

AREA PLAN 2020-2024

Fiscal Year
2021/2022 Update



AREA AGENCY ON AGING

Marin County Aging and Adult Services

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DEDICATION

This Area Plan Update is dedicated to the memories of **Eleanor Bloch** and **Jim Monson**, two long-time members of the Marin Commission on Aging. Both were appointed to the Commission after distinguished careers. They were tireless champions for the needs of older adults, persons with disabilities and family caregivers. The Marin County Area Agency on Aging and the Marin County Commission on Aging are thankful for Ellie and Jim's enormous contributions to our community. They truly made a difference.

Eleanor Bloch of unincorporated Tiburon represented Marin County for more than 15 years as an assemblyperson on the California Senior Legislature. Ellie served on the board of directors of numerous community-based organizations. She was also the co-founder and a mediator for Marin Mediation Services for more than 40 years. Ellie attended Boston University and Dominican University of California. She is survived by her husband John, three children and seven grandchildren.



Jim Monson of Inverness represented Supervisorial District 4 on the Marin County Commission on Aging for more than nine years. After retiring from teaching engineering at Harvey Mudd College, Jim served on the boards of Coastal Health Alliance and West Marin Senior Services. Jim attended the New Mexico Military Institute and earned a master's degree and PhD in Electrical Engineering from Stanford University. He is survived by his wife Julie, three children and four grandchildren.

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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	
	➤ Update/Submit A) through I) ANNUALLY:		
n/a	A) Transmittal Letter- (requires <u>hard copy</u> with original ink signatures or official signature stamp- no photocopies)	<input checked="" type="checkbox"/>	
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>	
n/a	E) Annual Budget	<input type="checkbox"/>	
10	F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>	
18	G) Legal Assistance	<input checked="" type="checkbox"/>	
	➤ Update/Submit the following only if there has been a CHANGE or the section was not included in the 2020-2024	Mark Changed/Not Changed (C or N/C) C N/C	
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"/>

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. Dennis Rodoni

Signature: President, Marin County Board of Supervisors¹_____
Date

2. Ralph Marchese

Signature: Advisory Council Chair_____
Date

3. Lee Pullen

Signature: Area Agency Director_____
Date

¹ Original signatures or official signature stamps are required.

EXECUTIVE SUMMARY

This *Fiscal Year 2021-2022 Area Plan Update* is the first annual update to the *Live Long, Live Well Marin County Area Plan for Aging 2020-2024*² published by the Marin County Office of Aging and Adult Services (AAS), which acts as Marin County's Area Agency on Aging (AAA). The AAA is the County's leading planner, administrator and funder of services for older adults, adults with disabilities and family caregivers under a framework and funding set forth by the Older Americans Act (OAA) and the Older Californians Act.

This update reflects a year like no other because of the COVID-19 pandemic, major wildfires and resulting evacuations in Marin County and neighboring Sonoma County, and growing awareness of the need to advance racial equity. The AAA and the Marin County Commission on Aging (MCCOA) quickly shifted to respond to these timely matters as described in the Local Efforts section.

The AAA and the MCCOA were guided by the following four goals identified by the *2019 AAA Older Adults Needs Assessment*³ that informed the 2020-2024 Area Plan. These goals will continue to steer the AAA and MCCOA's work for the next three 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.

Results of the 2019 AAA needs assessment -- including respondents' most frequently cited concerns -- guided the AAA in determining which services to procure with OAA funding. Last year, the AAA conducted a competitive bid process to identify community-based organizations with which to contract for OAA and Dignity at Home Fall Prevention-funded services listed on page 9. In addition, the AAA allocated one-time Families First Coronavirus Response Act and CARES Act funding to meet additional needs that rose out of the pandemic. Furthermore, this report features an update on the *Age-Forward Framework for an Age-Friendly County of Marin*⁴ and shares what's ahead for that initiative.

