prevention (SNAP-Ed) has been allocated to the AAA to administer exercise and nutrition programs for low-income seniors. Exercise and good nutrition are the cornerstones of good health. The AAA is excited to contract with a community service provider to offer an evidence-based exercise program, Tai Chi for Better Balance, along with nutrition education to help seniors achieve and maintain optimal health.

Emergency Preparedness

Natural or man-made disasters can strike quickly and without warning. It is important to be prepared in order to protect property and more importantly, personal safety. The AAA sponsored a large event in Central County and delivered disaster kits to participants. Due the success of that event, the AAA is planning to sponsor a similar Disaster Preparedness Event in early 2016 in East County to help seniors and adults with disabilities to be prepared. There will be a panel presentation from representatives of the American Red Cross, Contra Costa County Office of Emergency Services, City of Concord Community Emergency Response Team (CERT), and the AAA. Again, emergency survival kits will be distributed to the attendees.

Following the Disaster Preparedness Event in 2015, the AAA has continued to reach out to the seventeen senior center congregate meal sites, assisted living facilities, senior housing projects, community centers, LGBT senior community, and other interested groups to provide disaster preparedness education. The AAA developed a Power Point presentation to go over disaster preparedness with seniors. The Power Point presentation is made available to interested organizations for use in educating their staff and/or clients. The Advisory Council on Aging has also received the same disaster preparedness presentation and also received disaster survival 'car kits.'

Conclusion

With the exception of SNAP-ED, the expansion of healthy aging and emergency preparedness services does not come with new funding. The AAA has been operating with budgets that have gotten progressively smaller. In fact, cuts to Older Americans Act programs, stemming from the 2013 sequester, challenge AAAs nationwide to meet the rapidly growing needs of seniors. County Welfare Directors across California as well as constituent groups are now continuing to advocate heavily for the restoration of the Older Californians Act, which funded community-based programs that provide seniors with meals, home visits, respite care, caregiver support, case management, and other critical supports. Additionally, the AAA is encouraging our Advisory Council and senior legislators to research the proposition process in California for possible future funding for critical senior services.

SECTION 7. PUBLIC HEARINGS

PSA 7

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
2012-13	March 21, 2012	500 Ellinwood Way, Pleasant Hill, CA 94523	44	no	no
2013-14	March 20, 2013	500 Ellinwood Way, Pleasant Hill, CA 94523	28	no	no
2014-15	March 19, 2014	500 Ellinwood Way, Pleasant Hill, CA 94523	30	no	no
2015-16	March 18, 2015	500 Ellinwood Way, Pleasant Hill, CA 94523	50	no	no

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

- Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.**
 - Posting of notices in County buildings and websites and emails to Advisory Council members and constituent groups.
 - Outreach to individuals and agencies in AAA's Aging Network, which includes representatives from skilled nursing facilities and older adults who are homebound and/or disabled.
- Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?**
 - ☒ Yes. Go to question #3
 - ☐ Not applicable, PD and C funds are not used. Go to question #4
- Summarize the comments received concerning proposed expenditures for PD and C:**

In general, there was agreement in the services provided. Some participants discussed the need for more case management services in general, in the community and for an ongoing effort for case coordination. There was no disagreement with the Plan for PD and C or services provided.
- Attendees were provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services**
 - ☒ Yes. Go to question #5
 - ☐ No, Explain:
- Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services.**

No comments received regarding adequate proportion.
- List any other issues discussed or raised at the public hearing**
- Note any changes to the Area Plan which were a result of input by attendees.**

No changes were made to the Area Plan as a result of input by attendees.

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

PART TWO: Goals and Objectives *(see changes in red)*

GOAL # 1

The AAA is committed to assisting older individuals (who may be in danger of losing their independence) so they can lead meaningful, dignified, and independent lives in their own homes and communities as long as possible. AAA will accomplish this through an accessible range of options including but not limited to, collaborative efforts, decision making among public, private, voluntary, fraternal organizations, and coalitions, for continuing the development and enhancement of a comprehensive and coordinated community and home based system of care.

RATIONALE

The AAA conducted needs assessments and through analyses of the results of completed surveys found the AAA was asked to provide program development, coordination, and technical assistance.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. Aging and Adult Services Staff Assistant, Sr. Staff Assistants, and Division Manager will actively participate in monthly Senior Coalition meetings to assist in the development and implementation of coalition activities by working with members of each coalition to develop and maintain community events, forums and other activities supportive of seniors in Contra Costa County.	7/1/15- 6/30/16	C	Continued
2. Aging and Adult Services Staff assistant, and Sr. Staff Assistants will actively participate in the Senior Coalitions to identify and prioritize senior needs by providing technical assistance by working with Coalition members on needs identified, including fraud, health and intergenerational issues.	7/1/15- 6/30/16	C	Continued
3. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to Family Caregiver needs.	7/1/15- 6/30/16	PD	Continued
4. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/ services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to LGBT seniors.	7/1/15- 6/30/16	PD	Continued

5. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to seniors with limited-English abilities.	7/1/15-6/30/16	PD	Continued
6. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to disease prevention and health promotion of seniors.	7/1/15-6/30/16	PD	Continued
7. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address pressing or emergent needs identified by AAA contracted providers.	7/1/15-6/30/16	PD	Continued
8. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will coordinate with CBO's who provide Title III supportive services to fund needed items with the use of One-Time Only funds which will improve the quality of service to their older clients.	7/1/15-6/30/16	C	Continued
9. Aging and Adult Services Sr. Staff Assistants and AAA Division Manager will organize and hold an annual "Partners in Planning" gathering that brings together volunteers, community based organizations, and organizations in the county's aging network to meet each other, exchange ideas, learn from each other's successes and challenges, foster partnerships, and develop strategies to develop, expand, and enhance services for the elderly in CCC. The annual event was held on November 7, 2014 and focused on technical assistance for the AAA's contractors; specifically in the area of fiscal reporting and media outreach.	7/1/15-6/30/16	C	Continued
10. Aging and Adult Services Staff Assistant, Sr. Staff Assistants and AAA Division Manager will bring service providers together for the purpose of non-duplication of effort, coordinating services, maximizing resources, and general sharing of information.	7/1/15-6/30/16	C	Continued
11. Senior Staff Assistant/ I&A Supervisor will plan quarterly "Professional Exchange Roundtable" meetings. The purpose of the meetings is to bring County personnel together to meet and exchange ideas, and to learn about community resources to better serve clients.	7/1/15-6/30/16	C	Continued

GOAL # 2

AAA will provide services to older individuals with the greatest economic and social needs, including low income diverse population groups through continued service expansion, development, and collaboration with community groups, service providers, and elected officials, in order to provide health, social, nutrition and legal services for older individuals who may be at risk of abuse or neglect. Ombudsman Program will recruit and train certified volunteers that will visit all Skilled Nursing Facilities, Assisted Living Facilities, Board and Care Homes in Contra Costa County. These visits can be done on a random scheduled basis and also as a request for complaint investigation and resolution. Ombudsman Director or her designee will maintain assignment, visiting and log sheets documenting visits and outcomes of complaint investigations. Ombudsman program will work with family councils providing consultation to facilities and residents.

