

# AREA PLAN

2020-2024

Fiscal Year  
2022/2023 Update



AREA AGENCY ON AGING

Marin County Aging and Adult Services

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San Rafael, CA 94903

(415) 473-INFO

[www.LiveLongLiveWellMarin.org](http://www.LiveLongLiveWellMarin.org)



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# AREA PLAN UPDATE (APU) CHECKLIST PSA 5

**Check one:**  FY21-22  FY 22-23  FY 23-24

*Use for APUs only*

| AP Guidance Section | APU Components (To be attached to the APU)   | Check if Included  |
|---------------------|--|--|
|                     | ➤ <i>Update/Submit A) through I) <b>ANNUALLY:</b></i>  |  |
| n/a                 | <b>A) Transmittal Letter-</b> (requires <u>hard copy</u> with original ink signatures or official signature stamp- <b>no photocopies</b> ) | <input checked="" type="checkbox"/>                          |
| n/a                 | <b>B) APU-</b> (submit entire APU electronically only)   | <input checked="" type="checkbox"/>                          |
| 2, 3, or 4          | <b>C) Estimate-</b> of the number of lower income minority older individuals in the PSA for the coming year                                | <input checked="" type="checkbox"/>                          |
| 7                   | <b>D) Public Hearings-</b> that will be conducted  | <input checked="" type="checkbox"/>                          |
| n/a                 | <b>E) Annual Budget</b>  | <input type="checkbox"/>                                     |
| 10                  | <b>F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes</b>  | <input checked="" type="checkbox"/>                          |
| 18                  | <b>G) Legal Assistance</b>   | <input checked="" type="checkbox"/>                          |
|                     | ➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2020-2024</i>                      | Mark Changed/Not Changed (C or N/C)<br><b>C N/C</b>          |
| 5                   | Minimum Percentage/Adequate Proportion   | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 5                   | Needs Assessment   | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 9                   | AP Narrative Objectives:   | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 9                   | • System-Building and Administration   | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 9                   | • Title IIIB-Funded Programs   | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 9                   | • Title IIIB-Transportation  | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 9                   | • Title IIIB-Funded Program Development/Coordination (PD or C)   | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 9                   | • Title IIIC-1   | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 9                   | • Title IIIC-2   | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 9                   | • Title IIID   | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 20                  | • Title IIIE-Family Caregiver Support Program  | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 9                   | • HICAP Program  | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 12                  | Disaster Preparedness  | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 14                  | Notice of Intent-to Provide Direct Services  | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 15                  | Request for Approval-to Provide Direct Services  | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 16                  | Governing Board  | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 17                  | Advisory Council   | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 21                  | Organizational Chart(s)  | <input checked="" type="checkbox"/> <input type="checkbox"/> |
| 22                  | Assurances   | <input checked="" type="checkbox"/> <input type="checkbox"/> |

# TRANSMITTAL LETTER

2020-2024 Four Year Area Plan

Check one:  FY 20-24  FY 21-22  FY 22-23  FY 23-24

**AAA Name:** County of Marin Aging and Adult Services

**PSA 5**

This Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in this Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

1. Katie Rice

\_\_\_\_\_  
Signature: President, Marin County Board of Supervisors<sup>1</sup> \_\_\_\_\_ Date

2. Diana López

\_\_\_\_\_  
Signature: Advisory Council Chair \_\_\_\_\_ Date

3. Lee Pullen

\_\_\_\_\_  
Signature: Area Agency Director \_\_\_\_\_ Date

\_\_\_\_\_

<sup>1</sup> Original signatures or official signature stamps are required.

## EXECUTIVE SUMMARY

The Marin County Office of Aging and Adult Services (AAS) acts as the Area Agency on Aging (AAA) for Marin County under a framework and funding put forth in the Older Americans and Older Californians Acts. The AAA is the leading planner, administrator and funder of services for older adults, adults with disabilities, unpaid family caregivers and residents in long-term care facilities. The Live Long, Live Well: Marin County Area Plan for Aging 2020 – 2024 is the current four-year plan for the Marin County AAA. This Fiscal Year 2022 – 2023 Update is the second update of the four-year planning cycle, as determined by the Older Americans Act. The Older Americans Act requires AAAs to submit an Area Plan every four years, with subsequent annual updates, which reflects strategies and activities to best serve the needs of older adults and family caregivers in their designated Planning and Service Area (PSA).

The AAA and the Marin County Commission on Aging (MCCOA), the AAA's federally mandated advisory council, were guided by the following four goals identified by the *2019 AAA Older Adults Needs Assessment*<sup>2</sup> that informed the 2020-2024 Area Plan. These goals will continue to steer the AAA and MCCOA's work for the next two years:

1. Actively advocate for the needs of older adults at local, state and federal level.
2. Pursue opportunities to improve access to information, assistance and resources in order to achieve greater equity among older adults in Marin.
3. Reinforce the important role of the social determinants which factor into the health and well-being of older adults.
4. Promote and lead efforts that create and maintain age-friendly, livable communities in Marin.

In this update, new projects and funding have been established by the AAA and the MCCOA to continue work towards achieving the goals of the four-year plan. This document also outlines current demographics and strategies to effectively address and respond to the needs of older adults in Marin County, with a focus on equity.

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<sup>2</sup> 2019 Area Agency on Aging Older Adults Needs Assessment, accessed March 2, 2021, [https://www.marinhhs.org/sites/default/files/files/servicepages/2020\\_01/olderadultneedsassessment.1.3.20.pdf](https://www.marinhhs.org/sites/default/files/files/servicepages/2020_01/olderadultneedsassessment.1.3.20.pdf)

## DESCRIPTION OF AREA AGENCY ON AGING AND PLANNING AND SERVICE AREA

### *Demographic Characteristics Update*

The Marin County Area Agency on Aging (AAA) is governed by the Older Americans Act, a federal law that promotes the well-being of Americans 60 years old and above through services and programs designed to meet the specific needs of older citizens. Over the past year, Marin County's total population of approximately 260,000 and the number of people age 60 and older, at approximately 76,000 individuals, remained stable. Likewise, the demographic makeup of people age 60 and older remained stable. The 60 and older segment represents 29% of the total population.<sup>3</sup> Statewide, 20% of the population is age 60 or older.<sup>4</sup>

A majority of people 60 and older in Marin are White (90%) versus statewide (69%).<sup>5</sup> In Marin, Black/African Americans age 60 and older comprise 1.4% of the population, Asians 5.2%, American Indian/Alaska Natives 0.2%, Native Hawaiian and Other Pacific Islander 0.1%, Other 1.6%, and Two or more races 1.5%. Five percent of the older adult population identify as being Hispanic or Latino (not exclusive of these other races).<sup>6</sup> Some 5.4% of adults over 60 in Marin County speak English less than very well, compared to 23% of adults over 60 in California overall.<sup>7</sup> Marin County older adults tend to be more formally educated than those across the state, with 58% having attained a Bachelor's degree or higher compared to 32% in California. Statewide, 10% of older adults fall at or below the Federal Poverty Level (FPL) whereas in Marin that number is 6%.<sup>8</sup>

In Spring 2022, the results of the 2020 10-year census will become available, which will provide more updated demographic data.

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<sup>3</sup> American Community Survey 5-year Estimates (2015-2019). Population 60 Years and over in the United States, Marin County. Available at: [data.census.gov](https://data.census.gov). Table S0102, Accessed 2/14/22.

<sup>4</sup> American Community Survey 5-year Estimates (2015-2019). Population 60 Years and over in California. Available at: [data.census.gov](https://data.census.gov). Table S0102, Accessed 2/15/22.

<sup>5</sup> American Community Survey 5-year Estimates (2015-2019). Population 60 Years and over in the United States, Marin County. Available at: [data.census.gov](https://data.census.gov). Table S0102, Accessed 2/15/22.

<sup>6</sup> Ibid.

<sup>7</sup> Ibid.

<sup>8</sup> Ibid.

## AREA AGENCY ON AGING PROGRAMS

| Programs provided through Community Based Organizations (AAA funded and monitored)  | Programs directly administered by AAA  |
|---|--|
| <ul style="list-style-type: none"> <li>• Assisted transportation</li> <li>• Caregiver registry</li> <li>• Central Marin senior center activities</li> <li>• Employment services</li> <li>• Family caregiver support programs</li> <li>• Health Insurance Counseling and Advocacy Program (administered as a consortium by Sonoma County Adult and Aging Services)</li> <li>• Health promotion and disease prevention</li> <li>• Home-delivered meal program</li> <li>• Home modifications and fall-prevention education (Dignity at Home Fall Prevention program)</li> <li>• Legal assistance</li> <li>• Rural case management</li> <li>• Rural senior center activities</li> <li>• Rural visiting</li> </ul> | <ul style="list-style-type: none"> <li>• Home-delivered meal program: assessment and ordering</li> <li>• Congregate meal program</li> <li>• Elder abuse prevention</li> <li>• Information and assistance</li> <li>• Nutrition education</li> <li>• Long-Term Care Ombudsman Program</li> </ul> |

## New Funding and New Programs

The widespread impact of COVID-19 on the populations in the United States, California and Marin has perhaps affected none more than older adults. The state and federal governments have recognized the ongoing toll by issuing funds to address the increased need for services. This year, the Marin Area Agency on Aging (AAA) will receive approximately \$1 million to be spent over two years from the American Rescue Plan Act (ARPA). Later in this fiscal year, the AAA will determine appropriate areas of need for the distribution of ARPA monies.

The AAA received Coronavirus Aid, Relief, and Economic Security (CARES) Act monies that were used over two years to fund services to help meet the needs of older adults affected by COVID-19. Funding was provided to West Marin Community Services to maintain and improve the well-being of rural Marin's older adult community. Cash/material aid services have been used to help older adults pay for things such as dental and utility bills. The AAA's 2019 Older Adult Needs Assessment revealed that 19% of persons of color had looked for employment in the past year without finding a job – almost five times more than older white adults.<sup>9</sup> Additional CARES Act funding was awarded to the YWCA to augment technology trainings to help older adults gain or sharpen skills needed for employment. New technology classes focused not just on Microsoft Office but also on virtual meeting software, which helped participants be ready for virtual interviews and remote work arrangements.

## Nutrition Programs

Access to safe, nutritious, high quality food is essential for achieving and maintaining good health. It is also a basic [social determinant of health](#) that can reduce the risk of illness and improve management of chronic diseases and conditions.<sup>10</sup> For older adults, accessing food can be a complex process that involves several critical components. These include having access to locations where nutritious food is available, transportation to get there, financial resources to purchase food, the ability to cook, and the physical and/or cognitive capacity to plan and carry out these tasks.<sup>11</sup> Across the U.S., the COVID-19 public health emergency has greatly affected community-based nutrition services for older adults, increasing the number

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<sup>9</sup> AAA Older Adult Needs Assessment Summary. Available at: [https://www.marinhhs.org/sites/default/files/files/servicepages/2021\\_08/final.aaa\\_needsassessment.execsummary.2019.pdf](https://www.marinhhs.org/sites/default/files/files/servicepages/2021_08/final.aaa_needsassessment.execsummary.2019.pdf)

<sup>10</sup> Healthy People 2020. Available at: [Social Determinants of Health | Healthy People 2020](#)

<sup>11</sup> "Addressing Food Insecurity and Malnutrition in Older Adults in the Age of COVID-19," National Resource Center on Nutrition and Aging.

of those seeking services while at the same time affecting the food supply chain and ability to congregate in person. This has strained the ability of programs to address the needs of both new and existing clients.<sup>12</sup>



Given the restrictions of the pandemic and the Omicron variant, the AAA continued to distribute Grab and Go meals as an alternative to in-person congregate dining. Last year, the program began with one site, Margaret Todd Senior Center, and has since expanded to four. The AAA opened a site at the Albert J. Boro Center in the Canal neighborhood of San Rafael. The previously thriving congregate meal site at the Center predominantly served monolingual Spanish and Vietnamese speakers. Following direct

outreach to previous participants in their preferred language, many used the Grab and Go program at least once. The AAA also opened a site in rural Marin supported by San Geronimo Valley Community Center. Many who have picked up meals appreciate the opportunity to interact with staff as well as obtaining healthy and fresh food. Another popular site was opened at Corte Madera Recreation Center. Using CARES Act funds, the AAA distributed over 1,750 meals to more than 150 older adults. Later in this fiscal year, the AAA plans to issue a request for proposal to resume in-person congregate dining.

