

Area 1 Agency on Aging

2008-2009 Annual Report



Promoting Independence for a Lifetime

Maintaining Service in Challenging Times

As the Area 1 Agency on Aging prepares to enter its fourth decade of service to the people of Humboldt and Del Norte counties, the twin realities of increased need experienced by increasing numbers of seniors, people with disabilities, their families and caregivers, and inadequate and declining funding present ongoing and critical challenges. This year a faltering State economy produced a series of difficult decisions—decisions that, when implemented in our communities, altered, stretched and, in some respects, tore the fabric of support for some of the most vulnerable segments of our population. Programs serving fragile and at-risk seniors were eliminated; collaborative efforts with our sister organizations were jeopardized; services for the frail and endangered were reduced. As a result we have found Agency services increasingly sought and ever more crucial as other services have been eliminated or have seen their effectiveness wane.



Joan Rainwater-Gish,
President, Board of Directors
Cindy Denbo
Executive Director

The Agency Board of Directors and Advisory Council, staff and volunteers remain committed to the preservation and enhancement of these essential services and programs--support that helps seniors live at home, safe, healthy and independent.

Against this backdrop of growing need and funding reductions, we can take pride in a number of accomplishments. In partnership with The California Endowment, we completed our first year of a multi-year grant-funded process of information-gathering through paper and on-line surveys and Town Hall meetings that will result in the development of a useful model for data collection. We began to develop the Project for Senior Action advocacy program—also funded through The California Endowment. When State of California budget considerations demanded effective representation for seniors, we moved quickly to serve as a reliable and timely conduit of information, conveying seniors' concerns and opinions to Sacramento. As proposed budget reductions became a discouraging reality, we re-allocated our staff resources, combined programs, streamlined our functional hierarchy and cross-trained our staff. We consolidated all Humboldt County programs and offices in one building, beginning with a move of administrative staff on June 29, 2008 and culminating, eight months later, with an official Open House on March 19, 2009. We partnered with the FCC to help seniors retain their connection to their communities through the transition to digital television broadcasting. We re-formed the North Coast Senior Services Collaborative as a vehicle for program and service partnership in these unpredictable times. And we continued to provide service and assistance, support and advocacy through our HICAP, Caregiver Services, Senior Information and Assistance, and Volunteer Services programs.



Sharon
Mellett



Karen
Suiker

We expect that the challenges facing our state, our counties, our communities, and our Agency will continue to be profound and complex. We will continue to support the seniors of Humboldt and Del Norte, to work with other organizations and agencies to mitigate the impact of an uncertain economy, and to maximize our efforts to advocate for seniors and assist them as they advocate for themselves. We thank all those who share this commitment; all who dedicate their efforts and their resources to helping the most vulnerable among us. Their generous support will be vital as we work to preserve and enhance the quality of life of our aging family, friends and neighbors.

Joan Rainwater-Gish, Board President
Cindy Denbo, Executive Director

Area 1 Agency on Aging Board of Directors:
(Front row) Dianne Bennett, Judy Bennett, Joan Rainwater-Gish,
Doris Whalen. (Back row) Steve Beckman, Scott Sattler,
Nyle Henderson, Jim Pedrotti, Sharon Hunter, Victoria Onstine

Our Programs and Services

Health Insurance Counseling and Advocacy Program

HICAP staff and volunteers, through free counseling sessions, workshops and public presentations, assist Medicare beneficiaries to make informed health care decisions. Counseling services provide a broad spectrum of Medicare information: introduction of options available to new beneficiaries; how to choose supplemental insurance coverage; analysis of supplemental Medicare program coverage; assistance with billing or enrollment problems; information about long-term care insurance; and guided comparison of Medicare prescription drug plans.

This year HICAP increased its capacity to support the growing senior populations of Humboldt and Del Norte counties through the expansion of its corps of volunteer counselors. Twelve trained volunteer counselors now augment the HICAP professional staff.

Significant changes to the Medicare program are anticipated in 2010. The HICAP team will be ready to help more than 30,000 Humboldt and Del Norte beneficiaries negotiate the complexities of this critical and ever-changing system.

Martha Johnson, HICAP Manager

HICAP Accomplishments

- ★ Provided over 3,000 hours of counseling and assistance to Medicare beneficiaries in Humboldt and Del Norte counties
- ★ Conducted 59 public presentations to inform 2,154 residents of Humboldt and Del Norte counties
- ★ Assisted 3,108 Medicare beneficiaries through in-person counseling sessions and telephone support
- ★ Dollar value of savings to beneficiaries: \$220,923

"I appreciate the help by your counselor in appealing an insurance claim which resulted in a savings of \$1,400."