RATIONALE

Mandated by the Older Americans Act and the AAA is committed to providing services to the population groups specified above.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. The AAA Director, AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and Planning Committee to the Advisory Council will actively work through membership on the Mental Health Department's <u>Consolidated Planning Advisory Workgroup</u> and CPAW's Aging and Older Adult Committee, to plan outreach strategies to reach underserved seniors, particularly with respect to: isolation; low-income; mental illness; language barriers; and LGBT.	7/1/15- 6/30/16	PD	Continued
2. Aging and Adult Services Sr. Staff Assistants, Division Manager, AAA Director, and Advisory Council on Aging (ACOA) members will cultivate relationships with County Board of Supervisors, state legislators, and their staff members to inform each elected official's office of service issues facing seniors, to advocate for more resources for senior programs and to match funding opportunities to service needs. The ACOA is serving as an advocacy coalition to help advance public policy consensus at the state, regional, and local level on improving the financing and delivery of long-term supports and services (LTSS) for seniors and persons with disabilities. They are community partners with Rehabilitation Services of Northern California, which received a grant from the SCAN Foundation for this project.	7/1/15- 6/30/16	C	Continued
3. AAA Division Manager, Senior Staff Assistants and the Advisory Council will work with various legal services providers and other interested stakeholders to coordinate elder abuse prevention activities for seniors vulnerable to or at risk of exploitation. AAA staff members will assist with hosting seminars, fairs, or other educational events related to elder abuse.	7/1/15- 6/30/16	C	Continued

4. AAA Senior Staff Assistant will partner with Jewish Family and Children Services, local hospitals, and community organizations to coordinate an annual "Senior Appreciation Day – Health and Resource Fair" in recognition of Older Americans Month in May. At the event seniors will receive free health screenings for diabetes, high blood pressure, osteoporosis, dental problems, and other health issues. The health and dental screenings will be provided by nurses and dentists. The event will also feature exercise demonstrations, nutrition information, and information about community resources presented in both Spanish and English. The event will be scheduled in the spring of 2016 at the Pittsburgh Senior Center.	7/1/15-6/30/16	C	Continued
5. AAA Senior Staff Assistant will work with the Food Bank of Contra Costa and Solano County to coordinate the distribution of free USDA Farmers Market Coupons to qualified low-income seniors. The coupons will be available to seniors at 16 food distribution sites throughout Contra Costa County.	7/1/15-6/30/16	C	Continued
6. The AAA Senior Staff Assistant will continue to serve on the Fall Prevention Program Steering Committee and the Fall Prevention Coalition to help develop, coordinate, and sustain programs and activities that prevent falls such as fall risk assessments, fall prevention education, physical activity and exercise, home safety modifications, and medication management.	7/1/15-6/30/16	C	Continued
7. The AAA Division Manager and Sr. Staff Assistants will partner with County Older Adult Mental Health, Mental Health Community Concerns, the Ombudsman, and other local CBO's to plan and coordinate a forum, "A Second Spring; Celebrating Aging" that will provide educational information/resource information to seniors and their families as well as promote visibility for older adult issues in the community, especially as concerns older adult mental health and health issues.	7/1/12-6/30/13	PD/C	Completed

<p>8. Ombudsman Services will provide a Long Term Care Ombudsman Program for adults, utilizing Title IIIB and VII A funding of the Older Americans Act. Services will include the following:</p> <ul style="list-style-type: none"> • Conduct activities relating to receiving, analyzing, researching, observing, interviewing or verifying a complaints and activities related to intervention in complaints on behalf of a client with a target resolution rate of 80%. • Provide mediation and conciliation services in the resolution of inquiries and complaints from older long term care residents and patients. Target rate of 1336 Consultations provided to individuals. • Investigate reports of physical abuse of all dependent adult and elder residents of long term facilities in accordance with the mandates established • Conduct activities related to the education of groups of older adults, their families, community organizations, and facility staff about senior's rights, benefits, and entitlements. Target rate of 376 consultations to facilities. • Recruit, train, and certify Ombudsman volunteers. Assign volunteers and staff to the 31 nursing homes and staff caseworkers to intermediate care facilities for the developmentally disabled adults in Contra Costa County. Target of maintaining at least 45 trained and certified volunteers. • Establish family councils to include family members of older patients in skilled nursing facilities to advocate for and respond to the needs of the patients within the facilities. Target of having 22 resident council meetings. 	7/1/15-6/30/16		Continued
<p>9. In order to expand and make information and referral services more accessible to the community, the AAA Senior Staff Assistant will work collaboratively with senior and community centers to establish Information & Assistance (I&A) Satellite Stations. Volunteers will be recruited and trained to assess the needs of seniors, and link them with vital community and public services that they may be eligible for. Types of services include but are not limited to transportation, housing, finances, employment, food, legal advocacy, Medicare counseling, and education. Follow-ups will be conducted to ensure that the needs of the seniors are met.</p> <p>An I&A satellite site was established at the San Pablo Senior Center. This makes a total of three sites throughout Contra Costa County. The other two sites are: Bay Point Community Center, and North Richmond Senior Center, All three of these sites are in areas identified with a population of 'most in need' of services.</p>	7/1/15-6/30/16	PD	Continued

<p>10. In order to provide better customer service, the AAA Senior Staff Assistance will recruit and train volunteers to support the work of Social Workers at the I&A Call Center. I&A Call Center volunteers will help return calls from clients who have routine questions about community resources. This will help to free up time for the Social Workers to assist vulnerable seniors, adults with disabilities, and caregivers with complex needs. Volunteers will also make follow-up calls to see if clients' needs are addressed or if further assistance is required.</p>	<p>7/1/13-6/30/14</p>	<p>PD</p>	<p>Completed</p>
<p>11. Senior Staff Assistant/I&A Supervisor will expand and improve the Information & Assistance (I&A) program's website to provide seniors, adults with disabilities, and caregivers convenient and easy access to updated information and linkages to programs in the Aging Services Network.</p>	<p>7/1/15-6/30/16</p>	<p>PD</p>	<p>Continued</p>

GOAL # 3

AAA will provide public information to agencies and community persons 60+ and their families regarding resource availability, educational opportunities, demographics, health care insurance counseling, and funding opportunities.

RATIONALE

Various survey responses, AAA Advisory Council, Board of Supervisors, Coalitions, stakeholders and other groups have identified the need for the AAA to communicate with and provide information to the general public at all levels.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. In order to ensure continuity of services delivered by community based organizations, Aging and Adult Services Sr. Staff Assistants will assist in the coordination of obtaining grants by working collaboratively to share information and provide technical assistance for writing grants in relationship to funding opportunities appropriate for any community based organization in CCC serving older adults.	7/1/15-6/30/16	PD/C	Continued
2. AAA Division Manager and Aging and Adult Services Sr. Staff Assistants will work with senior coalitions, community based organizations, the County's aging network, offices of County Supervisors, and other groups to identify and address senior needs by providing technical assistance including, assistance with needs assessments, focus groups, quality assurance surveys, program developing, and fundraising.	7/1/15-6/30/16	PD/C	Continued
3. The AAA staff will initiate and coordinate efforts to once again provide an easy-to-navigate, Internet-based resource database for seniors, caregivers, people with disabilities, and service providers to locate community resources. The AAA's original resource database was eliminated in 2008 because of budget cutbacks.	7/1/14-6/30/15	C	Deleted
4. An Aging and Adult Sr. Staff Assistant will make the results of the Limited English Proficient (LEP) survey available to interested community organizations and members of the public. The purpose of the survey is two-fold: 1) to collect information on whether or not public and community agencies are meeting the language needs of LEP older adults, and 2) to examine more closely what reasonable steps are necessary to ensure that limited English speaking older adults have meaningful access to services.	7/1/15-6/30/16	PD/C	Continued

5. An Aging and Adult Sr. Staff Assistant will make the results of the Key Informant Survey available to interested community organizations and members of the public. The purpose of the survey is to ascertain what professionals and advocates perceive is the priority of needs/issues/concerns seniors face today and as a planning tool in the development of the PSA's Area Plan as well as needed programs given budget limitations	7/1/15-6/30/16	PD/C	Continued
6. An Aging and Adult Sr. Staff Assistant will make the results of the Core Survey available to interested community organizations and members of the public. The purpose of the survey is to ascertain the needs of our senior population, directly, by surveying them, county wide and to use the results as a tool in the planning for the PSA's Area Plan as well as possible program development given budget limitations.	7/1/15-6/30/16	PD/C	Continued

GOAL # 4

AAA will actively promote the health and well-being of the older population of Contra Costa County through various community outreach activities.