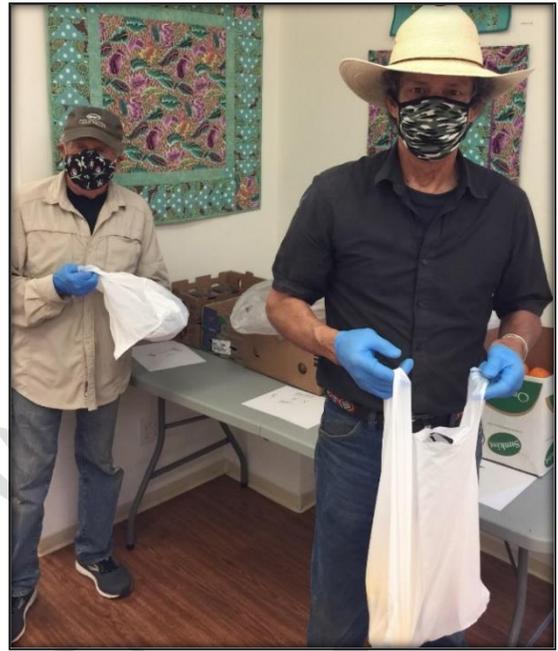
Older adults in Marin have expressed a desire for obtaining low-cost fresh produce. The AAA provided funding using CARES Act dollars to the Agricultural Institute of Marin (AIM). The AAA's Registered Dietician worked with AIM to distribute over 400 Bounty Boxes with fresh and locally farmed fruits and vegetables and nutrition education to older adults residing in low-income housing sites. West Marin Senior Services (WMSS) is the provider of home-delivered meals in rural West Marin, where grocery shopping is difficult. WMSS reached out to each recipient during the pandemic to assess their additional nutritional needs. The consensus was a need for fresh fruits and vegetables. The AAA provided funding to WMSS using CARES Act monies to purchase organic produce from a local grocery store. The contents of the

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<sup>12</sup> IBID.

weekly produce bags were selected around limitations older adults may face: sensitive dental issues, weaker hands and difficulties cutting foods and smaller quantities useful to someone living alone.

The AAA’s home-delivered meal program provides healthy meals to eligible older adults three to seven days per week and is sometimes their primary source of food. It provides not only food but also contact with the person delivering the meal, who may be the recipient’s primary source of face-to-face interaction. Historically, providers and community members have reported there were more people over the age of 60 who were frail, homebound and needed the service but did not meet other eligibility requirements. This year, the AAA has committed to serving more older adults who may benefit by expanding eligibility and expects to see a 30% increase in those served.



## Age Forward and Age Friendly: Marin’s Local Blueprint

In January 2021, the [California Master Plan for Aging](#) (MPA) was unveiled and the first annual update has just been released. It prioritizes the health and well-being of older Californians and the need for policies that promote healthy aging. The MPA calls for a “blueprint” for state government, local government, the private sector, and philanthropy to prepare the state for the coming demographic changes and continue California’s leadership in aging, disability and equity.

In 2020, the Marin Board of Supervisors adopted [Age Forward](#), a framework for an age-friendly County of Marin, as its local MPA blueprint. Age-friendly cities, counties and states are committed to advancing efforts to help people live easily and comfortably in their homes and communities as they age. There is a common guiding philosophy: to make neighborhoods, towns, cities, and rural areas inclusive and accessible for people of all ages- through safe and walkable streets, age-friendly housing and transportation options, access to needed services and opportunities for every resident to participate in community life.<sup>13</sup>

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<sup>13</sup> “Livable Communities Are Age-Friendly.” AARP. Available at: <https://www.aarp.org/livable-communities/about/>. Accessed 2/15/22.

The County is part of Marin's Age-Friendly Network that also includes all of Marin's 11 incorporated towns and cities, nine of which are also members of the Global Network of Age-Friendly Cities and Communities. Age Forward is not seen as an umbrella encompassing all local age-friendly efforts, but as one among many. There is a collaborative relationship between Age Forward and the age-friendly municipalities that support each other's work to advance initiatives throughout the county for all older adults. The commissioners of the MCCOA, representing their towns and districts, are often the bridge between the two.

During the last year, Age Forward's priority action items included encouraging greater on-demand transportation options, particularly those that serve unincorporated areas, and promoting greater inclusion of the needs of older adults in disaster preparedness and response activities.

### **Transportation in Rural Marin**

West Marin is remote, rural and unincorporated, falling under the jurisdiction of the County. Many older residents have limited transportation options; they live alone in areas that are not easy to navigate, with narrow roads and no street lighting. Public transportation, if it exists in their area, can be miles from their homes. Age Forward helped to coalesce and amplify voices of rural residents, the Commission on Aging, and community-based organizations serving West Marin that called for finding solutions to address these challenges. Listening to these voices, The Marin Transit Authority organized an "Innovation Incubator" seeking input on how to address current gaps in transportation for West Marin's older adults and persons with disabilities. MCCOA commissioners, community organizations, residents, and AAA staff were some of the stakeholders brought together to share ideas. Marin Transit is anticipating funds to support new solutions and information gathered from the incubator that will help to inform a call for projects seeking transportation options to address the identified needs.

### **Disaster Preparedness Outreach and Education**

Marin County relies on the Sheriff Department's emergency notification system called Alert Marin to notify residents of potential hazards, evacuations and other emergencies in their areas. Residents register via a website using their smartphone or computer; but the system is not accessible to all. In large part, that's due to the digital divide, a term used to acknowledge that certain populations, including those low-income, those with limited English proficiency, persons of color and older adults face challenges in accessing and utilizing digital technology. In addition, some older adults are unfamiliar with certain forms of technology, don't have access to smart phones or other devices, and/or have physical challenges that make using technology

difficult, including low or poor vision and limited dexterity. Recognizing this void, an emergency collaborative comprised of county emergency preparedness specialists and coordinators is focusing on the needs of Marin’s older adults and persons with disabilities during disasters. Representatives from organizations including Firesafe Marin, the Marin Voluntary Organizations Active in Disaster (VOAD) and Age Forward are also around the table, working toward an accessible alert system, resource development and home hardening education (to increase the resilience of homes during wildfires). These efforts are bolstered by MCCOA commissioners, who are consistently active in their communities around emergency preparedness and wildfire protection and education.

### Commissioners Active in Age Friendly Initiatives and their Communities



Peer education models are well established as a means of delivering health and social welfare information and have proven effective among older adults.<sup>14</sup>

Each month, the MCCOA hosts a presentation on topics tailored to the needs and interests of older adults. In the *2019 AAA Older Adult Needs Assessment*, climate change was one of the most frequently indicated concerns. The Health and Nutrition Committee hosted a well-attended presentation by national experts, who spoke to the impact of climate change on the physical and mental health of older adults. Other presentation topics have focused on the needs of specific communities, including those primarily monolingual.

MCCOA commissioners representing cities and towns have been active in their local age-friendly initiatives and are engaged in local emergency preparedness and COVID-19 local outreach and education. One commissioner staffed an age-friendly table at a weekly “Dining Under the Lights” event, distributing emergency preparedness information - often while dancing salsa to the band across the street. MCCOA commissioners worked to increase awareness about staying safe, where and how to get tested and where to

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<sup>14</sup> “Using senior volunteers as peer educators: What is the evidence of effectiveness in falls prevention?” *Australian Journal of Aging*. March 2009: Volume 28, Issue 1. Available at: <https://onlinelibrary.wiley.com/doi/10.1111/j.1741-6612.2008.00320.x>. Accessed 2/21/22.

get vaccinated. Some age-friendly efforts included how to use a home testing kit and Age-Friendly Sausalito set up a pop-up site for older adults to receive booster shots.

The AARP awarded fellowships for its Walking College Program to Sybil Boutilier, a MCCOA commissioner and Chair of Age-Friendly Sausalito, and Juanita Edwards, General Manager of the Marin City Community Services District, an area where many residents are persons of color. The Walking College provides fellows an opportunity to hone their skills and knowledge around creating vibrant, safe, accessible communities for people of all ages and abilities. With their Walking College mentors, MCCOA's commissioner from Marin City, the Age



Forward coordinator, Commissioner Boutilier and Ms. Edwards identified public space programs and improvements for walkability, including placing benches and community bulletin boards, enhancing pathways and bikeways, and organizing walking groups between the two communities, which will now be incorporated into the overall Marin City improvement plan. The tenor of age friendly, creating a livable community for all, has been embraced by Marin City as a model for community and program planning.

### **County Departments and Elder Abuse**

A key part of the County's Age Forward plan is working with County departments on becoming more age friendly. Older adults can fall victim to many kinds of abuse, financial perhaps being the most common. Older adults are estimated to lose more the \$36 billion annually due to frauds, scams and exploitation-sometimes without ever knowing it.<sup>15</sup> An example of County departments actively advancing age-friendly efforts is a partnership between the District Attorney's Office and the County Recorder's Office. One of the fastest-growing white collar crimes in the United States is property fraud, also called deed fraud, deed stealing or house stealing. The County is wary of potential deed fraud locally because Marin County has a large population of older adult long-term generational homeowners whose homes have built up a lot of

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<sup>15</sup> National Council on Aging. Available at: <https://www.ncoa.org/article/get-the-facts-on-elder-abuse> Accessed 2/18/22.

equity.<sup>16</sup> Property owners or former property owners are notified by letter about any recent filing with the Recorder's Office. If they are not aware of the transfer, they are advised to contact their local police department or the District Attorney's [real estate fraud division](#) as soon as possible.

The AAA helps to combat financial abuse of older and dependent adults by staffing and funding a multidisciplinary Financial Abuse Specialist Team (FAST), which works closely with the Marin County District Attorney's Elder Abuse Unit. Chaired by the County's Public Guardian and staffed by an AAA program coordinator, the team is comprised of volunteers from the community, some of whom are MCCOA commissioners. FAST members go into the community to educate adults of all ages on how to protect themselves from financial abuse: identifying scams, avoiding pitfalls and identifying potential red flags. They also work with Adult Protective Services, the District Attorney's office and Police and Sheriff investigators and Legal Aid of Marin on cases that involve financial abuse. The AAA provides an older adult lens to other County programs and policies, including the Community Development Agency for development of its Housing Element plan.

## **Housing**

Housing is an area of focus for the California MPA, the age-friendly framework and a priority for Age Forward. Marin County, like other communities in California, is initiating a planning process under state law to identify how to meet housing needs at all income levels. This process involves updating the County's Housing Element, which is a required component of the Marin [Countywide Plan](#) (the County's general plan). Housing availability is a critical issue with statewide implications, and while most housing decisions occur at the local level, state law requires housing elements to be updated on a regular cycle. The timeframe for the next Housing Element includes planning periods 2022 - 2030. Each town, city and the County – representing unincorporated areas -- must develop its own Housing Element plan. The Housing Element is an inclusive process, in which voices from each community are heard.

There is a critical need for increased affordable housing as Marin is one of the most expensive places to live in the country and in recent years, prices have risen as much as 10 - 20% year over year.<sup>17</sup> This is especially

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<sup>16</sup> Marin County Press Release "New Program to Protect from Property Deed Fraud." Available at: <https://www.marincounty.org/main/county-press-releases/press-releases/2021/arcc-da-deedfraud-100421?fbclid=IwAR0UvfxTGtomCgTasQjPQ2fmAJhsuHbzbqicwxGAZ1UIc5zLUsebwOd0kaw>

<sup>17</sup> "Housing Guide: Where to Live in Marin County." <https://www.sfchronicle.com/projects/sf-bay-area-housing-where-to-live/marin-county>

true for older adults who are low income and/ or persons of color as well as for persons with disabilities. One gap identified is that caregivers for older adults and persons with disabilities cannot afford to live in Marin, which can result in a shortage of necessary services.



The MCCOA Equity, Outreach and Advocacy Committee currently serves as the Commission's advisor to Age Forward. The EOA committee has hosted forums in which community organizations representing different demographics describe their work and identify areas of need. A common thread running between all allies and organizations is the need for housing choices and affordable housing. The committee thus held a presentation on effective ways to advocate for housing, led by the director of the Aging Action Initiative (AAI), a collaborative network of nonprofit, community and government sectors that focuses on aging equity issues and promotes quality of life for older adults. Members of the public and committee members were taught effective talking points, how to make concise and effective public comments at public meetings and were given recommendations of reports about the housing needs of older adults that could be sent to elected officials. MCCOA

commissioners, representatives of age-friendly movements in cities and towns, the AAA, AAI's Advocacy Alliance, and other community organizations have been among those actively advocating on behalf of older adults and persons with disabilities, as well as affordable and accessible housing for people working in essential services.

The need for housing not only refers to affordable housing but also having a safe and accessible place to live. Each year, millions of older adults fall, about one out of four. Falls can happen anywhere, but more than half of all falls happen at home, where simple changes can ensure safety.<sup>18</sup> Research has shown that one out of five falls results in serious injury such as a broken bone, a head injury or even death. In addition, medical costs for falls cost more than \$50 billion each year.<sup>19</sup> Many falls are preventable and risk factors can

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<sup>18</sup> National Institute on Aging. Available at: <https://www.nia.nih.gov/health/fall-proofing-your-home>. Accessed 2/18/22.