² Live Long, Live Well Marin County Area Plan for Aging 2020-2024, accessed Feb. 24, 2021, https://www.marinhhs.org/sites/default/files/files/servicepages/2021_02/psa_05_area_plan_2020-2024_cda_approved.pdf

³ 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

⁴ Age Forward: A Framework for an Age-Friendly County of Marin, accessed Feb. 24, 2021, <https://www.marinhhs.org/area-agency-aging>

DESCRIPTION OF AREA AGENCY ON AGING AND PLANNING AND SERVICE AREA

Demographic Characteristics Update

Over the past year, Marin County's total population of approximately 260,000 and the number of people age 60 and older, at 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.⁵ Statewide, 20% of the population is age 60 or older.⁶

A majority of people 60 and older in Marin are White (90%) versus statewide (69%).⁷ In Marin, Black/African Americans age 60 and older comprise 1.5% of the population, Asians 4.9%, American Indian/Alaska Natives 0.2%, Native Hawaiian and Other Pacific Islander 0.2%, Other 1.6%, and Two or more race 1.5%. Five percent of the older adult population identify as being Hispanic or Latino.⁸ 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.⁹ 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% (verses 11% last year) of older adults fall at or below the Federal Poverty Level (FPL) whereas in Marin that number is 6%.¹⁰



⁵ American Community Survey 5-year Estimates (2014-2019). Population 60 Years and over in the United States, Marin County. Available at: data.census.gov. Table S0102, Accessed 2/23/21

⁶ American Community Survey 5-year Estimates (2014-2019). Population 60 Years and over in California. Available at: data.census.gov. Table S0102, Accessed 2/23/21

⁷ American Community Survey 5-year Estimates (2014-2019). Population 60 Years and over in the United States, Marin County. Available at: data.census.gov. Table S0102, Accessed 2/23/21

⁸ Ibid.

⁹ Ibid.

¹⁰ Ibid.

AREA AGENCY ON AGING PROGRAMS

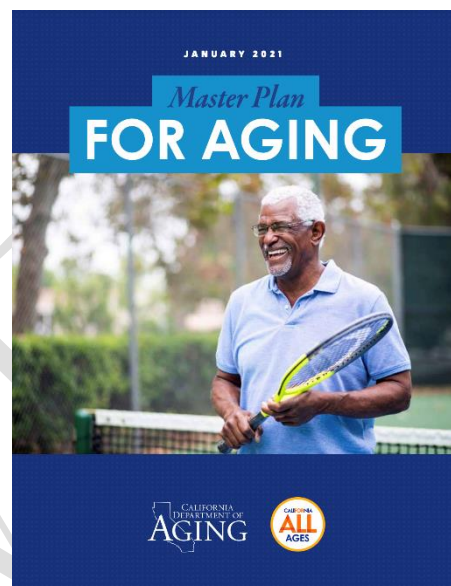
Programs provided through Community Based Organizations (AAA funded and monitored)	Programs directly administered by AAA
<ul style="list-style-type: none"> • Assisted transportation and rural assisted transportation • Caregiver registry • Case management • Central Marin senior center activities • Employment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



Statewide Efforts

California Master Plan for Aging

The AAA and the MCCOA were delighted to see the January 2021 unveiling of California's Master Plan for Aging (Master Plan) <https://mpa.aging.ca.gov/>. The Master Plan is a comprehensive framework that will prepare the state for significant demographic changes in the years ahead, including the growth of the 60-and-over population to 10.8 million people by 2030. After more than a year of deliberations with stakeholders and the public and in collaboration with the Governor's Task Force on Alzheimer's Prevention and Preparedness, the final Master Plan for Aging presents a 10-year blueprint for promoting healthy aging. The Master Plan lays out five major goals: building housing for all ages, improving access to health services, providing inclusive opportunities for older adults to live and work without fear of abuse and neglect, bolstering the caregiving workforce, and increasing economic security for aging Californians. Also included are more than 100 specific initiatives for addressing issues exacerbated by the COVID-19 pandemic, from staffing shortages in skilled nursing facilities to a lack of broadband access in many communities.