RATIONALE

As specified by the Older Americans Act, including Title III D.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. Aging and Adult Staff Assistant, Sr. Staff Assistants, Division Manager, and its direct program, HICAP, will work with senior coalitions, health organizations, medical providers, Medicare Senior Advantage programs and the like to directly contact seniors to provide information about managing chronic conditions, promoting healthy lifestyles and healthy aging and insurance coverage issues. HICAP participates in planning and attending health fairs and health screenings.	7/1/15- 6/30/16	C	Continued
2. Aging and Adult Sr. Staff Assistants, Staff Assistant, and Division Manager will support distribution efforts for medication safety packets, Medi-sets, and other programs and tools for vulnerable seniors for medication management in emergencies. The AAA staff will partner with the Fall Prevention Program and community organizations to continue to coordinate the distribution of the booklet 'Tracking your Medicine' to Contra Costa seniors. Seniors consume more medicines than any other age group, but using medicines may put them at risk, especially when several medicines are used at one time. This booklet serves as an easy-to-use tool to help seniors track their medicines and avoid dangerous drug interactions. About 2,000 copies of 'Tracking Your Medicine' were distributed to seniors.	7/1/13- 6/30/14	C	Completed
3. To increase awareness about the benefits of physical activity for older adults, Aging and Adult Services Sr. Staff Assistants and Division Manager will work with community agencies to develop and coordinate exercise programs, which will provide demonstrations, workshops, and exhibits on exercise and fitness.	7/1/13- 6/30/14	C	Deleted

4. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services in order to help address the needs of older adults with particular attention to promoting health and preventing disease, such as health screening, home safety, physical and mental health.	7/1/15-6/30/16	PD	Continued
5. The AAA Division Manager, Aging and Adult Services Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services in order to help address the needs of older adults with particular attention to promoting health and preventing disease, such as health screening, home safety, physical and mental health. (Duplicate)	7/1/13-6/30/14	PD/C	Deleted
6. The Aging and Adult Services Staff Assistant and Sr. Staff Assistant will sponsor Brown Bag medication reviews, performed by licensed pharmacists, in locations around the county. Coordinate with other senior organizations to help develop presentations on prescription drug safety to be given by the Food and Drug Administration.	7/1/15-6/30/16	C	Deleted
7. Aging and Adult Staff Assistant and Sr. Staff Assistant will utilize the HICAP program to inform the public about enhanced Medicare benefits under the Affordable Care Act, which include preventive benefits.	7/1/15-6/30/16	C	Continued
8. Aging and Adult Staff Assistant and Sr. Staff Assistant will inform the public about health insurance options outside of Medicare whenever appropriate. Examples include programs made possible through the Affordable Care Act.	7/1/15-6/30/16	PD/C	Continued
9. Unspent Title IIID funds were reallocated to the Fall Prevention Program (FPP) through 6/30/13. The funds helped extend services countywide. It also enabled FPP to purchase the rights to implement two evidence-based exercise programs. A Sr. Staff Assistant worked with the Executive Director of FPP to research and identified the two programs.	7/1/12-6/30/13	PD/C	Completed
10. AAA Senior Staff Assistant will collaborate with the Fall Prevention Coalition and Pleasant Hill Senior Center to plan an event that promotes healthy living, bring awareness to fall prevention, and raise funds for the Fall Prevention Program. The event is scheduled for Sunday, September 8, 2013. This event first launched in 2013 was a success, with over 200 participants. The event is now held yearly. The next one will take place on September 13, 2015.	7/1/15-6/30/16	PD/C	Continued

11. The Fall Prevention Program (FPP) will conduct in-home fall risk assessments using a licensed Occupational Therapist (OT). The OT will make recommendations on any assistive devices and home modifications that may be needed. Devices and/or modifications will then be provided and/or installed. After the required work is completed, staff will conduct follow-up and evaluation to determine if the assistive devices or home modifications have helped to decrease clients' fall risk.	7/1/15-6/30/16	C	Continued
12. The Fall Prevention Program (FPP) will offer two an exercise programs, "Tai Chi for Better Balance" and "Stepping On" . Both are It is recognized by the Administration on Aging as an evidence-based programs. One of the Tai Chi classes Classes will be offered in English and Spanish. Also, FPP will utilize nursing students to provide in-home exercises to homebound seniors. Pre and post evaluations will be conducted to determine if the exercise program helped reduce fall risks.	7/1/15-6/30/16	PD/C	Continued
13. The AAA will continue to provide emergency preparedness information to the community, especially targeting seniors and adults with special needs. The AAA will coordinate and sponsor a Disaster Preparedness Event on May 15, 2014 at the Concord Senior Center, in the spring of 2016 putting together a panel representing the American Red Cross, Contra Costa County Office of Emergency Services, City of Concord CERT, and the AAA. The AAA Sr. Staff Assistant prepared a Power Point presentation to talk about disaster preparedness. Three-day survival/emergency kits will be distributed to attendees.	7/1/15-6/30/16	PD/C	Continued
14. The AAA, a division of the EHSD Aging and Adult Services Bureau will continue to work with the Office of Emergency Services and Red Cross to provide shelter management and shelter operations. The AAA continues to attend disaster preparedness drills and forums. Also, the AAA Senior Staff Assistant has developed a Power Point presentation on disaster preparedness. This presentation will be available to congregate meal sites, assisted living facilities, senior housing projects, community centers, and other organizations for use in educating seniors. If available, disaster preparedness kits will be distributed.	7/1/15-6/30/16	PD/C	Continued
15. Utilizing USDA funds, a Senior Nutrition Assistance Program will be has been implemented that will serve seniors at the lowest income congregate meal sites in Contra Costa County. Exercise programs will be complemented by nutrition education sessions that will demonstrate, for example, how to cook nutritious foods. The SNAP-Ed program is operated in conjunction with collaborative partners from the Health Department's Prevention and Wellness Program.	7/1/15-6/30/16	PD/C	Continued

GOAL # 5

The AAA is committed to planning for and implementing community services for the Baby Boomer population; recognizing and addressing their unique needs related to housing, transportation, financial security, health and well being, employment and community involvement. While there is no current funding for this effort, the AAA will seek to accomplish this through advocacy, and creative collaboration with current and new community partners.