<sup>19</sup> Center for Disease Prevention. Available at : <https://www.cdc.gov/falls/data/fall-cost.html>. Accessed 2/18/22.

be changed or modified. California's Dignity at Home Fall Prevention Program allowed the AAA to contract with the Marin Center for Independent Living to provide injury prevention information, education and referral services. Funds were also used for home modifications, including installation of raised toilets, seats in showers, and grab bars, as well as minor home repairs, including fixing unsafe flooring. These purchases and related education will help the recipients to safely age in place.

### Looking Ahead

Recognizing the need for services for older adults will increase in the coming years, the County is commissioning a report to recommend how its departments can best address the emerging needs of this growing population. A competitive bid process identified a consultant who will study other counties, municipalities and AAAs to determine how services for older adults are structured across departments to maximize impact. A work group of stakeholders will be formed to identify and examine structural and process opportunities and barriers that impact the ability of the County of Marin and municipal governments, community and healthcare to fully support the health and wellbeing of older adults in Marin County. This effort will lead to recommendations on how to best form an inter-departmental integrated and responsive service and delivery system for older adults. In Fall of 2022, these recommendations will be presented to senior leadership and the County Administrator's Office.



## PUBLIC HEARINGS

At least one public hearing must be held each year of the four-year planning cycle.

| Fiscal Year | Date          | Location  | Number of Attendees | Presented in languages other than English? <sup>20</sup> | Was hearing held at a Long-Term Care Facility? <sup>21</sup> |
|-------------|---------------|-----------|---------------------|--|--|
| 2020-21     | April 2, 2020 | Web-based | 64                  | N/A  | No   |
| 2021-22     | April 1, 2021 | Web-based | 49                  | N/A  | No   |
| 2022-23     | April 4, 2022 | Web-based |                     |  |  |
| 2023-24     |               |           |                     |  |  |

The following must be discussed at each Public Hearing conducted during the planning cycle:

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound and/or disabled older individuals.
2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?
  - Yes. Go to question #3
  - Not applicable, PD and/or C funds are not used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and/or C

<sup>20</sup> A translator is not required unless the AAA determines a significant number of attendees require translation services.

<sup>21</sup> AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

- Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services

Yes. Go to question #5

No, Explain:

- Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.
- List any other issues discussed or raised at the public hearing.

**Members of the public:**

**Commissioner Comments:**

- Note any changes to the Area Plan which were a result of input by attendees.

## 2020–2024 AREA PLANNING CYCLE

## Goal 1: Actively advocate for the needs of older adults at local, state and federal level.

**Rationale: Encourage policies and legislation that helps older adults have the support they need to live well in their communities.**

| Objectives   | Projected Start and End Dates | Title III B Funded PD or C <sup>22</sup> | Update Status <sup>23</sup> |
|--|-------------------------------|--|-----------------------------|
| 1a. The MCCOA Legislative Committee will review the 2020 Draft of the County of Marin 2019 Federal and State Legislative Programs and Legislative Policy Guidelines and suggest changes and modifications to the County Administrator via the AAA Director.  | July 1, 2020 – June 30, 2021  |  | Completed                   |
| 1b. The MCCOA Legislative Committee will recommend a formal position on bills and proposals, provide advocacy and write letters for the Board of Supervisors to approve, sign and send to the legislature. In addition, the committee will advocate, write letters and/or testify for other high priority bills currently before the California Legislature and/or US Congress, along with advocating for general policy issues affecting older adults and adults with disabilities. | July 1, 2020 – June 30, 2021  |  | Completed                   |
| 1c. The MCCOA Legislative Committee will sponsor at least one Commission on Aging presentation. This will be with a state or federal elected official. If the schedule allows for a second presentation, it will be on legal or legislative issues affecting older adults.   | July 1, 2020 – June 30, 2021  |  | Completed                   |
| 1d. The MCCOA Legislative Committee members will have had a policy discussion with at least two of the three state and federal legislators representing Marin County.  | July 1, 2020 – June 30, 2021  |  | Completed                   |
| 1e. The MCCOA Legislative Committee will monitor and participate as appropriate the California Master Plan for   | July 1, 2020 – June 30, 2021  |  | Completed                   |

<sup>22</sup> Indicate if Program Development (PD) **or** Coordination (C) – **cannot be both**. If a PD objective is not completed and is continued the following year, the objective must be revised and restated with the remaining or additional tasks.

<sup>23</sup> Use for Area Plan Updates only: Indicate if objective is **New, Continued, Revised, Completed, or Deleted**.

|  |                              |  |           |
|--|------------------------------|--|-----------|
| Aging and keep the Commission on Aging and other entities informed.  |                              |  |           |
| 1f. The MCCOA Legislative Committee will review the 2021 Draft of the County of Marin 2020 Federal and State Legislative Programs and Legislative Policy Guidelines and suggest changes and modifications to the County Administrator via the AAA Director.  | July 1, 2021 – June 30, 2022 |  | Completed |
| 1g. The MCCOA Legislative Committee will recommend a formal position on bills and proposals, provide advocacy and write letters for the Board of Supervisors to approve, sign and send to the legislature. In addition, the committee will advocate, write letters and/or testify for other high priority bills currently before the California Legislature and/or US Congress, and will advocate for general policy issues affecting older adults and adults with disabilities through the lens of equity, diversity and inclusion. | July 1, 2021 – June 30, 2022 |  | Completed |
| 1h. The MCCOA Legislative Committee will sponsor at least one Commission on Aging presentation. This will be with a local, state or federal elected official. If the schedule allows for a second presentation, it will be on legal or legislative issues affecting older adults.  | July 1, 2021 – June 30, 2022 |  | Completed |
| 1i. The MCCOA Legislative Committee members will have had a policy discussion with at least two of our local, state and federal legislators representing Marin County.   | July 1, 2021 – June 30, 2022 |  | Completed |
| 1j. The MCCOA Legislative Committee will monitor, participate and advocate as appropriate the California Master Plan for Aging and keep the Commission on Aging and other entities informed.   | July 1, 2021 – June 30, 2022 |  | Completed |
| 1k. The MCCOA Equity, Outreach and Advocacy Committee will make at least two presentations available to the public that will allow representatives from agencies or groups that represent under-served older adults to describe their current activities as well as needs and ways in which participants can serve as allies.  | July 1, 2021 – June 30, 2022 |  | Completed |
| 1l. The MCCOA Health & Nutrition Committee will partner with the Legislative Committee to prepare a presentation that supports mental health services parity for older adults.   | July 1, 2021 – June 30, 2022 |  | Completed |
| 1m. The MCCOA Housing and Transportation Committee will advocate at the local level for affordable housing for older adults and their caregivers by attending meetings and participating in discussions in at least three towns and cities of the County of Marin.   | July 1, 2021 – June 30, 2022 |  | Completed |
| 1n. The MCCOA Housing and Transportation Committee will encourage wider attendance at committee and/or   | July 1, 2021 – June 30, 2022 |  | Completed |

|   |                              |  |  |
|---|------------------------------|--|--|
| commission meetings where there are speakers on housing and transportation by promoting the meetings on social media such as Nextdoor, Facebook, and Patch.                                 |                              |  |  |
| 1o. The MCCOA Planning Committee will educate the public about California Master Plan for Aging and its impact on older adults through a community presentation and a Great Age newsletter. | July 1, 2021 – June 30, 2022 |  | Partially completed. Great Age Newsletter discontinued |

## Goal 2: Pursue opportunities to improve access to information, assistance and resources in order to achieve greater equity among older adults in Marin.

**Rationale: Encourage policies and legislation that helps older adults have the support they need to live well in their communities.**

| Objectives   | Projected Start and End Dates | Title III B Funded PD or C <sup>24</sup> | Update Status <sup>25</sup>                            |
|--|-------------------------------|--|--|
| 2a. The MCCOA Housing and Transportation Committee will educate the community about transportation options for older adults who can no longer drive or choose not to drive through a Great Age newsletter article, local electronic newsletters and at least one community presentation.   | July 1, 2020 – June 30, 2021  |  | Completed  |
| 2b. The MCCOA Housing and Transportation Committee will gather information about which cities/towns and/or age-friendly task forces, including the County's, are identifying locations of isolated older adults for use in disaster preparedness and response. The committee will share its findings via a presentation and/or Great Age newsletter. | July 1, 2020 – June 30, 2021  |  | Deleted  |
| 2c. The MCCOA Equity, Outreach and Advocacy Committee in collaboration with other community-based organizations will research and educate the public about issues of equity with an emphasis on the needs of older adults. This information will be shared in articles in the Great Age and other venues as appropriate.                             | July 1, 2021 – June 30, 2022  |  | Partially completed. Great Age Newsletter discontinued |

<sup>24</sup> Indicate if Program Development (PD) or Coordination (C) – **cannot be both**. If a PD objective is not completed and is continued the following year, the objective must be revised and restated with the remaining or additional tasks.

<sup>25</sup> Use for Area Plan Updates only: Indicate if objective is **New, Continued, Revised, Completed, or Deleted**.

|  |                              |  |  |
|--|------------------------------|--|--|
| 2d. The MCCOA Health & Nutrition Committee will research Europe's innovative approaches to nursing home design and management and share findings with the members of the MCCOA and our constituents via a presentation and/or Great Age newsletter.  | July 1, 2021 – June 30, 2022 |  | Completed  |
| 2e. The MCCOA Housing and Transportation Committee will educate the community about transportation options for older adults who can no longer drive or choose not to drive through a Great Age newsletter article, local electronic newsletters and at least one community presentation.     | July 1, 2021 – June 30, 2022 |  | Partially completed. Great Age Newsletter discontinued |
| 2f. The MCCOA Planning Committee in collaboration with other community-based organizations will research and educate the public about lessons learned from the recent disasters including the pandemic, fires, economic and social unrest, etc. through an event and/or a Great Age article. | July 1, 2021 – June 30, 2022 |  | Completed  |

### **Goal 3: Reinforce the important role of the social determinants which factor into the health and well-being of older adults and family caregivers.**

**Rationale: Long-term services and supports improve the health, well-being and quality of life for older adults.**

| Objectives  | Projected Start and End Dates | Title III B Funded PD or C <sup>26</sup> | Update Status <sup>27</sup> |
|---|-------------------------------|--|-----------------------------|
| 3a. The MCCOA Housing and Transportation Committee will collaborate with community partners, which may include the Women's Commission, Green and Healthy Homes, fire departments and/ or other organizations, to promote safety in homes for older adults via at least one community meeting or presentation. | July 1, 2020 – June 30, 2021  |  | Completed                   |
| 3b. The MCCOA Health and Nutrition committee will educate the public about food safety and food security, especially during emergencies and power outages, through a  | July 1, 2020 – June 30, 2021  |  | Completed                   |

<sup>26</sup> Indicate if Program Development (PD) **or** Coordination (C) – **cannot be both**. If a PD objective is not completed and is continued the following year, the objective must be revised and restated with the remaining or additional tasks.

<sup>27</sup> Use for Area Plan Updates only: Indicate if objective is **New, Continued, Revised, Completed, or Deleted**.

|   |                                 |  |  |
|---|---------------------------------|--|--|
| Great Age newsletter and a community presentation with distribution of materials.   |                                 |  |  |
| 3c. The MCCOA Health and Nutrition Committee will educate the public on medication safety and how to access resources to afford medications by writing an article in the Great Age newsletter and a community presentation.                                       | July 1, 2020 – June 30, 2021    |  | Completed  |
| 3d. Through the Title IIID Health Promotion Disease Prevention Program, the AAA will contract with the City of Sausalito to deliver the evidence-based “Tai Chi for Arthritis” program to 50 clients.   | July 1, 2021 – June 30, 2022    |  | Completed  |
|   | July 1, 2022 – June 30, 2023    |  | Continued  |
| 3e. Through the Title III E Family Caregiver Support Program, the AAA will contract with Jewish Children and Family Services of San Francisco, the Peninsula Marin and Sonoma Counties to deliver family caregiver respite and family caregiver support services. | October 1, 2020 – June 30, 2021 |  | Completed  |
| 3f. The MCCOA Legislative Committee will work to recruit new members for the committee from underserved communities in Marin by writing a request in the Great Age newsletter and other media outlets.  | July 1, 2021 – June 30, 2022    |  | Partially completed. Great Age Newsletter discontinued |
| 3g. The MCCOA Health & Nutrition Committee will support the Commission’s efforts to deliver a 2021 annual health forum on telehealth services and bridging the digital divide.  | July 1, 2021 – June 30, 2022    |  | Completed  |
| 3h. The MCCOA Housing and Transportation Committee will collaborate with community partners to present topics related to housing equity in at least one community or commission meeting and/or in at least one Great Age article.                                 | July 1, 2021 – June 30, 2022    |  | Partially completed. Great Age Newsletter discontinued |

## Goal 4: Promote and lead efforts that create and maintain age-friendly livable communities in Marin.

**Rationale:** Cities, towns and communities that adopt an age-friendly framework for policies and programs become more equitable for residents across their lifespan.

|            |                     |                    |                             |
|------------|---------------------|--------------------|-----------------------------|
| Objectives | Projected Start and | Title III B Funded | Update Status <sup>29</sup> |
|------------|---------------------|--------------------|-----------------------------|

<sup>29</sup> Use for Area Plan Updates only: Indicate if objective is **New**, **Continued**, **Revised**, **Completed**, or **Deleted**.

|  | End Dates                    | PD or C <sup>28</sup> |  |
|--|------------------------------|-----------------------|--|
| 4a. The MCCOA Planning Committee will educate the public about climate change and its impact on older adults through a community presentation and a Great Age newsletter.                                    | July 1, 2020 – June 30, 2021 |                       | Completed  |
| 4b. The MCCOA Health & Nutrition Committee will write an article for the Great Age newsletter about the Intergenerational Program designed and implemented by Commission on Aging Commissioner Chris Asimos. | July 1, 2021 – June 30, 2022 |                       | Partially completed. Great Age Newsletter discontinued |

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<sup>28</sup> Indicate if Program Development (PD) or Coordination (C) – **cannot be both**. If a PD objective is not completed and is continued the following year, the objective must be revised and restated with the remaining or additional tasks.