HICAP Client



"Thank you so much for explaining how Medicare works. I consider myself fairly intelligent, but I needed help to understand it. Your counselor was very knowledgeable and explained things so I could understand."

HICAP Client

*Robert Nelson
Bonnie McGregor*



*Martha
Johnson*



*Dwight Clark, Gretchen Stadler,
Teresa Carey*



*Del Norte Staff—
Kathy Horgan, Bonnie Finley*



Maren Rose



Sheri Clark

*HICAP Volunteers: Linda Anderson,
Teresa Carney, Dwight Clark, Sheri Clark,
Martin Kelly*

Senior Information & Assistance Program

For Humboldt and Del Norte counties' seniors and their families, caregivers and service providers, the Senior Information & Assistance (I & A) program is the recognized gateway for information that can provide critical help and support to those in need. Professional Resource Specialists are expert in the development and delivery of current, relevant, timely and useful information provided through face-to-face interviews, telephone interviews, appointments or unscheduled walk-in consultations during which they assess individual and family needs and organize referrals to appropriate resources.

Whether providing information to family members, ensuring access to emergency food and electricity for frail seniors, collaborating with other organizations to work against senior abuse and fraud, or partnering with federal, state and local agencies to ensure that isolated seniors maintain vital connections to their community, the I & A program remains committed to supporting the health, safety and independence of the seniors of Humboldt and Del Norte counties.

Tom Collins, Information & Assistance and Caregiver Services Manager

I&A Accomplishments

- ★ Responded to 9,485 requests for information and assistance in Humboldt and Del Norte counties
- ★ Expanded information, assistance and advocacy services to Native American Elders and tribal offices
- ★ Provided 18 community presentations focusing on issues and concerns of seniors and their families
- ★ Provided critical assistance to 1,856 seniors and people with disabilities during the transition to DTV broadcasting in Humboldt County through out-reach, educational programs and individualized, in-home technical assistance

Caregiver Services Program

The Caregiver Services Program provides information and assistance, training and support to seniors, their caregivers and families, and others needing in-home support in Humboldt and Del Norte counties. In partnership with the Humboldt County Public Authority, the Caregiver Services Program provides the most comprehensive caregiver training program in California and maintains an up-to-date Caregiver Registry for Humboldt's In-Home Support Services recipients. The Registry provides free referrals for seniors and people with disabilities needing assistance to remain in their homes.

Caregiver Services Accomplishments

- ★ Responded to more than 3,000 requests for information and assistance about in-home care and caregiving--an increase of 34%
- ★ Conducted four 33-hour training sessions for in-home caregivers, graduating 96 in-home care providers
- ★ Hosted an informational Resource Fair for in-home caregivers attended by more than 350 caregivers and service providers
- ★ Published The Caregiver Quarterly newsletter
- ★ Developed a video training program for caregivers



*Tom Collins, Vicki Okey,
Marlane Florencio, Teresa Christian,
Suzy Smith*

Volunteer Center of the Redwoods & RSVP

The Volunteer Center of the Redwoods maintains the framework of support within which people of all ages and abilities can match their time and talent to opportunities for meaningful volunteerism in Humboldt and Del Norte counties. The Volunteer Center of the Redwoods works with individuals and organizations in its efforts to support civic engagement, connecting volunteers to fulfilling options for service and assisting and supporting community organizations as they recruit, manage and retain volunteers.

Volunteer programs include: RSVP, focusing on volunteers 55 years of age and older; Drop of a Hat Brigade, offering short-term and one-time volunteer opportunities; Pen Pals, linking elementary school-age students with older adults via letter-writing; DOORS, focusing on volunteers of all ages with disabilities; Resource Speaker Program, providing guest speakers for school presentations; Brown Bag Meetings, organizing forums for discussion of trends in volunteering; and multiple craft groups including Craf-T Crafters, Katie's Krafers, Loose Ends and Woodcrafters.