RATIONALE

To address the needs of the influx of Baby Boomers expected to retire in the near future.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Division Manager, Sr. Staff Assistants, and members of the Advisory Council on Aging will provide technical assistance and training to community members on how to increase the number outreach and education to encourage participation of older adults in policy making positions on local boards, city councils and planning commissions.	7/1/15-6/30/16	C	Continued
2. AAA Division Manager and Sr. Staff Assistants will provide technical assistance and training to local boards, city councils, and planning commissions to encourage them to be more responsive to Baby Boomer needs and issues.	7/1/15-6/30/16	C	Continued
4. Utilizing the Baby Boomer survey, completed early 2011, as well as the recent Core Survey, Key Informant and LEP surveys as well as and other current resources, Division Manager and Senior Staff Assistants will educate the provider & stakeholder communities with respect to the results of the surveys regarding the needs of seniors in the AAA's catchment area.	7/1/15-6/30/16	C	Continued
5. AAA Division Manager and Senior Staff Assistant will work collaboratively with staff from Contra Costa County In-Home Supportive Services and Volunteer and Emergency Services to plan and develop a Volunteer Care Coordination Program. The program will utilize trained volunteers to assist seniors and their families with the process of planning and coordinating long-term care services. In particular, the program will target low and moderate income seniors who do not qualify for government assistance and do not have the means to afford private services. Volunteers were successfully recruited and trained to provide information and referral services at the North Richmond, San Ramon, Bay Point, and Walnut Creek Senior Centers. Currently, North Richmond, Bay Point and San Pablo are the only centers with volunteers who provide I&A referral services.	7/1/15-6/30/16	PD	Continued

GOAL # 6

The AAA will work to prevent isolation, poverty, homelessness, and premature institutionalization of Lesbian, Gay, Bisexual, and Transgender (LGBT) seniors due to recent studies showing them to be at a higher risk as a result of life-long experiences causing marginalization.

RATIONALE

Mandated by the California Department of Aging.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Division Manager and Aging and Adult Services Sr. Staff Assistant will collaborate with local agencies which serve LGBT seniors in order to maintain the most current demographic information on LGBT Seniors, particularly regarding those of low-income and minority status in order to adequately plan for services.	7/1/15-6/30/16	C	Continued
2. AAA Division Manager and Aging and Adult Services Sr. Staff Assistant will collaborate with local agencies which serve LGBT seniors in order to maintain the most current resource information on culturally competent services for LGBT Seniors in order for I&A the Aging Network to provide the appropriate referrals.	7/1/15-6/30/16	C	Continued
3. The AAA Division Manager and Aging and Adult Services Sr. Staff Assistants will craft a survey to provide to local providers to assess the needs of older LGBT residents.	7/1/13-6/30/14	C	Deleted
4. In collaboration with Rainbow Community Center, the AAA Division Manager and Sr. Staff Assistants will continue to deliver curriculum/in-service sensitivity training and "Train the Trainers" for staff of contracted service providers on how to work with LGBT clients with sensitivity to their unique needs and to know how to make appropriate referrals when clients report having issues relating to discrimination, for examples: with their doctors when needing care, with having been turned away when attempting to obtain housing, and/or having their marital and domestic partnerships rights dismissed by long-term care facility staff.	7/1/13-6/30/14	C	Completed
5. The AAA will be reviewing all its current contracts with it's providers to ensure that all contracts have language that include and assure that the contractor will be 'LGBT welcoming and friendly'.	7/1/13-6/30/14	C	Completed

GOAL # 7

The AAA will work in partnership with the California Department of Aging and its transportation Freedom Mobility Management Grant, other local agencies and grass root groups to combat isolation, to increase access and transportation options for older adults, and promote a collaborative effort to advocate for more countywide transportation resources.

RATIONALE

Mandated by the California Department of Aging.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Division Manager and Aging and Adult Services Sr. Staff Assistant will collaborate with local agencies which serve seniors as well as transit providers to plan and coordinate educational forums throughout the county on both public safety issues for older drivers as well as options for transportation.	7/1/15-6/30/16	PD/C	Continued
2. AAA Division Manager and Area Agency on Aging Sr. Staff Assistant will work throughout the county on both public safety issues for older drivers as well as options for transportation. AAA Sr. Staff Assistant will collaborate with local agencies in order to maintain the most current resource information on rides for seniors and transportation options within Contra Costa County and the Bay Area Region in order for I & A to provide the appropriate referrals.	7/1/15-6/30/16	C	Continued
3. The AAA Division Manager and Aging and Adult Services Sr. Staff Assistants will work with the Advisory Council Transportation workgroup and the Housing workgroup to develop new strategies and recommendations for land use planning/transit village to meet the needs of seniors.	7/1/15-6/30/16	C	Continued

PART THREE: Service Unit Plan Objectives

TITLE III/VII 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](#).

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary](#).

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 III B, III C-1, III C-2, III D, VII (a) and VII (b).

1. Visiting Visiting Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	14,040	1	
2013-2014	14,836	1	
2014-2015	14,040	1,2,6	
2015-2016	14,040	1,2,6	

2. Homemaker Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	n/a		
2013-2014	n/a		
2014-2015	n/a		
2015-2016	n/a		

3. Registry Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	2,400	1	
2013-2014	2,400	1	
2014-2015	2,160	1,2,6	
2015-2016	2,160	1,2,6	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	350,000	2	
2013-2014	350,000	2	
2014-2015	331,250	2	
2015-2016	360,000	2	

5. Adult Day Care/Adult Day Health**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	7,208	4	
2013-2014	7,208	4	
2014-2015	6,490	4	
2015-2016	6,335	4	

6. Case Management**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	n/a		
2013-2014	n/a		
2014-2015	n/a		
2015-2016	n/a		

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	1,100	7	
2013-2014	1,100	7	
2014-2015	1,667	7	
2015-2016	1,667	7	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	175,000	2	
2013-2014	175,000	2	
2014-2015	175,000	2	
2015-2016	175,000	2	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	n/a		
2013-2014	n/a		
2014-2015	n/a		
2015-2016	n/a		

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	51,000	2,5	
2013-2014	51,000	2,5	
2014-2015	36,500	2,5	
2015-2016	36,500	2,5	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	5,671	2	
2013-2014	5,671	2	
2014-2015	4,300	2	
2015-2016	4,386	2	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	4,000	2	
2013-2014	4,000	2	
2014-2015	4,000	2	
2015-2016	4,000	2	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	12,000	1,2,4	
2013-2014	12,000	1,2,4	
2014-2015	12,000	1,2,4	
2015-2016	12,000	1,2,4	

14. Community Education**Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	80	4	
2013-2014	400	4	
2014-2015	400	4	
2015-2016	400	4	

15. Disaster Preparedness Materials**Unit of Service = 1 product**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	n/a		
2013-2014	n/a		
2014-2015	300	4	13,14
2015-2016	300	4	13,14

16. Title III D Health Promotion**Unit of Service = 1 contact**

Service Activities: ~~Provide health risk assessments, routine health and dental screening, and medication review that are performed by licensed nurses, dentists, and pharmacists. physical fitness group exercise activity. (Direct Service)~~

- **Title III D/Health Promotion:**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	500	2, 4	4, 6
2013-2014	300	2, 4	4, 6
2014-2015	n/a		
2015-2016	n/a		

Service Activities: In-home fall risk assessments **by licensed Occupational Therapist, assistive devices** and modifications. ~~performed by licensed Occupational Therapist.~~

- **Title III D/Health Promotion:**

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	n/a		
2013-2014	50	4	11
2014-2015	231	4	11
2015-2016	167	4	11

Service Activities: Provide evidence-based exercise programs “Tai Chi for Better Balance” ~~“Stepping On,”~~ and in-home exercises for home-bound seniors.

