

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 21-22 will continue to be impacted by COVID-19 until the California Department of Aging and local Public Health Departments officially loosen restrictions for in person services and gatherings.

Public health officials continue to advise older adults to shelter-in-place to maintain health and safety during the pandemic. A1AA services will only be provided when they are able to protect older adults from exposure to the virus..

The Goals approved by the California Department of Aging for Area Plan 2020-24 are:

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.

Rationale: Needs assessment results indicate that lack of awareness about services and resources is a significant barrier to getting help to resolve problems and maintain independence. A1AA serves as an entry point to provide assistance and advocacy to obtain needed services.

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.

Rationale: Older adults in PSA 1 want to “age-in-place.” Providing services that support them to remain in their homes and maintain their health and independence is vital to meet this need and is the intent of A1AA’s mission and the Older Americans Act.

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.

Rationale: The number of older adults needing services is increasing as the baby boomer cohort continues to age. Resources and funds have not increased to keep pace with the population’s current and future needs and may even be at risk of reduction due to the economic impact of the current COVID-19 pandemic. A1AA will advocate to increase understanding of the issues impacting older adults, their caregiver and adults with disabilities and work to improve community coordination and responsiveness to needs.

II. Direct Services provided by A1AA

The first table provides a summary of the proposed Older Americans Act (OAA)-funded services. The second table summarizes additional services funded by other sources that will be provided directly by A1AA in FY 21-22.

OAA Program & Title	Description	FY 21-22 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 be provided if no other option exists and only observing required PPE/physical 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/physical 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 risks to clients and staff are determined to be low and proper PPE/physical 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. ▪ Publish articles about issues important to seniors and caregivers in printed and social media. 	<ul style="list-style-type: none"> ▪ Distribution of Senior Information Guide continues using PPE/physical distancing protocols and bulk mailings. ▪ 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.
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 USPS 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. Home visits will be done only when PPE/physical distancing requirements can be observed.
Dignity at Home Falls Prevention Program State Funding extended for FY 21-22	<ul style="list-style-type: none"> Provide risk assessments, service coordination activities, and home modifications 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, take photographs, etc. only when PPE/physical 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 nutrition, legal and family caregiver support 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>* Designated as services that meet "Adequate Proportion"</p>		