

I. A1AA Service System Goals

A1AA provides direct and contracted services to support the independence and well-being of older adults living in Humboldt and Del Norte Counties. Proposed activities for FY 20-21 are complicated by COVID-19.

Public health officials continue to advise older adults to shelter-in-place to maintain health and safety during the pandemic. In response to this and the reality that older adults will continue to be at most risk if exposed, A1AA services will be modified when possible to protect older adults from exposure.

A1AA has added a two new objectives and modified Goal 3 to strengthen our capacity to help older adults prepare for and respond to disasters. A1AA will monitor the course of the pandemic and modify service provision whenever appropriate. A1AA's priority will always be to protect the health and safety of older adults, their caregivers, A1AA staff and volunteers.

Goal 1

Area 1 Agency on Aging will help older adults, their caregivers, and individuals with disabilities improve awareness of and access to community-based services and resources within the local, regional, state, and national network.

New Objective: A1AA will provide disaster preparedness information and education to older adults, adults with disabilities and their caregivers, including resources for coping with social isolation.

Goal 2

Area 1 Agency on Aging will provide direct and contracted services that support and strengthen the health and well-being of older adults, their caregivers and individuals with disabilities to increase independence and encourage healthy aging.

Goal 3

Area 1 Agency on Aging will strengthen community capacity to support an aging population by increasing awareness of the needs of older adults. We will advocate at the systems level to improve the coordination of and access to resources and services for older adults, **especially during natural or human caused disasters, pandemics, and local emergencies.**

New Objective 1: Area 1 Agency on Aging will work with local and state officials, subcontractors, and the broader community, to provide appropriate services and promote maximum flexibility related to OAA funded services during disaster situations.

II. Direct Services provided by A1AA

The first table provides a summary of the proposed Older Americans Action (OAA) -funded services. The second table summarizes additional services funded by other sources that will be provided directly by A1AA in FY 20-21.

OAA Program & Title	Description	FY 20-21 Service Plan During COVID-19
Senior Information & Assistance* (III B)	<ul style="list-style-type: none"> Provide Information and Assistance for older adults, their families, caregivers, and people with disabilities and other service providers to obtain information and connections to community-based services. 	<ul style="list-style-type: none"> I & A Services will continue to be provided via telephone, email, mail, and videoconferencing. Limited in person assistance will only provided if no other option exists and only observing required PPE/social distancing protocols.
Elder Abuse Prevention (III B)	<ul style="list-style-type: none"> Provide training sessions to community-based organizations to improve the identification and prevention of elder abuse, neglect and exploitation 	<ul style="list-style-type: none"> Information will be provided via telephone, email and mailing. Consideration will be given to providing webinar trainings to specific organizations.
Transportation* (III B)	<ul style="list-style-type: none"> The Volunteer Driver Program provides rides to older adults and adults with disabilities to obtain necessary medical services and food resources. 	<ul style="list-style-type: none"> Rides will be available on a case-by-case basis for critical medical appointments to healthy older adults observing PPE/social distancing protocols
In-Home Services* (III B)	<ul style="list-style-type: none"> Provide Homemaker in-home assistance such as preparing meals, shopping for personal/household items, managing paperwork, using the telephone and/or light housekeeping. 	<ul style="list-style-type: none"> Staff and volunteers will provide grocery shopping for older adults identified as at risk. Assistance with paperwork over the telephone when possible. In-home services will be provided on a limited case-by-case basis only when health and risks to clients and staff are determined to be safe and proper PPE/social distancing protocols are observed.
Health Promotion (III D)	<ul style="list-style-type: none"> Offer classes in “Staying and Active and Independent for a Lifetime” (SAIL), an evidence-based program designed to prevent falls among older adults. 	<ul style="list-style-type: none"> Limited classes will be provided online using Zoom format and will be expanded in the coming year as more instructors become available.
Public Information (III B)	<ul style="list-style-type: none"> Distribute copies of the Senior Information Guide, listing services, resources and information about community-based resources and services critical to older adults and adults with disabilities. 	<ul style="list-style-type: none"> Distribution of Senior Information Guide continues only using PPE/social distancing protocols. In addition to periodic articles in print and social media, A1AA will conduct periodic community mailings, press releases and media interviews to update the public on services.
	<ul style="list-style-type: none"> Publish articles about issues important to seniors and caregivers in printed and social media. 	
Long Term Care Ombudsman Program (VII A & III B)	<ul style="list-style-type: none"> Advocate on behalf of older adults living in skilled nursing homes and long-term care facilities. Investigate, report and/or resolve complaints. Recruit and train volunteers to provide services. 	<ul style="list-style-type: none"> LTCO program visits to LTC facilities will occur using state approved protocols. LTCO program will be available via email, telephone, and face to face virtual meetings as requested/needed.