## SERVICE UNIT PLAN (SUP) OBJECTIVES

### TITLE III/VIIA SERVICE UNIT PLAN OBJECTIVES

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service. They are defined in the [NAPIS State Program Report \(SPR\)](#)

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary and the National Ombudsman Reporting System \(NORS\) Instructions](#).

1. Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VIIA. Only report services provided; others may be deleted.

#### Home-Delivered Meal

Unit of Service = 1 meal

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 93,180                    | 3            |                                   |
| 2021-2022   | 90,500                    | 3            |                                   |
| 2022-2023   | 117,650                   | 3            |                                   |
| 2023-2024   |                           |              |                                   |

#### Case Management (Access)

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 735                       | 3            |                                   |
| 2021-2022   | 735                       | 3            |                                   |

|           |     |   |  |
|-----------|-----|---|--|
| 2022-2023 | 735 | 3 |  |
| 2023-2024 |     |   |  |

**Assisted Transportation (Access)**

**Unit of Service = 1 one-way trip**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 801                       | 3            |                                   |
| 2021-2022   | 801                       | 3            |                                   |
| 2022-2023   | 801                       | 3            |                                   |
| 2023-2024   |                           |              |                                   |

**Congregate Meals**

**Unit of Service = 1 meal**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 46,965                    | 3            |                                   |
| 2021-2022   | 35,224                    | 3            |                                   |
| 2022-2023   | 46,965                    | 3            |                                   |
| 2023-2024   |                           |              |                                   |

**Legal Assistance**

**Unit of Service = 1 hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 1,621                     | 2            |                                   |

|           |       |   |  |
|-----------|-------|---|--|
| 2021-2022 | 1,621 | 2 |  |
| 2022-2023 | 1,621 | 2 |  |
| 2023-2024 |       |   |  |

**Nutrition Education****Unit of Service = 1 session per participant**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 3,500                     | 3            |                                   |
| 2021-2022   | 1,300                     | 3            |                                   |
| 2022-2023   | 3,500                     | 3            |                                   |
| 2023-2024   |                           |              |                                   |

**Information and Assistance (Access)****Unit of Service = 1 contact**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 3,000                     | 2            |                                   |
| 2021-2022   | 3,000                     | 2            |                                   |
| 2022-2023   | 3,000                     | 2            |                                   |
| 2023-2024   |                           |              |                                   |

**NAPIS Service Category – “Other” Title III Services**

- Each **Title IIIB** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.

- Identify **Title IIIB** services to be funded that were not reported in NAPIS categories 1–14 and 16. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

#### Title IIIB, Other Priority and Non-Priority Supportive Services

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary.

- Other **Priority Supportive Services include** Alzheimer’s Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance and Visiting
- Other **Non-Priority Supportive Services include:** Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Security, Registry, Senior Center Activities and Senior Center Staffing

All “Other” services must be listed separately. Duplicate the table below as needed.

#### Other Supportive Service Category: *Employment*

Unit of Service: Activities

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 40                        | 1            |                                   |
| 2021-2022   | 400                       | 1            |                                   |
| 2022-2023   | 400                       | 1            |                                   |
| 2023-2024   |                           |              |                                   |

#### Other Supportive Service Category: *Registry*

Unit of Service: Hours

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 991                       | 1            |                                   |
| 2021-2022   | 991                       | 1            |                                   |

|           |     |   |  |
|-----------|-----|---|--|
| 2022-2023 | 991 | 1 |  |
| 2023-2024 |     |   |  |

**Other Supportive Service Category: *Senior Center Activities*      Unit of Service: Hours**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 6,809                     | 1            |                                   |
| 2021-2022   | 5,488                     | 1            |                                   |
| 2022-2023   | 5,488                     | 1            |                                   |
| 2023-2024   |                           |              |                                   |

**Other Supportive Service Category: *Visiting*      Unit of Service: Hours**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 983                       | 1            |                                   |
| 2021-2022   | 589                       | 1            |                                   |
| 2022-2023   | 589                       | 1            |                                   |
| 2023-2024   |                           |              |                                   |

**Title IIID/ Disease Prevention and Health Promotion**

**Instructions for Title IIID Disease Prevention and Health Promotion:** Enter the name of the proposed program to be implemented, proposed units of service and the Program Goal and Objective number(s) that provide a narrative description of the program, and explain how the service activity meets the criteria for evidence-based programs described in PM 15-10 if not ACL approved.

**Service Activities:** The AAA will contract with the City of Sausalito to deliver the evidence-based program “Tai Chi for Arthritis,” to be conducted via Zoom or in-person per state and local public health orders. The program is designed to improve the mobility and balance of older adults and prevent falls.

- **Title IIID/ Disease Prevention and Health Promotion:** Enter required program goal and objective numbers in the Title III D Service Plan Objective Table below:

**Unit of Service = 1 contact**

**Title IIID/ Disease Prevention and Health Promotion:** Enter required program goal and objective numbers in the Title III D Service Plan Objective Table below:

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2020-2021   | 500                       | 3            | d                                 |
| 2021-2022   | 667                       | 3            | d                                 |
| 2022-2023   | 667                       | 3            | d                                 |
| 2023-2024   |                           |              |                                   |

## TITLE IIIB AND TITLE VIIA: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES

### 2020-2024 Four-Year Planning Cycle

As mandated by the Older Americans Act Reauthorization Act of 2016, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of ensuring their dignity, quality of life, and quality of care.

Each year during the four-year cycle, analysts from the Office of the State Long-Term Care Ombudsman (OSLTCO) will forward baseline numbers to the AAA from the prior fiscal year National Ombudsman Reporting System (NORS) data as entered into the Statewide Ombudsman Program database by the local LTC Ombudsman Program and reported by the OSTLCO in the State Annual Report to the Administration on Aging (AoA).

The AAA will establish targets each year in consultation with the local LTC Ombudsman Program Coordinator. Use the yearly baseline data as the benchmark for determining yearly targets. Refer to your local LTC Ombudsman Program's last three years of AoA data for historical trends. Targets should be reasonable and attainable based on current program resources.

### COMPLETE ALL MEASURES AND TARGETS FOR OUTCOMES 1-3;

**Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. Older Americans Act Reauthorization Act of 2016, Section 712(a)(3), (5)]**

#### Measures and Targets:

**A. Complaint Resolution Rate (NORS Element CD-08) (Complaint Disposition).**

The average California complaint resolution rate for FY 2017-2018 was 73%.

|  |
|--|
| <p>1. FY 2018-2019 Baseline Resolution Rate:<br/>           Number of complaints resolved <u>286</u> + number of partially resolved complaints <u>76</u> divided by the total number of complaints received <u>513</u> = Baseline Resolution Rate <u>71%</u><br/>           FY 2020-2021 Target Resolution Rate <u>70%</u></p> |
|--|

|   |
|---|
| <p>2. FY 2019-2020 Baseline Resolution Rate:<br/>           Number of complaints partially or fully resolved <u>285</u> divided by the total number of complaints received <u>384</u> = Baseline Resolution Rate <u>74%</u><br/>           FY 2021-2022 Target Resolution Rate <u>74%</u></p> |
|---|

3. FY 2020 - 2021 Baseline Resolution Rate:  
 Number of complaints partially or fully resolved 359 divided by the total number of complaints received 440 = Baseline Resolution Rate 82 %  
 FY 2022-2023 Target Resolution Rate 70 %

4. FY 2021-2022 Baseline Resolution Rate:  
 Number of complaints partially or fully resolved \_\_\_\_\_ divided by the total number of complaints received \_\_\_\_\_ = Baseline Resolution Rate \_\_\_\_\_ %  
 FY 2023-2024 Target Resolution Rate \_\_\_\_\_

#### B. Work with Resident Councils (NORS Elements S-64 and S-65)

1. FY 2018-2019 Baseline: Number of Resident Council meetings attended 45 FY 2020-2021 Target: 35

2. FY 2019-2020 Baseline: Number of Resident Council meetings attended 14 FY 2021-2022 Target: 28

3. FY 2020-2021 Baseline: Number of Resident Council meetings attended 29 FY 2022-2023 Target: 29

4. FY 2021-2022 Baseline: Number of Resident Council meetings attended    FY 2023-2024 Target: \_\_\_\_\_

#### C. Work with Family Councils (NORS Elements S-66 and S-67)

1. FY 2018-2019 Baseline: Number of Family Council meetings attended 1 FY 2020-2021 Target: 1

2. FY 2019-2020 Baseline: Number of Family Council meetings attended 1 FY 2021-2022 Target: 2

3. FY 2020-2021 Baseline: Number of Family Council meetings attended 2 FY 2022-2023 Target: 2

4. FY 2021-2022 Baseline: Number of Family Council meetings attended    FY 2023-2024 Target: \_\_\_\_\_

**D. Information and Assistance to Facility Staff** (NORS Elements S-53 and S-54) Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in-person.

1. FY 2018-2019 Baseline: Number of Instances 213 FY 2020-2021 Target: 200

2. FY 2019-2020 Baseline: Number of Instances 451 FY 2021-2022 Target: 300

|   |
|---|
| 3. FY 2020-2021 Baseline: Number of Instance <u>412</u> FY 2022-2023 Target: <u>300</u> |
| 4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target:                |

**E. Information and Assistance to Individuals** (NORS Element S-55) Count of instances of Ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in person.

|   |
|---|
| 1. FY 2018-2019 Baseline: Number of Instances <u>1,065</u> FY 2020-2021 Target: <u>850</u>  |
| 2. FY 2019-2020 Baseline: Number of Instances <u>1,086</u> FY 2021-2022 Target: <u>850</u>  |
| 3. FY 2020-2021 Baseline: Number of Instances <u>1,364</u> FY 2022-2023 Target: <u>1000</u> |
| 4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target:                    |

**F. Community Education** (NORS Element S-68) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program.

|  |
|--|
| 1. FY 2018-2019 Baseline: Number of Sessions <u>7</u> FY 2020-2021 Target: <u>7</u>  |
| 2. FY 2019-2020 Baseline: Number of Sessions <u>3</u> FY 2021-2022 Target: <u>3</u>  |
| 3. FY 2020-2021 Baseline: Number of Sessions <u>11</u> FY 2022-2023 Target: <u>3</u> |
| 4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target:              |

**G. Systems Advocacy** (NORS Elements S-07, S-07.1)

One or more new systems advocacy efforts must be provided for each fiscal year Area Plan Update. In the relevant box below for the current Area Plan year, in narrative format, please provide at least one new priority systems advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. The systems advocacy effort may be a multi-year initiative, but for each year, describe the results of the efforts made during the previous year and what specific new steps the local LTC Ombudsman program will be taking during the upcoming year. Progress and goals must be separately entered each year of the four-year cycle in the appropriate box below.

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.) Be specific about the actions planned by the local LTC Ombudsman Program.

Enter information in the relevant box below.

#### **FY 2020-2021**

**FY 2020-2021 Systems Advocacy Effort(s):** The Marin County Ombudsman program has identified frequent turnover of nursing home social workers and lack of knowledge about local community resources by newly hired social workers as a systems advocacy issue that negatively impacts nursing home residents. To improve outcomes in this area, the Ombudsman program intends to create a Marin County Skilled Nursing Facility Social Services Reference Manual that contains information useful in providing services and support for short and long-term nursing home residents. Examples of information to be included in manual are: Benefits of Culture Change and Person-Centered Care; Mandated Reporting Requirements; Advance Health Care Directives; Community Resources; LGBTQ and Cultural Competency; and Discharge Regulations and Planning. Upon completion of reference manual, the Ombudsman program will facilitate a meeting with nursing home management and staff to review and provide copies of the reference manual. Manuals and in-service trainings will be provided at facilities not able to attend meeting. Reference manual will be updated periodically, and in-service trainings provided as necessary when staffing changes occur.