Todd Metcalf, Volunteer Services Manager

"Those who can, do. Those who can do more, volunteer." Anonymous

Volunteer Center of the Redwoods & RSVP Accomplishments

- ★ Referred more than 350 people to volunteer opportunities
- ★ Enrolled over 300 new volunteers
- ★ Supported more than 1,500 volunteers of all ages
- ★ RSVP volunteers contributed over 100,000 hours of service
- ★ Monetary value of RSVP volunteer service contributions: nearly \$3,000,000
- ★ More than 300 community organizations benefited from the time, expertise and effort of Volunteer Center and RSVP volunteers



*9-11 Day of Service and Remembrance:
Timothy Anderson,
AmeriCorps member
Sue Moran,
Eureka Sequoia Garden Club*

*"I think that the Pen Pal Program benefits everyone because we meet new people, become better writers, and share fun experiences."
5th grade Pen Pal*

Volunteer Center of the Redwoods & RSVP Advisory Council

Humboldt Representatives:

Kari Love
Paul Rex
Kay Sennott
Bill Shapeero

Del Norte Representatives:

Albert A. Halls
John Ging
Kelley Nolan



*Martha Hunkins, Todd Metcalf,
Stacy Becker*



*Volunteer Activist
Betty Chin
and Todd Metcalf*



2009 Volunteer Recognition Celebration

Nutrition & Wellness Programs

The Area I Agency on Aging provided \$575,000 in funding for the congregate (senior lunch sites) and home-delivered meal programs for seniors in Humboldt and Del Norte counties. Providers of senior lunch programs--Humboldt Senior Resource Center, Del Norte Senior Center, Healy Senior Center and K'ima:w Medical Center--prepared and served over 67,000 congregate meals and supplied more than 75,000 home-delivered meals.

Funding for these programs was reduced by 6% this year from 07-08 support levels resulting in a 2% reduction in the number of meals served. Nutritional programs, though strained by growing numbers of seniors needing home-delivered meals, successfully reduced both the numbers of seniors unable to participate in the programs and the amount of time seniors spent on lunch program waiting lists.

Debby Krzesni, Registered Dietitian

In addition to providing congregate and home-delivered meals:

- ★ Nutrition education and information was presented in each congregate site informing 1103 people. Nutritional information was provided through written materials distributed to home-delivered meal clients.
- ★ The Exercise is Medicine prescription pad was developed for use by physicians to evaluate and improve their senior patients' commitment to exercise and physical activity.
- ★ The Diabetes on a Budget program was offered in Fortuna, providing nutritional and food preparation information to older adults with diabetes and to those caring for diabetics.



Debby Krzesni

*"I didn't want to go to the senior center for lunch, but when I did
I found all of my high school friends here."*

Dining Site Participant

Program and Service Planning and Contract Management

The Area I Agency on Aging administers in excess of one million dollars of federal, state, county, city and local funding for senior services which are mandated and authorized by the Older Americans Act and the Older Californians Act. Through contracts with local service providers, the Agency is responsible for appropriate allocation of these funds based on needs assessments, management of requests for proposals, monitoring of program compliance with federal and state regulations, and progress reporting to the California Department of Aging.

Contracted services include: senior lunch sites and home-delivered meals provided by Del Norte Senior Center, Humboldt Senior Resource Center, K'ima:w Medical Center and Healy Senior Center; Senior Brown Bag program provided by Food for People; Ombudsman, elder abuse prevention activities, Linkages case management, Respite Purchase of Service, Alzheimer's Day Care and Resource Center, and Adult Day Health Care scholarships provided by Humboldt Senior Resource Center; and Senior Legal Services provided by Legal Services of Northern California.

Christina Fritschi, Contract Manager/Planner



*Allen & Grace Lindsley, volunteers
Healy Senior Center*

Financial Management






The Area 1 Agency on Aging is a 501(c)(3) organization responsible for the stewardship of public and private funds. The Agency receives federal, state, county and city dollars to fund its work. Grants and contributions are received from foundations, private donors, fundraising efforts, membership fees and school districts. The Agency also benefits from rental income from its ownership of the 434 7th Street building.

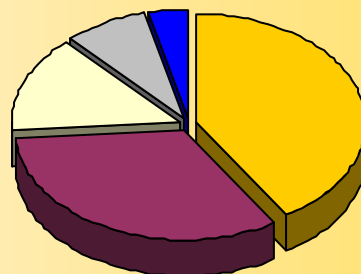
During fiscal year 2008-2009, the Area 1 Agency on Aging administered \$2.4 million in operating revenues. Eighty-three percent of the agency's total expenditures were used to fund vital services that help seniors remain independent and that support volunteer recruitment and management.

