

## I. A1AA Service System Goals

A1AA provides direct and contracted services to support and promote the health and well-being of older adults living in Humboldt and Del Norte Counties. 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 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 COVID-19 pandemic. A1AA will advocate to increase understanding of the issues impacting older adults, their caregivers, and adults with disabilities and work to improve community coordination and responsiveness to needs.

The Tables on the following pages provide a summary of the proposed Older Americans Act (OAA)-funded services, services funded by other sources, and services to be contracted by A1AA in FY 23-24.

## II. Older Americans Act Services Provided by A1AA

OAA Program & Title	Description	FY 23-24 Service Plan
Senior Information & Assistance* (III B)	<ul style="list-style-type: none"> <li>Provide Information and Assistance for older adults, their families, caregivers, people with disabilities, and other service providers to obtain information and connections to community-based services.</li> </ul>	<ul style="list-style-type: none"> <li>I &amp; A Services will be provided via telephone, email, mail, and videoconferencing. Limited in person assistance will be provided if no other option exists and only observing required PPE/physical distancing protocols.</li> </ul>
Elder Abuse Prevention VII B	<ul style="list-style-type: none"> <li>Provide training sessions to community-based organizations to improve the identification and prevention of elder abuse, neglect, and exploitation</li> </ul>	<ul style="list-style-type: none"> <li>Two elder abuse prevention presentations will be provided, in addition to information provided via telephone, email, and mailing..</li> </ul>
Transportation* (III B)	<ul style="list-style-type: none"> <li>The Volunteer Driver Program provides rides to older adults and adults with disabilities to obtain necessary medical services and food resources.</li> </ul>	<ul style="list-style-type: none"> <li>Rides will be available on a case-by-case basis for medical appointments, pharmacy, grocery, banking, etc., to vaccinated older adults observing PPE/physical distancing protocols, as volunteers are available,</li> </ul>
In-Home Services* (III B)	<ul style="list-style-type: none"> <li>Provide Homemaker in-home assistance such as preparing meals, shopping for personal/household items, managing paperwork, using the telephone, light housekeeping, decluttering, organizing items for disposal as needed, rearranging items to decrease fall risk and technology support.</li> </ul>	<ul style="list-style-type: none"> <li>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 to vaccinated older adults observing PPE/physical distancing protocol.</li> </ul>
Northcoast Homeshare local grant funding (III B)	<ul style="list-style-type: none"> <li>Provide house matching services for older adults seeking renters or housing.</li> </ul>	<ul style="list-style-type: none"> <li>Interviews of prospective matches will be done by telephone and teleconferencing. Email and mail will be used to send clients needed information. In person introductory sessions will occur with vaccinated clients only, observing PPE/physical distancing requirements.</li> </ul>
Health Promotion (III D)	<ul style="list-style-type: none"> <li>Offer classes in “Staying and Active and Independent for a Lifetime” (SAIL), an evidence-based program designed to prevent falls among older adults.</li> </ul>	<ul style="list-style-type: none"> <li>Classes will be provided both in person and online using Zoom format In person classes are offered to vaccinated participants only, observing PPE/physical distance protocols.</li> </ul>
Public Information (III B)	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Distribution of the Senior Information Guide and preparation for an updated version for 2024-25.</li> <li>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.</li> </ul>
	<ul style="list-style-type: none"> <li>Publish articles about issues important to seniors and caregivers in printed and social media.</li> </ul>	

## II. Older Americans Act Services Provided by A1AA (continued)

OAA Program & Title	Description	FY 23-24 Service Plan
Long Term Care Ombudsman Program (VII A & III B)	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>LTCO program visits to LTC facilities will occur using state approved protocols. The LTCO program will be available via email, telephone, and face to face virtual meetings as requested/needed.</li> </ul>
* Designated as services that meet "Adequate Proportion"		

## III. Non-Older Americans Act Funded Services Provided by A1AA

Non-OAA Funded Services	Description	FY 23-24 Service Plan
Health Insurance Counseling & Advocacy Program State and Federal funding	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>HICAP Counselors will provide counseling over the phone and via teleconferencing. Email and mail will be used to send clients needed information. In person counseling sessions will occur on an as needed basis to vaccinated clients only, observing PPE/physical distancing requirements.</li> </ul>
	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>HICAP Counselors will provide workshops in person and via web.</li> </ul>
Dignity at Home Falls Prevention Program State Funding extended to December 2023	<ul style="list-style-type: none"> <li>Provide risk assessments, service coordination activities, and home modifications to prevent falls in older adults.</li> </ul>	<ul style="list-style-type: none"> <li>Initial assessments will be provided by telephone. Staff will perform in-home assessments to confirm assessment, take photographs, etc. and coordinate with contractors to complete home modification. Service is provided only when recipient has been vaccinated, observing PPE/physical distancing protocols.</li> </ul>

#### IV. 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 21-22 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"> <li>▪ Congregate Meals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Congregate meals will be provided at dining sites and on a limited pick-up and/or delivery basis based on the program's assessment of the community need.</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Home Delivered Meals: provide meals in the home to older adults who are frail or homebound due to illness or disability or otherwise isolated.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continued</li> <li>▪ Nutrition education for both HDM and Congregate meals will be provided through educational handouts provided to participants with meal delivery/pick-up and at meal sites providing congregate meals.</li> </ul>
	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>	
<p>Legal Assistance*</p> <p>Provider: Legal Services of Northern California</p>	<ul style="list-style-type: none"> <li>▪ Provide legal advice, counseling, law clinics and/or representation by an attorney or other person acting under the supervision of an attorney.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legal assistance will be provided via telephone, mail, email, and teleconferencing and in person.</li> </ul>
<p>Family Caregiver Support Program</p> <p>Provider: Redwood Caregiver Resource Center</p>	<ul style="list-style-type: none"> <li>▪ Provide services to caregivers caring for an older adult, e.g., training, assessment, counseling, support groups and respite.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment, counseling, support groups will be provided via telephone, mail, email, and teleconferencing, and in person.</li> </ul>
* Designated as services that meet "Adequate Proportion"		