



## **Area 1 Agency on Aging**

**We envision a community  
where older persons  
and those with disabilities  
have knowledge of and access to available  
resources that promote quality of life.**

**We provide leadership and services that support  
older persons and those with disabilities through  
education, programs, advocacy and volunteerism.**



**Humboldt Office:**

**434 7th Street, Eureka, CA (707) 442-3763**

**Del Norte Office:**

**1765 Northcrest Dr., Crescent City, CA 95531 (707) 464-7876**

**Web Site: [www.a1aa.org](http://www.a1aa.org)**

**Facebook: [www.facebook.com/A1AA.org](http://www.facebook.com/A1AA.org)**

# Message from the Chair

**W**e live in a magical place, gifted by giant Redwoods, a beautiful coastline to the west and wonderful hills and mountains everywhere else. We are immersed in communities that care about their neighbors and are full of smart, talented and civic minded people.

I am continually amazed by the staff and volunteers at A1AA, as well as the spirit of the people they serve. Our clients come to us with complicated lives and needs and our staff and volunteers draw upon hundreds of collective years of service and wisdom to help these clients find their way. The picture of the redwoods on this Annual Report reminds me of this strength and resiliency. Just as our community would not be the same if all these trees were gone, A1AA would not be the same without the dedication and perseverance of our staff and volunteers.

Resiliency is key during the ongoing challenges of constantly increasing bureaucratic demands of state and federal governments, while the funds to provide direct services continue to be reduced. Increasingly, we depend on volunteers in our programs, as well as in the office, plus those serving on our Advisory Council and Board of Directors. Despite the challenges, staff and volunteers persevere, knowing that as more people wake up to realize they have become seniors (seemingly overnight), our communities will wake up to both the value and needs of our elders.

As of Census 2010, 13% (21,614) of Humboldt and Del Norte County residents were aged 65 and older. By 2050, this number is projected to more than double, increasing to 27% (49,024). Our senior population is growing faster than any other age group. Many of these seniors will be active and healthy and will give back to their communities. Others will need some help. A1AA is here to nurture both those who give back, and those who need a hand. As redwoods grow best when drawing on the strength of the grove, so too does A1AA depend on the skills and perseverance of our staff, volunteers and community. Join us in building community strength and elder resiliency.

*Darlene Penfold  
Board Chair*

## ***Volunteer Center of the Redwoods/Retired Senior Volunteer Program (VCOR/RSVP)***

**M**any changes took place in RSVP this past year. RSVP volunteer programs have been required to shift to new focus areas established by the Corporation for National Community Service. Our Primary Focus Area is Environmental Stewardship and we continue to serve in Health and Nutrition, Education, Disaster Preparedness, Economic Opportunity, and Veterans Services. Additionally, 30% of our volunteers serve other community needs that are not within these focus areas.

In this past year, 368 volunteers served 35,750 hours at sites such as: ♦ A1AA Volunteer Driver Program ♦ A1AA Disaster Volunteers ♦ A1AA HICAP Volunteers ♦ American Cancer Society ♦ Del Norte Gleaning Project ♦ Del Norte Reads ♦ Del Norte Senior Center ♦ Early Literacy Partners ♦ Food for People ♦ Humboldt Trail Stewards ♦ Potawot Community Garden ♦ SCRAP Humboldt ♦ St. Vincent de Paul



### **Area 1 Agency on Aging**

#### **Board of Directors:**

*(Front row) Dean Charlton,*

*Darlene Penfold, Dianne Bennett*

*(Middle row) Diane Lehman,*

*Sheila Rocker-Heppe, Jan Moorehouse*

*(Back Row) John Gambin, M.D.,*

*Naomi Johnson, Tom Cochran,*

*Nyle Henderson*

*Not Pictured: George Ingraham, M.D.,*

*Sid Noyes*

## ***Volunteer Driver Program***

**T**he Volunteer Driver Program (VDP) receives no government funding and depends on volunteer drivers and community donations for its survival. In fiscal year 2013-14 VDP provided 1872 rides to 183 clients. Our 35 volunteers drove 32,333 miles and gave 2014 hours to bring these seniors to their medical appointments. Our drivers started to provide grocery assistance to some riders as the need came up. We plan to start grocery delivery services and rides to stores for seniors in fiscal year 2014-15. In July 2014 the program instituted a small rider fee to help pay for program costs.

## **Health Insurance Counseling and Advocacy Program (HICAP)**

**C**ounselors provide individual client appointments, community education, and informal advocacy regarding Medicare and related programs. A1AA's 11 registered HICAP staff and volunteer counselors:

- ◆ Counseled 3,794 Medicare beneficiaries through individual appointments.
- ◆ Made over 13,701 total contacts, including phone calls and at public events.
- ◆ Helped Medicare beneficiaries save an estimated \$1,216,765 on their prescription drug plans.