#### **FY 2021-2022**

**FY 2021-2022 Systems Advocacy Effort(s):** Lack of effective communication by assisted living and skilled nursing facilities with residents, family members, or responsible parties during the COVID-19 pandemic was identified by the Ombudsman program as an area in need of improvement and systems advocacy. The goal for FY 2021-2022 is to develop and provide one 1 ½ hour in-person or Zoom training for assisted living and skilled nursing facility management and staff on Communication Best Practices. Invitations will be sent to all skilled nursing (13) and assisted living (48) facility administrators in Marin County. Training will include a variety of strategies to effectively communicate information about infectious disease outbreaks, power outages, facility construction projects, holiday or special events, or ongoing monthly updates. Training will also include information about applicable regulations and licensing requirements regarding communication that apply to assisted living and skilled nursing facilities. Handouts and reference material will be sent electronically to all attendees as well as to all assisted living and skilled nursing facility administrators in Marin County. In-service trainings on communication best practices and reference material will be offered to facilities with staff unable to attend in-person or Zoom training. Outcomes from this systems advocacy effort will be measured by number of assisted living and skilled nursing facilities with representatives that attended training, total number of facility staff that attended training, and total number of facilities that received handouts and reference material.

|  |
|--|
| <b>FY 2022-2023</b>  |
| <b>Outcome of FY 2021-2022 Efforts:</b> Outcomes not available as of 3/1/2022  |
| <b>FY 2022-2023 Systems Advocacy Effort(s):</b> Frequent management turnover in skilled nursing facilities continues to negatively impact the services and support provided to residents in these facilities. For this reason, the Systems Advocacy goal for FY 2022-2023 is to update all sections of the Skilled Nursing Facility Resource Guide created in FY 2020-2021 and add a new section for Communication Best Practices which will be created from the information obtained as part of the Improved Communications Systems Advocacy Goal for FY 2021-2022. New Resource Guides will be provided to all skilled nursing facilities in Marin County along with an in-person training on contents of the revised Resource Guide by an Ombudsman representative. Skilled Nursing Facility Resource Guides will also be provided to all Ombudsman representatives who provide advocacy for residents in skilled nursing facilities. |
| <b>FY 2023-2024</b>  |
| <b>Outcome of 2022-2023 Efforts:</b>   |
| <b>FY 2023-2024 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts)   |

**Outcome 2. Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2016), Section 712(a)(3)(D), (5)(B)(ii)]**

**Measures and Targets:**

**A. Routine Access: Nursing Facilities** (NORS Element S-58) Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 13 divided by the total number of Nursing Facilities 13 = Baseline 100%  
FY 2020-2021 Target: 100%
2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 0 divided by the total number of Nursing Facilities 13 = Baseline 0%  
FY 2021-2022 Target: 100%

3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 2 divided by the total number of Nursing Facilities 13 = Baseline 69%  
FY 2022-2023 Target: 100%

4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 0 divided by the total number of Nursing Facilities = Baseline \_\_\_\_\_%  
FY 2023-2024 Target: \_\_\_\_\_%

**B. Routine access: Residential Care Communities** (NORS Element S-61) Percentage of RCFEs within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 49 divided by the total number of RCFEs 50 = Baseline 98%  
FY 2020-2021 Target: 100%

2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 0 divided by the total number of RCFEs 49 = Baseline 0%  
FY 2021-2022 Target: 100%

3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 6 divided by the total number of RCFEs 50 = Baseline 12%  
FY 2022-2023 Target: 100%

4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of RCFEs \_\_\_\_\_ = Baseline \_\_\_\_\_%  
FY 2023-2024 Target: \_\_\_\_\_%

**C. Number of Full-Time Equivalent (FTE) Staff** (NORS Element S-23) This number may only include staff time legitimately charged to the LTC Ombudsman Program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman Program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

|  |
|--|
| 1. FY 2018-2019 Baseline: <u>3</u> FTEs FY 2020-2021 Target: <u>3.5</u> FTEs   |
| 2. FY 2019-2020 Baseline: <u>3.5</u> FTEs FY 2021-2022 Target: <u>3.5</u> FTEs |
| 3. FY 2020-2021 Baseline: <u>3.5</u> FTEs FY 2022-2023 Target: <u>3.5</u> FTEs |
| 4. FY 2021-2022 Baseline: <u>  </u> FTEs FY 2023-2024 Target: <u>  </u> FTEs   |

**D. Number of Certified LTC Ombudsman Volunteers** (NORS Element S-24)

|  |
|--|
| 1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>8</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>8</u>           |
| 2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers <u>6</u> FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers <u>6</u>           |
| 3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers <u>5</u> FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers <u>8</u>           |
| 4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers <u>      </u> FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers <u>      </u> |

**Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2016, Section 712(c)]**

**Measures and Targets:**

In the box below, in narrative format, describe one or more specific efforts your program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Reporting System (NORS) data reporting.

Some examples could include:

- Hiring additional staff to enter data
- Updating computer equipment to make data entry easier
- Initiating a case review process to ensure case entry is completed in a timely manner

**LTCOP Narrative statement about improving NORS Coding and ODIN Reporting:**

NORS Consistency Trainings can be accessed in three ways: live statewide webinars scheduled by the State Ombudsman, live trainings provided by local program staff, and the option to complete online “on

demand” training modules that accommodates the trainee’s own schedule. The program will document each ombudsman’s attendance and monitor completion of trainings.

Staff team leaders will be responsible for quality assurance reviews of their team members’ NORS case documentation and for providing any technical assistance needed to the representative prior to a case being closed in ODIN. The Ombudsman Coordinator will review staff team leaders’ NORS coding and case documentation to endure consistent application of current NORS rules.

A new Case Review Checklist and Training Tool will be created for FY 2022-2023 for staff and volunteers to utilize when entering and reviewing case information in the Ombudsman Data Integrated Network (ODIN) to help ensure the consistency and accuracy of data entered and reviewed.

DRAFT

## TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT OBJECTIVES

Units of Service: AAA must complete at least one category from the Units of Service below.

Units of Service categories include public education sessions, training sessions for professionals, training sessions for caregivers served by a Title III E Family Caregiver Support Program, number of educational materials distributed and hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation and prosecution.

When developing targets for each fiscal year, refer to data reported on the Elder Abuse Prevention Quarterly Activity Reports. Set realistic goals based upon the prior year's numbers and the resources available. Activities reported for the Title VII Elder Abuse Prevention Program must be distinct from activities reported for the LTC Ombudsman Program. No activity can be reported for both programs.

AAAs must provide one or more of the service categories below.

The program conducting the Title VIIA Elder Abuse Prevention work is:

- Ombudsman Program
- Legal Services Provider
- Adult Protective Services
- Other (explain/list): Area Agency on Aging. Staff from Area Agency on Aging coordinate elder abuse prevention activities including the Marin Financial Abuse Specialist Team (FAST) community quarterly trainings, case assistance to FAST partners as needed, outreach at least two community fairs and FAST volunteer education and training.

NOTE: The number of sessions refers to the number of presentations and not the number of attendees

- **Public Education Sessions** –Indicate the total number of projected education sessions for the general public on the identification, prevention and treatment of elder abuse, neglect and exploitation.
- **Training Sessions for Professionals** –Indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention and treatment of elder abuse, neglect and exploitation.
- **Training Sessions for Caregivers Served by Title III E** –Indicate the total number of projected training sessions for unpaid family caregivers who are receiving services under Title III E of the Older Americans Act (OAA) on the identification, prevention and treatment of elder abuse, neglect and exploitation. OAA 302(3) 'Family caregiver' means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.

- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** –Indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers and other agencies involved in the protection of elder and dependent adults from abuse, neglect and exploitation.
- **Educational Materials Distributed** –Indicate the type and number of educational materials to be distributed to the general public, professionals and caregivers (this may include materials that have been developed by others) to help in the identification, prevention and treatment of elder abuse, neglect and exploitation.

**Number of Individuals Served** –Indicate the total number of individuals expected to be reached by any of the above activities of this program.

**The agency receiving Title VIIA Elder Abuse Prevention funding is Marin County Area Agency on Aging**

| Fiscal Year | Total # of Public Education Sessions |
|-------------|--------------------------------------|
| 2020-2021   | 16                                   |
| 2021-2022   | 16                                   |
| 2022-2023   | 16                                   |
| 2023-2024   |                                      |

| Fiscal Year | Total # of Training Sessions for Professionals |
|-------------|--|
| 2020-2021   | 4  |
| 2021-2022   | 4  |
| 2022-2023   | 4  |
| 2023-2024   |  |

| Fiscal Year | Total # of Training Sessions for Caregivers served by Title III E |
|-------------|---|
| 2020-2021   | N/A   |
| 2021-2022   | N/A   |
| 2022-2023   | N/A   |
| 2023-2024   |   |

| Fiscal Year | Total # of Hours Spent Developing a Coordinated System |
|-------------|--|
| 2020-2021   | 175  |
| 2021-2022   | 120  |
| 2022-2023   | 120  |
| 2023-2024   |  |

| Fiscal Year | Total # of Copies of Educational Materials to be Distributed | Description of Educational Materials   |
|-------------|--|--|
| 2020-2021   | 2000   | Elder Abuse Resources<br>Protect Yourself from Fraud<br>Prevent Fraud Scams and Identity Theft |
| 2021-2022   | 0  | Elder Abuse Resources<br>Protect Yourself from Fraud<br>Prevent Fraud Scams and Identity Theft |
| 2022-2023   | 0  | Elder Abuse Resources<br>Protect Yourself from Fraud<br>Prevent Fraud Scams and Identity Theft |
| 2023-2024   |  | Elder Abuse Resources<br>Protect Yourself from Fraud<br>Prevent Fraud Scams and Identity Theft |

| Fiscal Year | Total Number of Individuals Served |
|-------------|------------------------------------|
| 2020-2021   | 300                                |
| 2021-2022   | 300                                |
| 2022-2023   | 300                                |
| 2023-2024   |                                    |

## TITLE IIIE SERVICE UNIT PLAN OBJECTIVES

CCR Article 3, Section 7300(d)

2020-2024 Four-Year Planning Period

This Service Unit Plan (SUP) uses the five broad federally-mandated service categories. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 1, 2018 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

### DIRECT AND/OR CONTRACTED IIIE SERVICES

| Family Caregiver Services<br>Caring for Older Adults | Proposed<br>Units of Service                           | Required<br>Goal #(s) | Optional<br>Objective #(s) |
|--|--|-----------------------|----------------------------|
| Information Services                                 | # of activities and<br>Total est. audience for above   |                       |                            |
| 2020-2021  | # of activities: N/A<br>Total est. audience for above: |                       |                            |
| 2021-2022  | # of activities: N/A<br>Total est. audience for above: |                       |                            |
| 2022-2023  | # of activities: N/A<br>Total est. audience for above: |                       |                            |
| 2023-2024  | # of activities:<br>Total est. audience for above:     |                       |                            |
| Access Assistance                                    | Total contacts   |                       |                            |
| 2020-2021  | N/A  |                       |                            |
| 2021-2022  | N/A  |                       |                            |
| 2022-2023  | N/A  |                       |                            |
| 2023-2024  |  |                       |                            |
| Support Services                                     | Total hours  |                       |                            |
| 2020-2021  | 1012   | 3                     |                            |

|                       |                   |   |  |
|-----------------------|-------------------|---|--|
| 2021-2022             | 1005              | 3 |  |
| 2022-2023             | 1005              | 3 |  |
| 2023-2024             |                   |   |  |
| Respite Care          | Total hours       |   |  |
| 2020-2021             | 4,473             | 3 |  |
| 2021-2022             | 4,487             | 3 |  |
| 2022-2023             | 4,487             | 3 |  |
| 2023-2024             |                   |   |  |
| Supplemental Services | Total occurrences |   |  |
| 2020-2021             | N/A               |   |  |
| 2021-2022             | N/A               |   |  |
| 2022-2023             | N/A               |   |  |
| 2023-2024             |                   |   |  |

DIRECT AND/OR CONTRACTED IIIIE SERVICES

| Grandparent and Other Elderly Relatives Serving Children | Proposed Units of Service                         | Required Goal #(s) | Optional Objective #(s) |
|--|---|--------------------|-------------------------|
| Information Services                                     | # of activities and Total est. audience for above |                    |                         |
| 2020-2021  | N/A   |                    |                         |

|   |                                  |                           |                                |
|---|----------------------------------|---------------------------|--------------------------------|
| 2021-2022   | N/A                              |                           |                                |
| 2022-2023   | N/A                              |                           |                                |
| 2023-2024   |                                  |                           |                                |
| <b>Grandparent and Other Elderly Relatives Serving Children</b> | <b>Proposed Units of Service</b> | <b>Required Goal #(s)</b> | <b>Optional Objective #(s)</b> |
| <b>Access Assistance</b>  | <b>Total contacts</b>            |                           |                                |
| 2020-2021   | N/A                              |                           |                                |
| 2021-2022   | N/A                              |                           |                                |
| 2022-2023   | N/A                              |                           |                                |
| 2023-2024   |                                  |                           |                                |
| <b>Support Services</b>   | <b>Total hours</b>               |                           |                                |
| 2020-2021   | N/A                              |                           |                                |
| 2021-2022   | N/A                              |                           |                                |
| 2022-2023   | N/A                              |                           |                                |
| 2023-2024   |                                  |                           |                                |
| <b>Respite Care</b>   | <b>Total hours</b>               |                           |                                |
| 2020-2021   | N/A                              |                           |                                |
| 2021-2022   | N/A                              |                           |                                |
| 2022-2023   | N/A                              |                           |                                |
| 2023-2024   |                                  |                           |                                |
| <b>Supplemental Services</b>                                    | <b>Total occurrences</b>         |                           |                                |
| 2020-2021   | N/A                              |                           |                                |

|           |     |  |  |
|-----------|-----|--|--|
| 2021-2022 | N/A |  |  |
| 2022-2023 | N/A |  |  |
| 2023-2024 |     |  |  |

**Direct and/or Contracted IIIIE Services**

| Grandparent and Other Elderly Relatives Serving Children | Proposed Units of Service                                | Required Goal #(s) | Optional Objective #(s) |
|--|--|--------------------|-------------------------|
| <b>Information Services</b>                              | <b># of activities and Total est. audience for above</b> |                    |                         |
| 2020-2021  | N/A  |                    |                         |
| 2021-2022  | N/A  |                    |                         |
| 2022-2023  | N/A  |                    |                         |
| 2023-2024  |  |                    |                         |

# HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

## CCR Article 3, Section 7300(d)

**MULTIPLE PSA HICAPs:** If you are a part of a multiple-PSA HICAP where two or more AAAs enter into an agreement with one “Managing AAA,” to deliver HICAP services on their behalf to eligible persons in their AAA, then each AAA is responsible for providing HICAP services in the covered PSAs in a way that is agreed upon and equitable among the participating parties.