- **Title III D/Health Promotion:**

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	n/a		
2013-2014	110	4	12
2014-2015	775	4	12
2015-2016	1,067	4	12

Title III D Medication Management**Units of Service = 1 contact****Service Activities: ~~Medication Screening and education to individuals~~****• Title III D/Medication Management:**

Fiscal Year	Proposed Units of Service	Program Goal Number	Objective Numbers (required)
2012-2013	500	2	4
2013-2014	n/a		
2014-2015	n/a		
2015-2016	n/a		

TITLE III B and Title VII A:**LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES****2012–2016 Four-Year Planning Cycle**

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** (AoA Report, Part I-E, Actions on Complaints)

The average California complaint resolution rate for FY 2009-2010 was 73%.

1. FY 2010-2011 Baseline Resolution Rate: 78% Number of complaints resolved 922+ Number of partially resolved complaints 420 divided by the Total Number of Complaints Received 1721 = Baseline Resolution Rate 78%
2. FY 2012-2013 Target: Resolution Rate 80%
3. FY 2011-2012 AoA Resolution Rate 78% FY 2013-2014 Target: Resolution Rate 82%
4. FY 2012-2013 AoA Resolution Rate 82% FY 2014-2015 Target: Resolution Rate 84%
5. FY 2013-2014 AoA Resolution Rate 84% FY 2015-2016 Target: Resolution Rate 85%
Program Goals and Objective Numbers: Goal 2

B. Work with Resident Councils (AoA Report, Part III-D, #8)

FY 2010-2011 Baseline: number of meetings attended 22
2. FY 2012-2013 Target: 25
3. FY 2011-2012 AoA Data: 24 16 FY 2013-2014 Target: 46
4. FY 2012-2013 AoA Data: 13 FY 2014-2015 Target: 14
5. FY 2013-2014 AoA Data FY 2015-2016 Target: 14
Program Goals and Objective Numbers: 2

C. Work with Family Councils (AoA Report, Part III-D, #9)

1. FY 2010-2011 Baseline: number of meetings attended 14
2. FY 2012-2013 Target: number 18
3. FY 2011-2012 AoA Data: 46 4 FY 2013-2014 Target: 49 15
4. FY 2012-2013 AoA Data: 2 FY 2014-2015 Target: 2
5. FY 2013-2014 AoA Data: 2 FY 2015-2016 Target: 10
Program Goals and Objective Numbers: 2

D. Consultation to Facilities (AoA Report, Part III-D, #4)

1. FY 2010-2011 Baseline: number of consultations 376
2. FY 2012-2013 Target: 420
3. FY 2011-2012 AoA Data: 400 746 FY 2013-2014 Target: 440 500
4. FY 2012-2013 AoA Data: 731 FY 2014-2015 Target: 765
5. FY 2013-2014 AoA Data: 731 FY 2015-2016 Target: 700
Program Goals and Objective Numbers: 2

E. Information and Consultation to Individuals (AoA Report, Part III-D, #5)

1. FY 2010-2011 Baseline: number of consultations 1,336
2. FY 2012-2013 Target: 1,300
3. FY 2011-2012 AoA Data: 1,275 1,469 FY 2013-2014 Target: 1,325 1,300
4. FY 2012-2013 AoA Data: 1,521 FY 2014-2015 Target: 1,535
5. FY 2013-2014 AoA Data: 1,535 FY 2015-2016 Target: 1,000
Program Goals and Objective Numbers: 2

F. Community Education (AoA Report, Part III-D, #10)

1. FY 2010-2011 Baseline: number of sessions: 9
2. FY 2012-2013 Target: 12
3. FY 2011-2012 AoA Data: 40 2 FY 2013-2014 Target: 44 12
4. FY 2012-2013 AoA Data: 12 FY 2014-2015 Target: 15
5. FY 2013-2014 AoA Data: 12 FY 2015-2016 Target: 10
Program Goals and Objective Numbers: 2

G. Systems Advocacy

FY 2013-2014 Activity (enter information in the box below):

Systemic Advocacy Effort(s): Work with long-term care facilities to improve dementia care and reduce the use of psychotropic drugs. Many of our elderly residents in long-term care facilities are presently receiving psychotropic medications to make it easier for staff to deal with them. We will work to promote more education for staff regarding psychotropic drugs to reduce the use of these medications, and encourage and promote other interventions to control behaviors.

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), (AoA Report, Part III-D, #6)

1. FY 2010-2011 Baseline: 84% Number of Nursing Facilities visited at least once a quarter not in response to a complaint 26 divided by the number of Nursing Facilities: 31.
2. FY 2012-2013 Target: 90%
3. FY 2011-2012 AoA Data: 87% 74% FY 2013-2014 Target: 93% 94%
4. FY 2012-2013 AoA Data: 88% FY 2014-2015 Target: 93%
5. FY 2013-2014 AoA Data: 90% FY 2015-2016 Target: 90%
Program Goals and Objective Numbers: 2

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

1. FY 2010-2011 Baseline: 9% Number of RCFEs visited at least once a quarter not in response to a complaint 41 divided by the number of RCFEs 425
2. FY 2012-2013 Target: 14%
3. FY 2011-2012 AoA Data: 12% 14% FY 2013-2014 Target: 16% 18%
4. FY 2012-2013 AoA Data: 14% FY 2014-2015 Target: 21%
5. FY 2013-2014 AoA Data: 21% FY 2015-2016 Target: 25%
Program Goals and Objective Numbers: 2

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

1. FY 2010-2011 Baseline: FTEs 3.32
2. FY 2012-2013 Target: 3.675 FTEs

3. FY 2011-2012 AoA Data: 3.675 3.94 FTEs FY 2013-2014 Target:3.675 FTEs
4. FY 2012-2013 AoA Data: 4.2 FY 2014-2015 Target: 5
5. FY 2013-2014 AoA Data: 4 FY 2015-2016 Target: 4.125
Program Goals and Objective Numbers: 2

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

1. FY 2010-2011 Baseline: Number of certified LTC Ombudsman volunteers as of June 30, 2010 45
2. FY 2012-2013 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2013 48
3. FY 2011-2012 AoA Data: 43 53 certified volunteers FY 2013-2014 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2014: 50 48
4. FY 2012-2013 AoA Data: 35 certified volunteers FY 2014-2015 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2015: 45
5. FY 2013-2014 AoA Data: 45 FY 2015-2016 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2016: 45
Program Goals and Objective Numbers: 2

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:

A. At least once each fiscal year, the Office of the State Long-Term Care Ombudsman sponsors free training on each of four modules covering the reporting process for the National Ombudsman Reporting System (NORS). These trainings are provided by telephone conference and are available to all certified staff and volunteers. Local LTC Ombudsman Programs retain documentation of attendance in order to meet annual training requirements.