## **Long Term Care Ombudsman Program (LTCOP)**

**T**he Humboldt Del Norte Long Term Care Ombudsman Program currently has 15 certified volunteers who visited 23 facilities with 1,048 beds in Humboldt and Del Norte Counties. They provided:

- ◆ 1,992 hours of service this year
- ◆ 138 Trainings for Ombudsman Staff, Volunteers and facility staff
- ◆ 940 Facility visits
- ◆ 247 Information and Consultations to Facilities, Individuals, Resident Care, Resident Rights, Conservatorship, Financial Abuse
- ◆ 232 Cases opened/investigated/closed (each case can have multiple complaints)

The Ombudsman Program was instrumental in documenting financial abuse and mismanagement of residents' medications by the owner of a local facility, leading to license revocation and facility closure by the State of California's Community Care Licensing Division in May 2014. Legal charges against the owner were filed by both the District Attorney's office and the Department of Justice based upon the evidence collected by our office. This facility also had unqualified staff providing care to residents. The Ombudsman Program ensured all residents were safely relocated to other facilities.

## **Senior Information and Assistance and Caregiver Services**

**S**enior Information and Assistance and Caregiver Services provides training and support to seniors, caregivers and their families.

- ◆ 471 caregiver inquiries and requests (III E)
- ◆ 3,070 inquiries and requests (III B)
- ◆ 47 registry lists were provided to seniors
- ◆ 71 Adult Protective and 2 Child Welfare Service reports were made
- ◆ 9 people received transitional care assistance
- ◆ 29 family caregivers received caregiver respite assistance
- ◆ 40 family caregivers participated in caregiver training classes
- ◆ 9 people received financial emergency assistance

## **CalFresh (April 2013-March 2014)**

**T**hrough a grant from Humboldt County's Health and Human Services Department, we were able to help seniors with CalFresh applications and other activities to promote access to fresh and healthy food.

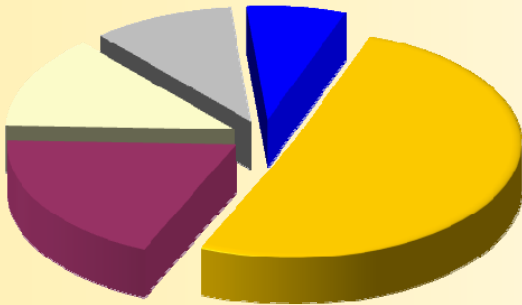
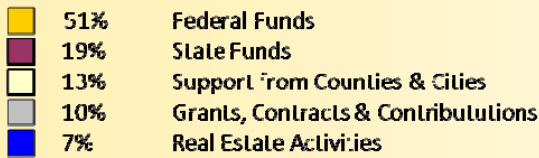
- ◆ 1,376 people received nutrition CalFresh information at outreach events
- ◆ 2724 seniors received the Food Resource Guide
- ◆ 87 seniors were helped with CalFresh paper applications
- ◆ 30 seniors received help with [www.C4yourself.com](http://www.C4yourself.com) webpage
- ◆ 77 people received 1,505 transitional meals when leaving the hospital
- ◆ 38 seniors received multiple assistive devices to help them better store, access and prepare healthy food (Assistive devices are anything that can help make food storage, access, and preparation easier for people with one or more physical disabilities that impact their ability to prepare food.



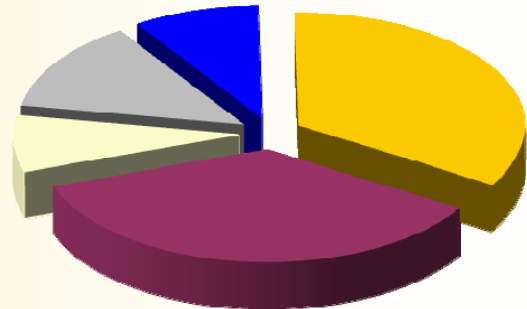
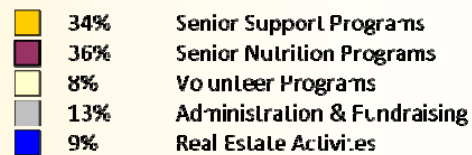
# A1AA Financial Operations

The Area 1 Agency on Aging is a 501(c)(3) organization responsible for the stewardship of federal, state, county and city funds with 65% of our total funding provided by the California Department of Aging. In addition, grants and contributions are received from foundations, private donors and fundraising efforts and the Agency benefits from a 50% ownership interest in its 434 7th Street building. During fiscal year 2013-2014 the agency utilized its reserves for a portion of its operating expenditures. A1AA has enjoyed a history of unqualified audit reports by an independent CPA and favorable monitoring reports from its oversight agencies.

## 2013-2014 Operating Revenues \$1,876,888



## 2013-2014 Operating Expenditures \$1,895,128



## Statement of Financial Position

	<u>As of 6/30/14</u>	<u>As of 6/30/13</u>
<b>Assets</b>		
Cash & Cash Equivalents	\$ 318,357	\$ 570,923
Investments	30,549	27,121
Property & Equipment	1,117,174	1,126,648
Other Assets	<u>257,397</u>	<u>85,319</u>
<b>Total Assets</b>	<b><u>\$1,723,477</u></b>	<b><u>\$1,810,011</u></b>
<b>Liabilities</b>	\$ 135,127	\$ 124,862
<b>Net Assets</b>		
Unrestricted	1,524,398	1,553,490
Temporarily Restricted	<u>63,952</u>	<u>131,659</u>
<b>Total Net Assets</b>	<b><u>\$1,588,350</u></b>	<b><u>\$1,685,149</u></b>
<b>Liabilities and Net Assets</b>	<b><u>\$1,723,477</u></b>	<b><u>\$1,810,011</u></b>