The Master Plan's recommendations to build local environments that promote age-friendly and disability-friendly communities align with the goals and the work of the AAA, the MCCOA, the Aging and Disability Resource Connection (ADRC), the County's Age-Forward initiative, the Age-Friendly Marin Network, and Marin's Aging Action Initiative.

Local Efforts

COVID-19 and Disaster Response

The AAA and the MCCOA quickly shifted to support and advocate for older adults, persons with disabilities and family caregivers, which are three populations disproportionately affected by the COVID-19 pandemic and disasters. The AAA and MCCOA demonstrated agility and remain nimble as they continue to respond to the ongoing pandemic and prepare for the 2021 wildfire season.

AREA AGENCY ON AGING RESPONSE

In March 2020, the Marin County Public Health officer issued the first shelter in place order of the pandemic. The entire AAA team has worked remotely since then. Staff immediately started employing video conferencing and other technology to ensure continuous operations. For instance, the AAA supports the MCCOA with video conferencing for its monthly public education, business and committee meetings. In addition to adapting AAA services, as described later in this section, the AAA team collaborated closely

with the Public Health Office and the Emergency Operations Center (EOC) to provide expertise about the populations the AAA serves.

Early on, the AAA's planner (one of two senior program coordinators) served in a long-term disaster service worker role, helping to support Latino adults who had tested positive for the virus. She managed food distribution, provided information on resources, and served as the older adult expert on the County's Health and Human Services (HHS) Department team that provided social and health services to enable these residents to quarantine. The AAA's other senior program coordinator put emergency contracts in place as described later in this narrative. Currently, the AAA director serves on the EOC Access and Functional Needs Taskforce. This group applies a lens of equity to ensure that vaccine-seeking residents who have access barriers (such as lack of technology or transportation) and/or who have functional limitations will receive the support needed to acquire immunization.



In spring 2020, the Information and Assistance (I&A) supervisor advised the EOC on setting up a COVID-19 information hotline. Recently, she provided guidance on scripting and other functions of a vaccine call center that is reaching out to older adults and persons with access and functional needs that need assistance with computers and/or transportation to make and get to vaccination appointments. Additionally, the AAA program manager developed the portion of the County's COVID-19 website targeted at helping older adults and persons with disabilities find and navigate information about testing, vaccine distribution, going out of their homes, care giving during COVID, and more.

Information & Assistance and Long-Term Care Ombudsman

Staff within the two services the AAA provides directly – Information and Assistance (I&A) and the Long-Term Care Ombudsman – immediately regrouped and sprang into action.

The I&A unit established a virtual call center and has maintained service without interruptions throughout the pandemic. The unit quickly saw a 33% increase in inquiries, which continue at record levels. Although the EOC established a COVID-19 hotline, the well-known 415-473-INFO line and email continued to receive inquiries about the pandemic. Mirroring older adults' growing use of digital devices, email inquiries increased to equal the number of phone inquiries. Yet concurrently, the digital divide became more obvious and exacerbated. Low-income older adults unable to afford internet service and digital devices have become even more challenged to connect to resources and services during the pandemic. In response, the I&A health professions internship program morphed to a telehealth format to serve clients remotely. The current cohort continues with this format. Nursing and other health profession students connect with clients virtually and in turn train clients to connect to social and health services via tablets, phones and other devices. Additionally, I&A's internship program has partnered with the County's Behavioral Health Office to pilot "Help @ Hand," an endeavor to support older adults who self-identify as isolated or lonely. Individuals are given digital devices and the interns train clients on how to use and get the most out of a

web-based application that features tools to help manage depression, anxiety, stress and sleep as well as track moods and set personal goals among other features.

With residents of assisted living, skilled nursing facilities and other congregate living communities particularly impacted by COVID-19, the Marin County Long-Term Care Ombudsman worked closely with the Public Health Office. The Ombudsman and Public Health co-hosted weekly meetings with facilities during which Public Health shared information on preventing and controlling COVID-19. The Ombudsman also provided much needed COVID-19 information to residents and their families, helping to resolve COVID-19 related problems.