1. FY 2010-2011 Baseline number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III and IV: 3
2. FY 2012-2013 Target: number of Ombudsman Program staff and volunteers attending NORS Training Parts I, II, III and IV: 4
3. FY 2011-2012 number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III, and IV: 3 FY 2013-2014 Target: 6
4. FY 2012-2013 number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III, and IV: FY 2014-2015 Target: 4
5. FY 2013-2014 number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III, and IV: 4 FY 2015-2016 Target: 5
Program Goals and Objective Numbers: 2

TITLE VIIB ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

Fiscal Year	Total # of Public Education Sessions
2012-13	10
2013-14	10
2014-15	12
2015-16	10

Fiscal Year	Total # of Training Sessions for Professionals
2012-13	10
2013-14	10
2014-15	10
2015-16	10

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2012-13	2
2013-14	2
2014-15	2
2015-16	2

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2012-13	0
2013-14	0
2014-15	0
2015-16	0

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2012-2013	1510	Elder Court/Senior Self-Help Clinic; What Should I Know About Elder Abuse; Consumer Fraud
2013-2014	1200	I.D. Theft & Account Fraud; Elder Court/Senior Self-Help Clinic; What Should I Know About Elder Abuse; Consumer Fraud
2014-2015	1200	I.D. Theft & Account Fraud; Elder Court/Senior Self-Help Clinic; What Should I Know About Elder Abuse; Consumer Fraud
2015-2016	1200	I.D. Theft & Account Fraud; Elder Court/Senior Self-Help Clinic; What Should I Know About Elder Abuse; Consumer Fraud

Fiscal Year	Total Number of Individuals Served
2012-2013	841
2013-2014	840
2014-2015	840
2015-2016	840

TITLE III E SERVICE UNIT PLAN OBJECTIVES
CCR Article 3, Section 7300(d)

2012–2016 Four-Year Planning Period

Direct and/or Contracted III EServices

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	<i>Proposed Units of Service</i>	<i>Required Goal #(s)</i>	<i>Optional Objective #(s)</i>
Information Services	# of activities and Total est. audience for above		
2012-2013	# of activities: 18 Total est. audience for above: 500	1	
2013-2014	# of activities: 20 Total est. audience for above: 600	1,2	
2014-2015	# of activities: 26 Total est. audience for above: 400	1,2	
2015-2016	# of activities: 22 Total est. audience for above: 444	1,2	
Access Assistance	Total contacts		
2012-2013	1557	1	
2013-2014	2428	1,2	
2014-2015	1,160	1,2	
2015-2016	1,529	1,2	
Support Services	Total hours		
2012-2013	2142	1	
2013-2014	1610	1,2	
2014-2015	1,379	1,2	
2015-2016	2,173	1.2	
Respite Care	Total hours		
2012-2013	2893	1	
2013-2014	3404	1,2	
2014-2015	3,500	1,2	
2015-2016	3,369	1,2	

Supplemental Services	Total occurrences		
2012-2013	230	1	
2013-2014	285	1,2	
2014-2015	388	1,2	
2015-2016	610	1,2	

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		
2012-2013	# of activities: 24 Total est. audience for above: 100	1	
2013-2014	# of activities: 26 Total est. audience for above: 130	1	
2014-2015	# of activities: 30 Total est. audience for above: 140	1	
2015-2016	# of activities: 30 Total est. audience for above: 140	1	
Access Assistance	Total contacts		
2012-2013	100	1	
2013-2014	100	1	
2014-2015	100	1	
2015-2016	105	1	
Support Services	Total hours		
2012-2013	249	1	
2013-2014	249	1	
2014-2015	1,369	1	
2015-2016	1,300	1	
Respite Care	Total hours		
2012-2013	468	1	
2013-2014	468	1	
2014-2015	748	1	
2015-2016	750	1	
Supplemental Services	Total occurrences		
2012-2013	58	1	
2013-2014	58	1	
2014-2015	460	1	
2015-2016	475	1	

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

Section 1. Primary HICAP Units of Service

Fiscal Year (FY)	1.1 Estimated Number of Unduplicated Clients Counseled	Goal Numbers
2012-2013	1897	1,2,3,4
2013-2014	1340	1,2,3,4
2014-2015	3,139	1,2,3,4
2015-2016	2,793	1,2,3,4

Note: Clients Counseled equals the number of Intakes closed and finalized by the Program Manager.

Fiscal Year (FY)	1.2 Estimated Number of Public and Media Events	Goal Numbers
2012-2013	68	3,1,4
2013-2014	33	3,1,4
2014-2015	145	3,1,4
2015-2016	90	3,1,4

Note: Public and Media event are interactive education/outreach presentations, booths/exhibits at health/senior fairs, and enrollment events, excluding public service announcements and printed outreach.

Section 2: Federal Performance Benchmark Measures

Fiscal Year (FY)	2.1 Estimated Number of Contacts for all Clients Counseled	Goal Numbers
2012-2013	8214	1,3,4
2013-2014	4724	1,3,4
2014-2015	17,061	1,3,4
2015-2016	6,832	1,3,4

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) for duplicated client counts.

Fiscal Year (FY)	2.2 Estimated Number of Persons Reached at Public and Media Events	Goal Numbers
2012-2013	5500	3,4
2013-2014	5933	3,4
2014-2015	9,467	3,4
2015-2016	7,298	3,4

Note: This includes the estimated number of attendees (e.g., people actually attending the event, not just receiving a flyer) reached through presentations either in person or via webinars, TV shows or radio shows, and those reached through booths/exhibits at health/senior fairs, and those enrolled at enrollment events, excluding public service announcements (PSAs) and printed outreach materials.

Fiscal Year (FY)	2.3 Estimated Number of contacts with Beneficiaries Due to Disability	Goal Numbers
2012-2013	1600	2,3,4
2013-2014	616	2,3,4
2014-2015	1,960	2,3,4
2015-2016	862	2,3,4

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.), duplicated client counts with Medicare beneficiaries due to disability, and not yet age 65.

Fiscal Year (FY)	2.4 Estimated Number of contacts with Low Income Beneficiaries	Goal Numbers
2012-2013	3400	2,3,4
2013-2014	1943	2,3,4
2014-2015	7,981	2,3,4
2015-2016	3,573	2,3,4

Note: This is the number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS). Low income means 150 percent of the Federal Poverty Level (FPL).

Fiscal Year (FY)	2.5 Estimated Number of Enrollment Assistance Contacts	Goal Numbers
2012-2013	5500	1,2,3,4
2013-2014	3,627	1,2,3,4
2014-2015	13,725	1,2,3,4
2015-2016	5,838	1,2,3,4

Note: This is the number of unduplicated enrollment contacts during which one or more qualifying enrollment topics were discussed. This includes all enrollment assistance, not just Part D.

Fiscal Year (FY)	2.6 Estimated Part D and Enrollment Assistance Contacts	Goal Numbers
2012-2013	3100	1,2,3,4
2013-2014	2080	1,2,3,4
2014-2015	9,139	1,2,3,4
2015-2016	3,230	1,2,3,4

Note: This is a subset of all enrollment assistance in 2.5. It includes the number of Part D enrollment contacts during which one or more qualifying Part D enrollment topics were discussed.

Fiscal Year (FY)	2.7 Counseling Hours	Goal Numbers
2012-2013	20	3
2013-2014	2531	3
2014-2015	5,062	3
2015-2016	3,676	3

Note: This is the total number of counseling hours divided by 2000 (considered annual fulltime hours), then multiplied by the total number of Medicare beneficiaries per 10K in PSA.