* Designated as services that meet “Adequate Proportion”

Non-OAA Funded Services	Description	FY 20-21 Service Plan During COVID-19
Health Insurance Counseling & Advocacy Program State and Federal funding	<ul style="list-style-type: none"> ▪ Provide individual client counseling, community education, and informal advocacy regarding Medicare and related programs. Assist with the selection of Medicare Part D prescription drug plans and resolve Medicare claims and questions. 	<ul style="list-style-type: none"> ▪ HICAP Counselors will continue to provide counseling over the phone and via teleconferencing. Email and mail will be used to send clients needed information.
	<ul style="list-style-type: none"> ▪ Provide workshops to educate and inform seniors and organizations that support them about Medicare, fraud prevention and related programs, education and enrollment in federal subsidy programs 	<ul style="list-style-type: none"> ▪ HICAP Counselors will provide workshops via teleconferencing.
Northcoast Homeshare local grant funding	<ul style="list-style-type: none"> ▪ Provide house matching services for older adults seeking renters or housing. 	<ul style="list-style-type: none"> ▪ Interviews of perspective matches will be done by telephone and teleconferencing. Email and mail will be used to send clients needed information.
Dignity at Home Falls Prevention Program State Funding FY 20-21 only	<ul style="list-style-type: none"> ▪ Provide risk assessments, service coordination and activities to prevent falls in older adults. 	<ul style="list-style-type: none"> ▪ Initial assessments will be provided by telephone and online. Staff will perform short in-home assessments only if needed to confirm assessment, take photographs, etc. and only when PPE/social distancing protocols can be observed. Staff, older adult, and contractor performing repairs must be asymptomatic.

III. Contracted Services

A1AA contracts with service providers in Humboldt and Del Norte Counties for certain services funded by the Older Americans Act.

OAA Program & Title	Description	FY 20-21 Service Plan During COVID-19
<p>Elderly Nutrition Programs (III C)</p> <p>Providers: Humboldt Senior Resource Center</p> <p>Del Norte Senior Center</p>	<ul style="list-style-type: none"> ▪ Congregate Meals ▪ Home Delivered Meals: provide meals in the home to older adults who are frail or homebound due to illness or disability or otherwise isolated. ▪ Nutrition Education: provide accurate nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants, overseen by a dietitian or individual of comparable expertise. 	<ul style="list-style-type: none"> ▪ Congregate meals will be provided on a pick-up and/or delivery basis until further notice from the California Department of Aging. ▪ Continued ▪ Nutrition education for both HDM and Congregate meals will be provided through educational handouts provided to participants with meal delivery/pick-up.
<p>Legal Assistance*</p> <p>Provider: Legal Services of Northern California</p>	<ul style="list-style-type: none"> ▪ Provide legal advice, counseling, law clinics and/or representation by an attorney or other person acting under the supervision of an attorney. 	<ul style="list-style-type: none"> ▪ Legal assistance will be provided via telephone, mail, email and teleconferencing.
<p>Family Caregiver Support Program</p> <p>Provider: Redwood Caregiver Resource Center</p>	<ul style="list-style-type: none"> ▪ Provide services to caregivers caring for an older adult, e.g. training, assessment, counseling, support groups and respite. 	<ul style="list-style-type: none"> ▪ Assessment, counseling, support groups will be provided via telephone, mail, email, and teleconferencing. Respite funding will continue in pre-COVID method.
<p>Information & Assistance*</p> <p>Provider: Del Norte Senior Center</p>	<ul style="list-style-type: none"> ▪ Provide Information and Assistance for older adults, their families, caregivers, and people with disabilities and other service providers to obtain information and connections to community-based services. 	<ul style="list-style-type: none"> ▪ I & A Services will continue to be provided via telephone, mail, email, and videoconferencing. Limited in person assistance will only be provided if no other option exists and only observing required PPE/social distancing protocols.
<p>* Designated as services that meet "Adequate Proportion"</p>		