**HICAP PAID LEGAL SERVICES:** Complete this section if your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services.

**STATE & FEDERAL PERFORMANCE TARGETS:** The Administration for Community Living (ACL) establishes targets for the State Health Insurance Assistance Program (SHIP)/HICAP performance measures (PMs). ACL introduced revisions to the SHIP PMs in late 2016 in conjunction with the original funding announcement (ref HHS-2017-ACL-CIP-SAPG-0184) for implementation with the release of the Notice of Award (Grant No. 90SAPG0052-01-01 issued July 2017).

The new five federal PMs generally reflect the former seven PMs (PM 2.1 through PM 2.7), except for PM 2.7, (Total Counseling Hours), which was removed because it is already being captured under the *SHIP Annual Resource Report*. As a part of these changes, ACL eliminated the performance-based funding scoring methodology and replaced it with a Likert scale comparison model for setting National Performance Measure Targets that define the proportional penetration rates needed for improvements.

Using ACL’s approach, CDA HICAP provides State and Federal Performance Measures with goal-oriented targets for each AAA’s Planning and Service Area (PSA). One change to all PMs is the shift to county-level data. In general, the State and Federal Performance Measures include the following:

- PM 1.1 Clients Counseled ~ Number of finalized Intakes for clients/ beneficiaries that received HICAP services
- PM 1.2 Public and Media Events (PAM) ~ Number of completed PAM forms categorized as “interactive” events
- PM 2.1 Client Contacts ~ Percentage of one-on-one interactions with any Medicare beneficiaries
- PM 2.2 PAM Outreach Contacts ~ Percentage of persons reached through events categorized as “interactive”
- PM 2.3 Medicare Beneficiaries Under 65 ~ Percentage of one-on-one interactions with Medicare beneficiaries under the age of 65
- PM 2.4 Hard-to-Reach Contacts ~ Percentage of one-on-one interactions with “hard-to- reach” Medicare beneficiaries designated as:
  - PM 2.4a Low-income (LIS)
  - PM 2.4b Rural
  - PM 2.4c English Second Language (ESL)
- PM 2.5 Enrollment Contacts ~ Percentage of contacts with one or more qualifying enrollment topics discussed

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at:

[https://www.aging.ca.gov/Providers\\_and\\_Partners/Area\\_Agencies\\_on\\_Aging/#pp-planning](https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/#pp-planning).

(Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal *Annual Resource Report* data are documented and verified complete/ finalized in CDA's Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements. HICAP Service Units do not need to be input in the Area Plan (with the exception of HICAP Paid Legal Services, where applicable).

HICAP LEGAL SERVICES UNITS OF SERVICE (IF APPLICABLE)<sup>30</sup>

| <b>Fiscal Year (FY)</b> | <b>3.1 Estimated Number of Clients Represented Per FY (Unit of Service)</b>        | <b>Goal Numbers</b> |
|-------------------------|--|---------------------|
| <b>2020-2021</b>        | N/A  |                     |
| <b>2021-2022</b>        | N/A  |                     |
| <b>2022-2023</b>        | N/A  |                     |
| <b>2023-2024</b>        |  |                     |
| <b>Fiscal Year (FY)</b> | <b>3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)</b> | <b>Goal Numbers</b> |
| <b>2020-2021</b>        | N/A  |                     |
| <b>2021-2022</b>        | N/A  |                     |
| <b>2022-2023</b>        | N/A  |                     |
| <b>2023-2024</b>        |  |                     |
| <b>Fiscal Year (FY)</b> | <b>3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)</b> | <b>Goal Numbers</b> |
| <b>2020-2021</b>        | N/A  |                     |
| <b>2021-2022</b>        | N/A  |                     |
| <b>2022-2023</b>        | N/A  |                     |
| <b>2023-2024</b>        |  |                     |

<sup>30</sup> Requires a contract for using HICAP funds to pay for HICAP Legal Services.

# PRIORITY SERVICES

## 2020-2024 Four-Year Planning Cycle

### Funding for Access, In-Home Services and Legal Assistance

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds<sup>31</sup> listed below have been identified for annual expenditure throughout the four-year planning period.

These percentages are based on needs assessment findings, resources available within the PSA and discussions at public hearings on the Area Plan.

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in through FY 2020-21

#### ACCESS

Transportation, Assisted Transportation, Case Management, Information and Assistance, Outreach, Comprehensive Assessment, Health, Mental Health and Public Information

2020-21 39% 21-22 46% percent 22-23 46% percent 23-24 percent

#### IN-HOME SERVICES

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential Repairs/Modifications, Respite Care, Telephone Reassurance and Visiting

2020-21 11% 21-22 8% percent 22-23 8% percent 23-24 percent

#### LEGAL ASSISTANCE REQUIRED ACTIVITIES<sup>32</sup>

Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar

2020-21 11% 21-22 11% percent 22-23 11% percent 23-24 percent

<sup>31</sup> Minimum percentages of applicable funds are calculated on the annual Title IIIB baseline allocation, minus Title IIIB administration and minus Ombudsman. At least one percent of the final Title IIIB calculation must be allocated for each “Priority Service” category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

<sup>32</sup> Legal Assistance must include all of the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

**Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA.**

The *2019 AAA Older Adult Needs Assessment* results were used to formulate funding priorities for supportive services, including priority services. Under Access, the AAA will fund assisted transportation, case management and Information & Assistance. One of the current gaps for Marin transportation services is low-cost Assisted Transportation, in which an older adult is transported from their home to a specialized van to a doctor's appointment. Additionally, this service is one of few that can provide transportation to San Francisco for specialized medical appointments. Older adults may require someone who can assist them in advocating for their needs and accessing services. The AAA will fund Case Management services in rural Marin to assist individuals by assessing needs, developing care plans, coordinating services and providing follow-up assessments. The AAA also continues to provide Information & Assistance directly to help inform and refer older adults, persons with disabilities and caregivers to the range of available services and resources for their individual needs. Under In-Home Services, the AAA will be funding Visiting services in rural Marin. Visiting services allow volunteers to meet with people in their homes, where they may be most comfortable and/ or confined. Visiting addresses mental well-being, which is often bolstered through regular human contact, impacts one's physical health and corresponding longevity. Under Legal Assistance, the AAA will fund the local Legal Aid provider to provide legal advice, representation, assistance to the Ombudsman and involvement in the Private Bar.

# NOTICE OF INTENT TO PROVIDE DIRECT SERVICES PSA 5

CCR Article 3, Section 7320 (a)(b) and 42 USC Section 3027(a)(8)(C)

If a AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served.

Check if not providing any of the below-listed direct services.

| <u>Check applicable direct services</u>                        | <u>Check each applicable Fiscal Year</u> |                                     |                                     |                          |
|--|--|-------------------------------------|-------------------------------------|--------------------------|
| <b>Title IIB</b>   | <b>20-21</b>                             | <b>21-22</b>                        | <b>22-23</b>                        | <b>23-24</b>             |
| <input checked="" type="checkbox"/> Information and Assistance | <input checked="" type="checkbox"/>      | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Case Management                       | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Outreach                              | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Program Development                   | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Coordination                          | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> Long Term Care Ombudsman   | <input checked="" type="checkbox"/>      | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <b>Title IID</b>   | <b>20-21</b>                             | <b>21-22</b>                        | <b>22-23</b>                        | <b>23-24</b>             |
| <input type="checkbox"/> Disease Prevention and Health Promo.  | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Title IIIE<sup>33</sup></b>                                 | <b>20-21</b>                             | <b>21-22</b>                        | <b>22-23</b>                        | <b>23-24</b>             |
| <input type="checkbox"/> Information Services                  | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Access Assistance                     | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Support Services                      | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Respite Services                      | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <input type="checkbox"/> Supplemental Services                 | <input type="checkbox"/>                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

<sup>33</sup> Refer to PM 11-11 for definitions of Title III E categories.

|  |                                     |                                     |                                     |                          |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <b>Title VIIA</b>  | <b>20-21</b>                        | <b>21-22</b>                        | <b>22-23</b>                        | <b>23-24</b>             |
| <input checked="" type="checkbox"/> Long Term Care Ombudsman                                 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <b>Title VII</b>   | <b>20-21</b>                        | <b>21-22</b>                        | <b>22-23</b>                        | <b>23-24</b>             |
| <input checked="" type="checkbox"/> Prevention of Elder Abuse, Neglect,<br>and Exploitation. | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

***Describe methods to be used to ensure target populations will be served throughout the PSA.***

The AAA will conduct targeted outreach by working with partner organizations, community agencies and other groups. Materials will be translated into Spanish, Vietnamese, and other languages, as appropriate. The AAA will collaborate with community base organizations to reach underserved communities.

DRAFT

## REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 5

Older Americans Act Reauthorization Act of 2016 Section  
307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

Check box if not requesting approval to provide any direct services.

### CONGREGATE MEALS

Check applicable funding source:

IIIB  IIIC-1  IIIC-2  IIID  IIIE  VIIA  HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

FY 20-21  FY 21-22  FY 22-23  FY 23-24

**Justification:** Provide documentation below that substantiates this request for direct delivery of the above stated service<sup>34</sup>:

In 2020, the AAA put the Congregate Meal program on hold because of the COVID-19 pandemic restrictions. In the past year, the AAA distributed meals through a Grab and Go program. The AAA intends to release an Invitation for Bid for vendor services for congregate meals to produce and deliver to sites and the AAA will assume responsibility of the contracting agency. After developing and implementing policies and procedures for this process, the AAA will maintain this role in the remaining three years of the current four-year cycle.

### HOME-DELIVERED MEALS CENTRAL MARIN

Check applicable funding source:

IIIB  IIIC-1  IIIC-2  IIID  IIIE  VIIA  HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

<sup>34</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs are in agreement

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

FY 20-21  FY 21-22  FY 22-23  FY 23-24

**Justification:** Provide documentation below that substantiates this request for direct delivery of the above stated service<sup>35</sup>

The AAA will maintain its role in Central Marin for ordering of meals, intakes, assessments and managing data. In the last four-year contract cycle, the AAA streamlined cost-effective methodology and procedures for these activities by having all potential clients be directed to one intake line, 415-473-INFO (4636). Staff screen callers for eligibility for various programs and services, including Home-Delivered Meals. The AAA has dedicated staff to perform quarterly assessments, maintain data and order meals. The AAA has contracts with two community-based organizations for delivery and a vendor contract with another organization for meal production in Central Marin.

## NUTRITION EDUCATION

Check applicable funding source:

IIIB  IIIC-1  IIIC-2  IIID  IIIE  VIIA  HICAP

Request for Approval Justification:

Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

FY 20-21  FY 21-22  FY 22-23  FY 23-24

**Justification:** Provide documentation below that substantiates this request for direct delivery of the above stated service:

Nutrition education is provided directly by the AAA's Registered Dietitian (RD). Nutrition Education is part of the RD's ongoing responsibilities, an arrangement that is more cost effective than contracting out this function.

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<sup>35</sup> Section 15 does not apply to Title V (SCSEP).