Section 3: HICAP Legal Services Units of Service (if applicable) ⁴

State Fiscal Year (SFY)	3.1 Estimated Number of Clients Represented Per SFY (Unit of Service)	Goal Numbers
2012-2013	20	2,3
2013-2014	20	2,3
2014-2015	20	2,3
2015-2016	20	2,3
State Fiscal Year (SFY)	3.2 Estimated Number of Legal Representation Hours Per SFY (Unit of Service)	Goal Numbers
2012-2013	100	2,3
2013-2014	100	2,3
2014-2015	100	2,3
2015-2016	100	2,3
State Fiscal Year (SFY)	3.3 Estimated Number of Program Consultation Hours per SFY (Unit of Service)	Goal Numbers
2012-2013	5	2
2013-2014	5	2
2014-2015	10	2
2015-2016	10	2

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

SECTION 12 - DISASTER PREPAREDNESS**PSA 7**

Disaster Preparation Planning Conducted for the 2012-2016 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)

- 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:** The AAA is located within the Adult and Aging Bureau of the Employment and Human Service Department. As such, the staff of the Area Agency is slated to be Care and Shelter Disaster workers in the event of a major disaster. A Senior Staff Assistant for the Area Agency also sits as an Advisor to the larger Department Disaster Preparedness Effort and also to the Countywide Office of Emergency Services that is headed up by the County Sheriff's department. The Office of Emergency Services has sponsored numerous trainings and exercises involving all first responders (emergency fire, police, hospitals, shelters). Dan Widger is the Office of Emergency Services Emergency Planning Coordinator whose contact information is as follows: 50 Glacier Drive, Martinez, CA 94553, 925-646-4461. The Area Agency has been a participant at all of these trainings and exercises. In addition, the Area Agency has for several years provided emergency disaster kits that provide food and water for a minimum of three days and distributed those to seniors at senior centers, as well as having the local fire departments distribute these kits in underserved areas.
- 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
Ken Binkley	Contra Costa County Office of Emergency Services: Emergency Planning Coordinator	Office: (925) 313-9601	kbink@so.cccounty.us

- Identify the Disaster Response Coordinator within the AAA:**

Name	Title	Telephone	email
Scott Danielson	Sr. Staff Assistant	Office: 925-602-4171	sdanielson@ehsd.cccounty.us

- List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered:**

Critical Services	How Delivered?
a Staff shelters	a County staff will help staff emergency shelters
b Management at EOC	b Communication with EOC/Red Cross/First Responders
c	

5. **List any agencies with which the AAA has formal emergency preparation or response agreements.** Described above. The AAA is part of the Employment and Human Service Department which is responsible for Care and Shelter in the event of a major Disaster. It has formal agreements with the American Red Cross, the Contra Costa County Office of Emergency Services, the Contra Costa County Health Department, and the Contra Costa Sheriff's Department.
6. **Describe how the AAA will:**
 - **Identify vulnerable populations.** The AAA utilizes information obtained from the In Home Supportive Services program and the Aging network in Contra Costa County on vulnerable, at-risk individuals. The aging network consists of a collaboration of Ombudsman Services, AAA Contractors, and non-profit organizations whose purpose is to serve and advocate for seniors.
 - **Follow-up with these vulnerable populations after a disaster event.** Protocols are in place to identify at-risk populations and arrange for shelter care for those with special needs. AAA works with the Ombudsman program to ensure skilled nursing facilities, assisted living facilities, and residential care homes provide for their clients, residents, and patients during and after a disaster.

SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**PSA 7**

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

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

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

Check applicable direct servicesCheck each applicable Fiscal Year

Title III B	12-13	13-14	14-15	15-16
X Information and Assistance	X	X	X	X
<input type="checkbox"/> Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
X Program Development	X	X	X	X
X Coordination	X	X	X	X
<input type="checkbox"/> Long-Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III D	12-13	13-14	14-15	15-16
<input type="checkbox"/> Health Promotion	X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Medication Management	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III E ⁵	12-13	13-14	14-15	15-16
X Information Services	X	X	X	X
<input type="checkbox"/> Access Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Respite Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Supplemental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title VII A	12-13	13-14	14-15	15-16
<input type="checkbox"/> Long-Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title VIIB	12-13	13-14	14-15	15-16
<input type="checkbox"/> Prevention of Elder Abuse, Neglect And Exploitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁵ Refer to PM 11-11 for definitions of Title III E categories.

SECTION 17 - ADVISORY COUNCIL MEMBERSHIP
2012-2016 Four-Year Planning Cycle

45 CFR, Section 1321.57
CCR Article 3, Section 7302(a) (12)

Total Council Membership (include vacancies) 40
Number of Council Members over age 60 26

Race/Ethnic Composition	% of PSA's 60+Population	on Advisory Council
<u>White / White & 60+</u> 19 / 17	65%	71%
<u>Hispanic / Hispanic & 60+</u> 4 / 3	24%	6.5%
<u>Black / Black & 60+</u> 4/ 2	9%	9.7%
<u>Asian/Pacific Islander / API & 60+</u> 2 / 2	14%	12.9%
<u>Native American/Alaskan Native / NA/AN & 60+</u> 0 / 0	.6%	0%

Name and Title of Officers:

Office Term Expires:

1	Gerald Richards, City of Hercules Representative, ACOA President/Chair , Executive Committee Chair, Housing Work Group Chair, CSL Senior Assembly Member	9/2016
2	Gail Garrett, Nutrition Project Council Representative, ACOA 1st Vice President , Meals on Wheels of Contra Costa County Board Member	9/2016
3	Richard Nahm, MAL #18, ACOA 2nd Vice President , Membership Committee Chair	9/2016
4	Ella Jones, MAL #14, ACOA Secretary , Planning Committee Chair	9/2015
5	Ron Tervelt, City of Clayton Representative, ACOA Treasurer	9/2015

Name and Title of other members:**Office Term Expires:**

6	Boyle, Juliana, MAL #3	9/2015
7	Bruns, Mary, MAL #15, Transportation Work Group Chair	9/2015
8	Card, Deborah, MAL #5,	9/2016
9	Clark, Nina, City of Orinda Representative	9/2016
10	Clearwater, Cynthia, City of Pleasant Hill Representative	9/2015
11	Duran, Jennifer, MAL #10	9/2016
12	Dunne-Rose, Mary, MAL #13	9/2016
13	Fernandez, Rudy, City of Antioch Representative	9/2016
14	Frederick, Susan, MAL #20, Health Work Group Chair	9/2016
15	Gantt, Dorothy, City of San Pablo Representative	9/2016
16	Joslin, David, City of Martinez Representative	9/2016
17	Katzman, Keith, City of Moraga Representative	9/2015
18	Kee, Arthur, City of Brentwood Representative	9/2015
19	Kim-Selby, Joanna, City of El Cerrito Representative, Legislative Advocacy Work Group Co-Chair, CSL Senior Senator	9/2016
20	Krohn, Shirley, MAL #2, Legislative Advocacy Work Group Co-Chair CSL Senior Assembly Member	9/2016
21	Leasure, Robert, MAL #16	9/2015
22	Mikolaj, Paul, City of Danville/Alamo Representative	9/2016
23	Neemuchwalla, Nuru, MAL #12	9/2016
24	Ormiston, Earle, Chair, MAL #7, Outreach and Education Work Group Chair	9/2016
25	Prilutsky, Michael, City of San Ramon Representative	9/2016
26	Richards, Sheri, MAL #8	9/2015
27	SanVicente, Richard, MAL #1 Meals on Wheels of Contra Costa County Board Member	9/2016
28	Schroth, Edward, MAL #11, Health Work Group Co-Chair	9/2015
29	Wiess, Jeffrey, MAL #6	9/2016
30	Welty, Patricia, MAL #4	9/2016
31	Xavier, Rita, MAL #9	9/2015

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

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

Explain any "No" answer(s): _____

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

Each new vacancy occurring on the Council is declared by Board Order. The Clerk of the Board's Office is then instructed to advertise each vacancy for a period of 20 days prior to the filling of each seat to encourage and permit interested members of the public to apply. Member at Large applicants are interviewed by the Council's Membership Committee; Local Committee Seats are selected by the cities (usually the City Councils). All new appointments to the Council are made by Board Order. New members are given an orientation and advised of their duty to file FORM 700 and to complete ethics training for public officials as required by the Fair Political Practices Commission. Members are also provided video training on the Brown Act and the County's own Better Governance Ordinance.