Nutrition, Supportive, Family Caregiver Support Services

While most AAA services have continued without disruption during COVID, the AAA pivoted to arrange for some new services, expand others and allow for virtual delivery of still others to address emerging needs. These actions required executing emergency contracts funded by OAA monies and one-time Families First Coronavirus Response Act and CARES Act funds as well as submitting more data and reports to the California Department of Aging (CDA).

Enrollment in the AAA's home-delivered meal program jumped by more than 33% compared to pre-pandemic levels. On average, more meals were delivered per person per week, including to previously existing clients. This need continues. For other older adults, who unlike many home-delivered meals clients were able to cook, the AAA funded and arranged to deliver a total of more than 2,400 bags of groceries from April to June 2020 to more than 300 people on a weekly basis. The agency's Registered Dietitian selected a different combination of nutrient-rich food each week. Each bag included the equivalent of 11 meals. In early 2021, the AAA launched a pilot drive-through meal program at its largest congregate meal site to safely provide nutritious lunches and socially distanced greetings to residents who might otherwise attend congregate meal service. The AAA is working to expand this service to additional sites in low-income and rural areas in coming months.



The AAA also flexed to permit virtual delivery of visiting, case management, senior center activities and health promotion and disease prevention classes per CDA's emergency waiving of some regulations. Moreover, the AAA obtained approval from CDA to use congregate meal funding for services including shopping for groceries and personal items, and telephone reassurance to support individuals sheltering in place. It also boosted funds for employment services to offer a new suite of courses for older adults displaced from jobs during the pandemic. These courses train individuals in skills required in a virtual work world, including digital literacy, how to look for jobs online, interview via videoconference and work remotely. Additionally, the agency augmented Family Caregiver Support Services to allow for more caregiver respite and counseling services.

Wildfire and Public Safety Power Shutoff Response

Simultaneously with responding to COVID-19, the AAA provided expertise and coordinated services to support older adults throughout the 2020 wildfire season during which the Woodward fire in Marin County and fires in neighboring Sonoma County forced evacuations and high winds threatened Public Safety Power Shutoffs (PSPS). The AAA's planner played a lead role in organizing a temporary evacuation point (TEP) for evacuees of both counties. In addition, the County opened a large, socially distanced cooling center at which the AAA director and program manager worked shifts.

The AAA also purchased and arranged to have 2,100 shelf-stable emergency meal boxes -- each with the equivalent of five meals -- delivered to home-delivered meal clients, other frail older adults and residents of more than 30 low-income senior housing sites. The AAA's Registered Dietitian selected nutrient-rich options. The meal boxes supported these individuals during ongoing warnings of PSPS events. In addition, the Aging and Disability Resource Connection (ADRC), a partnership between the AAA and the Marin Center for Independent Living (Marin CIL) delivered 200 high-voltage batteries to individuals with access and functional needs who rely upon electric durable medical equipment.

These batteries can charge wheelchairs or power electric hospital beds, oxygen concentrators, CPAP machines and nebulizers. Having these batteries on hand provides these individuals security in knowing they will be able to power medical equipment during a PSPS or power outages caused by storms or other events.



MARIN COMMISSION ON AGING RESPONSE

Commission members immediately switched gears by providing information and education about the virus to the community while also advocating with elected officials, the Public Health Office and other community organizations and leaders for equitable access to testing, health care and vaccines for older adults, persons with disabilities and family caregivers.