# GOVERNING BOARD

CCR Article 3, Section 7302(a)(11)

**Total Number of Board Members: 5**

| Name and Title of Officers                               | Office Term Expires |
|--|---------------------|
| Supervisor Katie Rice, President                         | 1/25                |
| Supervisor Stephanie Moulton-Peters, Vice President      | 1/25                |
| Supervisor Dennis Rodoni, 2 <sup>nd</sup> Vice President | 1/25                |

| Name and Title of All Members                             | Board Term Expires |
|---|--------------------|
| Supervisor Dennis Rodoni, President                       | 1/25               |
| Supervisor Judy Arnold, Vice President                    | 1/23               |
| Supervisor Damon Connelly, 2 <sup>nd</sup> Vice President | 1/23               |
| Supervisor Katie Rice                                     | 1/25               |
| Supervisor Stephanie Moulton-Peters                       | 1/25               |

# ADVISORY COUNCIL

## ADVISORY COUNCIL MEMBERSHIP

2020-2024 Four-Year Planning Cycle

OAA 2006 306(a)(6)(D)

45 CFR, Section 1321.57

CCR Article 3, Section 7302(a)(12)

**Total Council Membership (include vacancies): 23**

**Number of Council Members over age 60: 18**

Number of respondents: 22 out of 23 active council members.

| Race Composition                            | percent of PSA's 60+ Population | percent on Advisory Council |
|---|---------------------------------|-----------------------------|
| White                                       | 90 percent                      | 82 percent                  |
| Black                                       | 1.4 percent                     | 9 percent                   |
| Asian/ Pacific Islander                     | 5.2 percent                     | 9 percent                   |
| American Indian/ Alaskan Native             | 0 percent                       | 0 percent                   |
| Native Hawaiian and Other Pacific Islander: | 0 percent                       | 0 percent                   |
| Two or More Races                           | 0 percent                       | 0 percent                   |
| Other                                       | 0 percent                       | 0 percent                   |
| Prefer Not to Answer                        | 0 percent                       | 0 percent                   |
| Ethnic Composition                          | percent of PSA's 60+ Population | percent on Advisory Council |
| Hispanic/ Latino                            | 5 percent                       | 5 percent                   |
| Not Hispanic/ Latino                        | 95 percent                      | 95 percent                  |

| Name and Title of Officers     | Office Term Expires |
|--------------------------------|---------------------|
| Diana López, President         | 6/22                |
| Fred Silverman, Vice President | 6/22                |
| Sylvia Barry, Secretary        | 6/22                |

| Name and Title of All Members                  | Term Expires |
|--|--------------|
| Chrisula Asimos, Ph.D. (District 1)            | 6/24         |
| Sylvia Barry (District 5)                      | 6/24         |
| Matt Boland (City of Corte Madera)             | 6/23         |
| Allan Bortel (California Senior Legislature)   | 6/22         |
| Sybil Boutilier (City of Sausalito)            | 6/23         |
| Diana Bradley (City of Belvedere)              | 6/22         |
| Everett Brandon (District 3)                   | 6/22         |
| Girija Brilliant (City of Mill Valley)         | 6/23         |
| Lisa Brinkmann (California Senior Legislature) | 6/22         |
| Josa Buennagel (Town of Fairfax)               | 6/24         |
| Teri Dowling (Town of Ross)                    | 6/24         |
| Jasmina Etemovic (District 4)                  | 6/22         |
| Jane Gould (Town of Tiburon)                   | 6/23         |
| Jean Gunn (District 5)                         | 6/23         |
| Salamah Locks (City of San Rafael)             | 6/24         |
| Diana López (District 1)                       | 6/23         |
| Ralph Marchese (District 4)                    | 6/23         |
| Gene Ng (City of San Anselmo)                  | 6/23         |
| Lee Notowich (District 2)                      | 6/24         |
| Wendy Nuessle (District 2)                     | 6/22         |
| Judith Saffran (City of Larkspur)              | 6/24         |
| Fred Silverman (District 3)                    | 6/22         |
| Lauren Vreeland Long (City of Novato)          | 6/22         |

| Indicate if member(s) represent each of the “Other Representation” categories listed below. | Yes | No |
|---|-----|----|
| Low Income Representative   | X   |    |
| Disabled Representative   | X   |    |
| Supportive Services Provider Representative   |     | X  |
| Health Care Provider Representative   | X   |    |
| Family Caregiver Representative   | X   |    |
| Local Elected Officials   |     | X  |
| Individuals with Leadership Experience in Private and Voluntary Sectors                     | X   |    |

**Explain any "No" answer(s):** No recent applicants to the Commission on Aging have reported being Supportive Services Provider Representatives or Local Elected Officials. The Commission will continue to do outreach to these and other target populations.

**Briefly describe the local governing board’s process to appoint Advisory Council members:**

Commission on Aging members are appointed by the city council of each incorporated town in Marin (11); each County Supervisor appoints two appointees from his/her district (10); and both representatives on the California Senior Legislature (CSL) have a seat on Commission (2).

## LEGAL ASSISTANCE

### 2020-2024 Four-Year Area Planning Cycle

This section must be completed and submitted with the Four-Year Area Plan.

Any changes to this Section must be documented on this form and remitted with Area Plan Updates.

- 1. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services?**

11 percent.

- 2. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).**

No.

- 3. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?**

Yes.

- 4. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so, what are the top four (4) priority legal issues in your PSA?**

Yes. 1. Housing; 2. Evictions; 3. Estate planning; 4. Benefits.

- 5. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA AND what mechanism is used for reaching the target population? Discussion:**

Yes, the AAA collaborates with the Legal Services Provider. The targeted community for legal services is low-income older adults, with an emphasis on those who are minority or rural. Please see #7 for mechanisms used for reaching the target population.

- 6. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Discussion:**

The targeted community for legal services comprises low-income older adults, with an emphasis on those who are minority or rural. Provider delivers legal clinics at different sites throughout the county to reduce transportation as a barrier to access.

**7. How many legal assistance service providers are in your PSA? Complete table below.**

| Fiscal Year | # of Legal Assistance Services Providers |
|-------------|--|
| 2020-2021   | 1  |
| 2021-2022   | 1  |
| 2022-2023   | 1  |
| 2023-2024   |  |

**8. What methods of outreach are Legal Services providers using? Discuss:**

Volunteer attorneys with expertise in wills, trust, powers of attorney and advance health care directives conduct individual legal consultations at Vivalon, a local paratransit and aging service provider and at other community centers. Community presentations on scams and investment fraud targeting older persons are also conducted via Zoom and in-person.

Legal Aid of Marin provides free consultations to older adults at its offices in San Rafael and assists them with employment, housing, small claims and homelessness issues/debt relief. Legal Aid of Marin also recruits a significant number of pro bono attorneys to assist in matters outside its area of expertise, including bankruptcy and workers compensation referrals, insurance coverage, personal injury and auto collisions. Legal Aid of Marin partners with the Marin Superior Court to staff a Community Court onsite at St. Vincent de Paul Dining Room to assist homeless individuals with legal issues. Legal Aid notes that many of those assisted are older adults. Legal Aid of Marin also reaches out to senior community centers to assess legal needs and respond with workshops via Zoom and in-person.

**9. What geographic regions are covered by each provider? Complete table below.**

| Fiscal Year | Name of Provider                  | Geographic Region covered   |
|-------------|-----------------------------------|-----------------------------|
| 2020-2021   | a. Legal Aid of Marin<br>b.<br>c. | a. Marin County<br>b.<br>c. |
| 2021-2022   | a. Legal Aid of Marin<br>b.<br>c. | a. Marin County<br>b.<br>c. |

|           |                                   |                             |
|-----------|-----------------------------------|-----------------------------|
| 2022-2023 | a. Legal Aid of Marin<br>b.<br>c. | a. Marin County<br>b.<br>c. |
| 2023-2024 | a.<br>b.<br>c.                    | a.<br>b.<br>c.              |

**10. Discuss how older adults access Legal Services in your PSA:**

Consumers access legal services by calling the Information and Assistance line. Staff make subsequent referrals to the legal services provider. Clients may also call the provider directly, make appointments or access clinics hours.

**11. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area):**

Major legal issues pertaining to economic security, primarily centered on housing issues, have been observed. This includes eviction problems and other housing disputes. Other legal disputes regarding seniors’ employment legal rights, driver’s license, automobile accidents, end of life planning, powers of attorney, financial disputes with families and caregivers, hoarding claims and disability have been observed, as well as elder abuse.

**12. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. Discuss:**

Because transportation and access are challenging for some older adults, legal services are provided through appointments at locations around PSA 5, as well as by telephone and video conference where doing so increases access.

**13. What other organizations or groups does your legal service provider coordinate services with? Discuss:**

The provider conducts various outreach activities by partnering with aging service organizations throughout Marin, especially those that target low-income, minority and rural older adults. This includes Vivalon, Canal Alliance, Community Action Marin, North Marin Community Services (formerly Novato Human Needs), Marguerita Johnson Senior Center, West Marin Senior Services, the Marin Superior Court, St. Vincent de Paul Dining Room, San Geronimo Valley Community Center, San Rafael Community Center and YWCA.

# FAMILY CAREGIVER SUPPORT

## Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services

### Older Americans Act Section 373(a) and (b)

#### 2020–2024 Four-Year Planning Cycle

Based on the AAA’s review of current support needs and services for family caregivers and grandparents (or other older relative of a child in the PSA), indicate what services the AAA intends to provide using Title III E and/or matching FCSP funds for both family caregivers and grandparents/older relative caregivers.

Check YES or NO for each of the services\* identified below and indicate if the service will be provided directly or contracted. If the AAA will not provide a service, a justification for each service is required in the space below.

#### FAMILY CAREGIVER SERVICES

| Category                              | 2020-2021   | 2021-2022   | 2022-2023   | 2023-2024   |
|---------------------------------------|---|---|---|---|
| Family Caregiver Information Services | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract            | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract            | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract            | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Family Caregiver Access Assistance    | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract            | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract            | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract            | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Family Caregiver Support Services     | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Family Caregiver Respite Care         | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |

|                       |   |   |   |   |
|-----------------------|---|---|---|---|
| Family Caregiver      | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No          |
| Supplemental Services | <input type="checkbox"/> Direct <input type="checkbox"/> Contract   | <input type="checkbox"/> Direct <input type="checkbox"/> Contract   | <input type="checkbox"/> Direct <input type="checkbox"/> Contract   | <input type="checkbox"/> Direct <input type="checkbox"/> Contract |

\*Refer to PM 11-11 for definitions for the above Title III E categories.

### Grandparent Services

| Category                          | 2020-2021  | 2021-2022  | 2022-2023  | 2023-2024   |
|-----------------------------------|--|--|--|---|
| Grandparent Information Services  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Grandparent Access Assistance     | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Grandparent Support Services      | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Grandparent Respite Care          | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |
| Grandparent Supplemental Services | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Direct <input type="checkbox"/> Contract |

\*Refer to PM 11-11 for definitions for the above Title III E categories.

## Justification as to why AAA will not provide services marked “No.”

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### FAMILY CAREGIVER SERVICES

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#### Access Services: Caregiving Information and Assistance

- *Provider name, address and phone number:* Marin County Aging and Disability Resource Connection (ADRC). 710 4th St, San Rafael, CA 9490. 415-473-4636
- *Description of the service:* Provides caregivers with information on services available within the community, including caregiving information related to assisted technology and caring for older individuals at risk for institutional placement. Links caregivers to other services and opportunities that are available within the communities and establishes adequate follow-up procedures.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the *AAA Older Adult Needs Assessment* and is currently being provided by the ADRC.  
*How the AAA ensures the service continues to be provided in the PSA without the use of Title IIIIE funds:* The ADRC is funded through County general funds and grants.

#### Information Services: Public Information on Caregiving

- *Provider name, address and phone number:* Marin County Aging and Adult Services; Information and Assistance Unit. 10 N. San Pedro, San Rafael, Ca 94901. 415-473-4636
- *Description of the service:* Information services are available through online community resource guide and by calling 415-473-INFO (4636), which is staffed by bilingual social workers.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the *AAA Older Adult Needs Assessment* and is currently being provided by Information and Assistance team.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title IIIIE funds:* The Information and Assistance program is fully funded by County general funds and is considered by the County as an essential program.

#### Supplemental Services: Home Adaptations for Caregiving

- *Provider name, address and phone number:* Marin Center for Independent Living. 710 4th St, San Rafael, CA 9490. (415) 459-6245
- *Description of the service:* Provides resources to conduct home modifications, including the installation of a ramp or grab bars.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the Family Caregiver Needs Assessment and the service is provided by another community-based agency.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title IIIIE funds:* The AAA works directly with the Marin Center for Independent Living as its core partner of the ADRC.