2012-2016 Four-Year Area Planning Cycle

This section must be completed and submitted with the Four-Year Area Plan.

Any changes to this Section must be documented on this form and remitted with Area Plan Updates.⁶

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

Contra Costa Senior Legal Services (CCSLS) provides free legal advice, representation and education to elderly residents of Contra Costa County, with an emphasis on seniors who are in the greatest social and economic need. Its most urgent objective is to resolve legal problems that are adversely affecting basic needs of the elderly such as food, shelter, health care, and freedom from physical, psychological or economic abuse.

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

11% of adequate proportion of unallocated Title III B funding is directed to Legal Services. CCSLS actually receives 13% of Title III B funding.

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)

In the last four years of economic downturn and also with the passage of legislation mandating that financial institutions report alleged financial abuse, there has been an increase in the number of APS reports of financial abuse. However, in regards to our contract providers, they are currently funded adequately. The shortage in terms of funding exists more in the realm of funds for District Attorney and prosecution services in the County. We will continue to closely monitor this situation and should the need arise to adjust the level of funding for legal services, the Area Agency will be proactive in its response.

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

The targeted senior population is seniors with the greatest social and economic needs. The mechanisms for reaching those targeted groups are the outreach and educations to seniors at community senior centers, nutrition sites, senior housing complexes and clubs, organizations and gathering places for seniors of diverse ethnic heritages such as Hispanics/Latinos, Asians and African Americans. CCSLS distributes brochures about its program in Spanish and several Asian languages in addition to brochures in English. CCSLS also depends on other senior service providers who primarily work with seniors in the target groups to refer to CCSLS. Additionally, the Contra Costa Area Agency on Aging has brought an increased focus this year to its providers and the community on the legal rights of LGBTQ seniors both living at home and in assisted living facilities.

⁶ For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or COkwuosa@aging.ca.gov

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

Fiscal Year	# of Legal Assistance Services Providers
2012-2013	1
2013-2014	3
2014-2015	3
2015-2016	3

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

Our County Adult Protective Services Program and the Ombudsman program have a hotline and each of those programs do received 'hot' calls regarding legal issues. Each of these programs refers clients to either our contracted provider or to "the Legal Center" that handles specifically financial abuse cases. Additionally in Contra Costa in this past year, the larger Employment and Human Service Department in Partnership with local CBO's, Domestic Violence Programs and local Law Enforcement agencies opened up a new Family Justice Center in the Central part of the County in addition to the newly opened Family Justice Center in the Western Part of the County. These centers are a 'one stop' for individuals including older adults who are alleged victims of violence and exploitation and who have access to social workers as well as legal counsel for matters of restraining order, etc.

7. What methods of outreach are providers using? Discuss:

CCSLs presents educational workshops on substantive areas of the law, makes presentations regarding its services and how to access those services, and participates at senior and health fairs throughout the county. It distributes brochures, fliers and other materials regarding the law in several different languages. They also have a website at www.ccsls.org that can be accessed by clients or their families.

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

Fiscal Year	Name of Provider	Geographic Region covered
2012-2013	a. Contra Costa County Senior Legal Services b. c.	a. Countywide b. c.
2013-2014	a. CCC Senior Legal Services b. Bay Area Legal c. Rubicon	a. Countywide b. Countywide c. Countywide
2014-2015	a. CCC Senior Legal Services b. Bay Area Legal c. Rubicon	a. Countywide b. Countywide c. Countywide
2015-2016	a. CCC Senior Legal Services b. Bay Area Legal c. Rubicon	a. Countywide b. Countywide c. Countywide

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

Most frequently older adults access Legal Services by calling or by coming to CCSLS' office ~~in Richmond~~. They are given appointments that can be by phone or in person. Some clients will make an appointment at one of the several senior centers that participate in their Consult-an-Attorney program. On occasion some seniors or family members will contact them by e-mail or by mail.

10. Identify the major types of legal issues that are handled by the TIII-B legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area):

Because of the downturn in the economy CCSLS is seeing more clients whose homes have been foreclosed, are in foreclosure or the clients are interested in renegotiating their mortgages. Also because of the economy they are seeing an increase in financial abuse to seniors by family members and others. There is also an increase in the number of seniors who are unable to pay their debts.

11. In the past four years, has there been a change in the types of legal issues handled by the TIII-B legal provider(s) in your PSA? Discuss:

Yes, that is reflected above in regards to the issues of debt overload and the need to address financial issues. In addition, 'scams' in the form of financial abuse by unknown perpetrators are on the rise.

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

Contra Costa County is made up of three regions, ~~but CCSLS has office space only in West County, making it more difficult to serve clients in the other regions.~~ This past year, CCSLS moved its' main office to Central County, near the large centrally located BART station, and at the location of the John F. Kennedy Community Counseling Center. This move is very beneficial for clients seeking CCSLS services because of its' proximity to major transportation. CCSLS ~~has~~ developed strategies for overcoming ~~this the~~ barrier of one central location by continuing their ~~including developing a~~ Consult-an-Attorney program at senior centers throughout the county so that clients will not have to travel outside their region to have a face-to-face consultation with an attorney. They also use faxes to review client's papers and documents so that they do not always have to come to ~~Richmond the office~~ for services. Another barrier is because of lack of resources CCSLS has a very small paid staff. The solution to this barrier is a panel of private and retired attorneys who provide services ~~at for-~~ the Consult-an-Attorney ~~projects program, and~~ at Wills Clinics throughout the County, and in our office ~~in Richmond. In addition, the newly formed "The Law Center" mentioned above specializes in senior exploitation/financial abuse and has pro bono services that they offer county wide. This organization is complementary to CCC Senior Legal Services.~~

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

CCSLS coordinates its services with ~~The Law Center~~, Contra Costa County Ombudsman, Bay Area Legal Aid, Senior Outreach Services, the Superior Court, and many Senior Centers. In addition they work very closely with many of the county services such as APS, Information and Assistance, and HICAP. In the past they have co-sponsored educational events with some of the above-mentioned agencies and have co-counseled with other agencies on cases. They have also provided in-service education to the staff and volunteers of some of these providers.

SECTION 20. FAMILY CAREGIVER SUPPORT PROGRAM**PSA 7****Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services
Older Americans Act Section 373(a) and (b)****2012–2016 Four-Year Planning Cycle****Family Caregiver Services**

Category	2012-2013	2013-2014	2014-2015	2015-2016
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 checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Support Services	<input checked="" type="checkbox"/> yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Respite Care	<input checked="" type="checkbox"/> yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Supplemental Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract

Grandparent Services

Category	2012-2013	2013-2014	2014-2015	2015-2016
Grandparent Information Services	<input checked="" type="checkbox"/> yes <input type="checkbox"/> No Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Grandparent Support Services	<input checked="" type="checkbox"/> yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Grandparent Respite Care	<input checked="" type="checkbox"/> yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract

Grandparent Supplemental Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
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*Refer to PM 11-11 for definitions for the above Title III E categories.

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

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

SECTION 21 - ORGANIZATION CHART (Estimated Budget Percentages)