Elaine David, Director of Finance

2008-2009 Operating Revenues






\$2,356,000

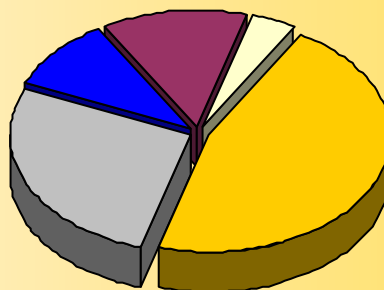
Federal Funds	41%	
State Funds	33%	
Support from Counties & Cities	14%	
Grants, Contracts & Contributions	8%	
Facility Revenues	4%	



2008-2009 Operating Expenditures

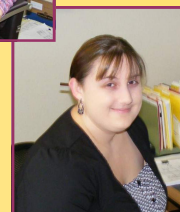
\$2,494,000

Senior Support Programs	46%	
Senior Nutrition Programs	27%	
Volunteer Programs	10%	
Administration & Fundraising	13%	
Real Estate Management	4%	



Statement of Financial Position

	<u>As of 6/30/09</u>	<u>As of 6/30/08</u>
Assets		
Cash & Cash Equivalents	\$236,779	\$807,867
Investments	321,817	932,225
Property & Equipment	1,272,107	138,412
Other Assets	189,173	207,336
Total Assets	<u>\$2,019,876</u>	<u>\$2,085,840</u>
Liabilities	\$175,465	\$135,904
Net Assets		
Unrestricted	1,765,471	1,903,123
Temporarily Restricted	78,940	46,813
Total Net Assets	<u>\$1,844,411</u>	<u>\$1,949,936</u>
Liabilities and Net Assets	<u>\$2,019,876</u>	<u>\$2,085,840</u>



Fiscal Staff:
Laura Rhinehart, Elaine David, Suzanne Timek

Contact Us

Our Mission:

To provide leadership and guidance in supporting an older person's ability to lead a dignified, safe, healthy and independent life; and provide leadership and resources to support volunteers as they make positive changes in our community.



A1AA Advisory Council:

Chris Jones, Lupe Barrett, Supervisor Clif Clendenen, Jamie Jensen, Jackie Glenn, Nancy Wilson. Inset: Jeff Davis, Howard Rien, Sharon Allen, Dorothy Lincoln, Supervisor Mike Sullivan



A1AA Administration Staff:

Cindy Denbo, Executive Director
Christina Fritschi, Planner/Contracts Manager
Marianne Nix, Director of Agency Services
Mary Joe Gonzalez, Receptionist
Janet Koppri, Office Assistant
Suzy Smith, Executive Assistant
Sean Ennis, Information Systems Specialist

Special Projects and Collaborative Programs:

Disability Outreach Offering Resources Through Service (DOORS) • Senior Farmers Market Vouchers • Better Balance Classes for Balance and Mobility • Blue Lake Rancheria Title III & Title VI Collaboration • Del Norte Community Health Fair • Minor Home Modification (Humboldt) • Senior Information Directory • Distribution of Rx Check Up Booklets • A Guide to Vision Loss Services Booklet • Community Collaboration on Medicare Part D • Caregiver Celebrations and Resource Fairs • Volunteer Managers Brown Bag Lunches • Day of Caring • Exercise is Medicine Prescription Pad • FCC Partnership for DTV Transition

Area I Agency on Aging

434 7th Street
Eureka, CA 95501

(707) 442-3763

administrator@a1aa.org

www.a1aa.org

Senior Information and Assistance Program

434 7th Street, Eureka

Humboldt: (707) 442-9591

Del Norte: (707) 464-7876

Toll Free: 1-800-408-4636

infodirector@a1aa.org

Caregiver Services Program

434 7th Street, Eureka

Humboldt: (707) 443-4363

Toll Free: 1-877-977-1604

caregiver@a1aa.org

Health Insurance Counseling & Advocacy Program (HICAP)

434 7th Street, Eureka

Humboldt: (707) 444-3000

Del Norte: (707) 464-7876

Toll Free: 1-800-434-0222

hicap@a1aa.org (Humboldt)

dnhicap@a1aa.org (Del Norte)

Area I Agency on Aging — Del Norte

550 East Washington Blvd., Suite 200

Crescent City, CA 95531

(707) 464-7876

dnseniorinfo@a1aa.org

www.dninfocenter.org

Volunteer Center of the Redwoods/RSVP

Humboldt: 434 7th Street, Eureka

(707) 442-3711

Del Norte: 550 East Washington Blvd.,

Suite 200, Crescent City

(707) 464-7876

volunteer@a1aa.org

www.a1aa.org