## GRANDPARENT SERVICES

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### Information Services: Public Information on Caregiving

- *Provider name, address and phone number:* Marin County Aging and Adult Services; Information and Assistance Unit. 10 N. San Pedro, San Rafael, Ca. 94901. 415-473-4636
- *Description of the service:* Information services are available through online community resource guide and by calling 415-473-INFO (4636), which is staffed by bilingual social workers.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the *AAA Older Adult Needs Assessment* and is currently being provided by Information and Assistance Unit.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds:* The Information and Assistance program is fully funded by County general funds and is considered by the County as an essential program.

### Access Assistance: Caregiver Legal Resources

- *Provider name, address and phone number:* Family and Children's Law Center. 1401 Los Gamos Dr., Suite 200, San Rafael, Ca. 94901. (415) 492-9230
- *Description of the Service:* The Family and Children's Law Center enables children and families to enjoy a more successful future by helping them to navigate the legal system and providing attorneys, when needed, on a sliding scale based on need. They are advocates for the needs and rights of children and serve all forms of families.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the *AAA Older Adult Needs Assessment* and the service is provided by another community-based agency.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds:* Should there not be resources available through the Family and Children's Law Center, clients can be referred for services through Legal Aid of Marin.

### Support Services: Caregiver Counseling

- *Provider name, address and phone number:* Buckelew Counseling Services, 1401 Los Gamos Dr., Suite 240, San Rafael, Ca 94903. (415) 473-6964
- *Description of the service:* FSA therapists provide resources and support for parents/ caregivers who have concerns or questions about their child's development; FSA therapists provide a number of different services to help parents/ caregivers address problems like separation anxiety, inattention at school, eating or sleeping issues, language delay and distractibility. FSA also provides case management and assistance in the process of fostering and adopting a child.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the *AAA Older Adult Needs Assessment* and the service is provided by another community-based agency.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds:* Jewish Family and Children's Services also provides caregiver counseling and parental

support on a sliding scale, based on need. The Information and Assistance Unit works closely with community agencies to ascertain gaps in services and other potential resources for referral.

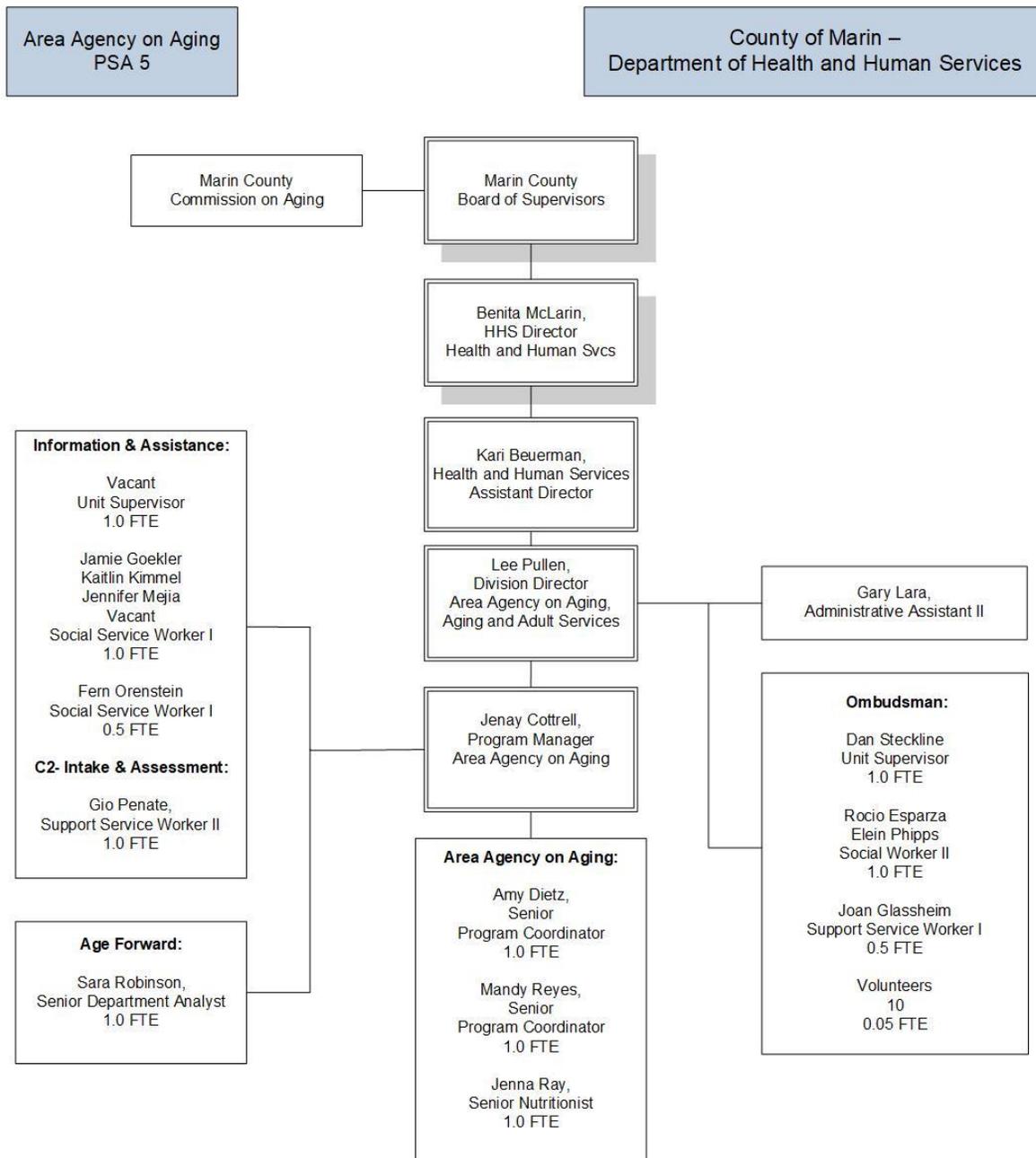
### **Respite Care: Homemaker Assistance and In-Home Personal Care**

- *Provider name, address and phone number:* Jewish Family and Children's Services. 600 5<sup>th</sup> Ave., San Rafael, Ca. 94901. (415) 491-7960
- *Description of the service:* Jewish Family and Children's Services provides Personal Care and Homemaker services on a sliding scale.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the AAA Older Adult Needs Assessment and the service is provided by another community-based agency.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title IIIIE funds:* Jewish Family and Children's Services provides Personal Care and Homemaker services on a sliding scale.

### **Supplemental Services: Home Adaptations for Caregiving**

- *Provider name, address and phone number:* Marin Center for Independent Living. 710 4th St, San Rafael, CA 9490. (415) 459-6245
- *Description of the service:* Provides resources to conduct home modifications, including the installation of a ramp or grab bars.
- *Where the service is provided (entire PSA, certain counties, etc.):* Entire PSA.
- *Information that influenced the decision not to provide the service:* This was not a priority as identified in the AAA Older Adult Needs Assessment and the service is provided by another community-based agency.
- *How the AAA ensures the service continues to be provided in the PSA without the use of Title IIIIE funds:* The AAA works directly with the Marin Center for Independent Living as its core partner of the ADRC.

# ORGANIZATIONAL CHART



## ASSURANCES

### SECTION 22 - ASSURANCES

Pursuant to the Older Americans Act Reauthorization Act of 2020, (OAA), the Area Agency on Aging assures that it will:

#### A. Assurances

##### 1. OAA 306(a)(2)

Provide an adequate proportion, as required under Older Americans Act Reauthorization Act of 2016 Section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental and behavioral health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

##### 2. OAA 306(a)(4)(A)(i)(I-II)

(I) provide assurances that the area agency on aging will -

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;

(II) include proposed methods to achieve the objectives described in (aa) and (bb) of subclause (I);

##### 3. OAA 306(a)(4)(A)(ii)

Include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English

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proficiency, and older individuals residing in rural areas within the planning and service area;

##### 4. OAA 306(a)(4)(A)(iii)

With respect to the fiscal year preceding the fiscal year for which such plan is prepared—

(I) identify the number of low-income minority older individuals in the planning and

service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

5. OAA 306(a)(4)(B)

Use outreach efforts that —

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance;

6. OAA 306(a)(4)(C)

Contain an assurance that the Area Agency on Aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

7. OAA 306(a)(5)

Provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

8. OAA 306(a)(9)(A)-(B)

(A) Provide assurances that the Area Agency on Aging, in carrying out the State Long-Term

Care Ombudsman program under 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2019 in carrying out such a program under this title;

(B) funds made available to the Area Agency on Aging pursuant to section 712 shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in section 712;

9. OAA 306(a)(11)

Provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including—

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) An assurance that the Area Agency on Aging will to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) An assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

10. OAA 306(a)(13)(A-E)

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

Provide assurances that preference in receiving services under this Title will not be given by the Area Agency on Aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

12. 306(a)(15)

Provide assurances that funds received under this title will be used—

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(A) to provide benefits and services to older individuals, giving priority to older individuals identified in Section 306(a)(4)(A)(i); and

(B) in compliance with the assurances specified in Section 306(a)(13) and the limitations specified in Section 212;

13: OAA 305(c)(5)

In the case of a State specified in subsection (b)(5), the State agency shall provide assurance, determined adequate by the State agency, that the Area Agency on Aging will have the ability to develop an area plan and to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area.

14. OAA 307(a)(7)(B)

(B)

(i) no individual (appointed or otherwise) involved in the designation of the State agency or an Area Agency on Aging, or in the designation of the head of any subdivision of the State agency or of an Area Agency on Aging, is subject to a conflict of interest prohibited under this Act;

(ii) no officer, employee, or other representative of the State agency or an Area Agency on Aging is subject to a conflict of interest prohibited under this Act; and

(iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

15. OAA 307(a)(11)(A)

- (i) enter into contracts with providers of legal assistance, which can demonstrate the experience or capacity to deliver legal assistance;
- (ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and
- (iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

16. OAA 307(a)(11)(B)

That no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the Area Agency on Aging makes a finding, after assessment, pursuant to standards for service promulgated by the Assistant Secretary, that any grantee selected is the entity best able to provide the particular services.

17. OAA 307(a)(11)(D)

To the extent practicable, that legal assistance furnished under the plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal

54 assistance for older individuals; and

18. OAA 307(a)(11)(E)

Give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

19. OAA 307(a)(12)(A)

Any Area Agency on Aging, in carrying out such services will conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for -

- (i) public education to identify and prevent abuse of older individuals;
- (ii) receipt of reports of abuse of older individuals;
- (iii) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
- (iv) referral of complaints to law enforcement or public protective service agencies where appropriate.

20. OAA 307(a)(15)

If a substantial number of the older individuals residing in any planning and service area in the State are of limited English-speaking ability, then the State will require the Area Agency on Aging for each such planning and service area -

(A) To utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability.

(B) To designate an individual employed by the Area Agency on Aging, or available to such Area Agency on Aging on a full-time basis, whose responsibilities will include:

- (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
- (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effective linguistic and cultural differences.

21. OAA 307(a)(18)

Conduct efforts to facilitate the coordination of community-based, long-term care services, pursuant to Section 306(a)(7), for older individuals who -

- (A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
- (B) are patients in hospitals and are at risk of prolonged institutionalization; or
- (C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

22. OAA 307(a)(26)

Area Agencies on Aging will provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care.

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B. Code of Federal Regulations (CFR), Title 45 Requirements:

23. CFR [1321.53(a)(b)]

- (a) The Older Americans Act intends that the area agency on aging shall be the leader relative to all aging issues on behalf of all older persons in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the Planning and Service Area. These systems shall be designed to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.
- (b) A comprehensive and coordinated community-based system described in paragraph (a) of this section shall:
  - (1) Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue;
  - (2) Provide a range of options;
  - (3) Assure that these options are readily accessible to all older persons: The independent, semi-dependent and totally dependent, no matter what their income;
  - (4) Include a commitment of public, private, voluntary and personal resources committed to supporting the system;
  - (5) Involve collaborative decision-making among public, private, voluntary, religious and fraternal organizations and older people in the community;
  - (6) Offer special help or targeted resources for the most vulnerable older persons, those in danger of losing their independence;
  - (7) Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community;
  - (8) Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person;
  - (9) Have a unique character which is tailored to the specific nature of the community;
  - (10) Be directed by leaders in the community who have the respect, capacity and authority

necessary to convene all interested persons, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

24. CFR [1321.53(c)]

The resources made available to the Area Agency on Aging under the Older Americans Act are to be used to finance those activities necessary to achieve elements of a community based system set forth in paragraph (b) of this section.

25. CFR [1321.53(c)]

Work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate.

26. CFR [1321.53(c)]

Assure that services financed under the Older Americans Act in, or on behalf of, the community will be either based at, linked to or coordinated with the focal points designated.

27. CFR [1321.53(c)]

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Assure access from designated focal points to services financed under the Older Americans Act.

CFR [1321.53(c)]

Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with or access to other services and opportunities for the elderly from the designated community focal points.

28. CFR [1321.61(b)(4)]

Consult with and support the State's long-term care ombudsman program.

29. CFR [1321.61(d)]

No requirement in this section shall be deemed to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122.

30. CFR [1321.69(a)]

Persons age 60 and older who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part