The MCCOA refocused most of its monthly public education presentations on COVID-19 related and disaster-related concerns. Featured speakers included California State Senator Mike McGuire, California Assemblyman Marc Levine and renowned epidemiologist Larry Brilliant, MD MPH. Senator McGuire and Assemblyman Levine held a town hall discussing state and local responses to COVID-19. Dr. Brilliant, who worked to eradicate smallpox and polio and is assisting in the global response to COVID-19, discussed what measures are needed on a local and global level to combat the current pandemic. Other presentation topics included "Telehealth and Older Adults," "COVID-19 in Nursing Homes and Other Congregate Living Sites," "COVID-19 and Mental Health," and "Safe and Healthy Living at Home for Older Adults." Since April 2020, when meetings started being held via video conference, attendance has more than doubled and has remained high. This increase signals a thirst for the type of information presented and suggests virtual formats may be more accessible and convenient for many. When commission meetings can be held in

person again, plans are to hold the meetings in a hybrid in-person/virtual format so individuals can attend in the way that's most accessible for them.

Among other responses, two Commission members serve on Marin VOAD (Voluntary Organizations Active in Disaster), a collaboration of nonprofit and faith-based organizations, government agencies and private business that mitigates and alleviates the impact of disasters. Recently, Marin VOAD's focus has been on responding to COVID-19 and helping communities prepare for disasters. Moreover, two commissioners, along with the AAA director, participate in Digital Marin, a countywide initiative to help close the digital divide so all residents and businesses can have fast, equitable, and affordable internet access and can access online opportunities and services, the importance of which has been underscored during the pandemic.

Advancing Racial Equity: Health and Human Services Strategic Plan

Advancing racial equity is not additional work; it is our work, according to County of Marin assistant County administrator, Angela Nicolson and Benita McLarin, director of Marin HHS. Adopting this practice, the AAA and MCCOA share the commitment to — as Director McLarin says — “lead with race” in promoting a more equitable community.

The AAA director, the AAA program manager, the I&A supervisor and the Age-Forward coordinator serve on task forces of the *Health and Human Services Department's Strategic Plan to Achieve Health and Wellness Equity* (HHS Equity Plan).¹¹ The HHS Equity Plan is described in the *Live Long, Live Well Marin County Area Plan for Aging 2020-2024*.¹² All the HHS Equity Plan's tasks forces are identifying and endeavoring to mobilize specific actions that will help lead to long-term systemic change.



Accordingly, the AAA included a measure in its contracts with service providers to encourage more outreach and service to Black, Indigenous and People of Color (BIPOC) residents. The AAA is also piloting a nutrition program that delivers culturally inspired Vietnamese meals to the homes of low-income older adult Vietnamese residents. Furthermore, the AAA is exploring how to incorporate meals inspired by many cultures into its regular home-delivered meal program to make the meals more appealing to BIPOC older adults and offer a greater variety of meals for all clients.

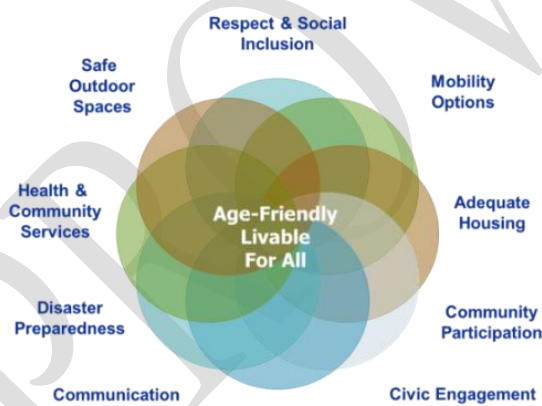
¹¹ Health and Human Services Department's Strategic Plan to Achieve Health and Wellness Equity https://www.marinhhs.org/sites/default/files/libraries/2019_02/mc_hhs.stratplan18_v7.pdf

¹² Live Long, Live Well Marin County Area Plan for Aging 2020-2024, accessed Feb. 24, 2021, https://www.marinhhs.org/sites/default/files/files/servicepages/2021_02/psa_05_area_plan_2020-2024_cda_approved.pdf

The MCCOA also took action to advance equity. For instance, the planning committee sponsored a presentation titled, “Climate Change and its Relation to Social Justice and Public Health” at a monthly Commission public education session. In another example, the Commission conducted outreach in areas that historically had low response rates to the Census to encourage older adults in such neighborhoods to complete the 2020 Census. The Commission’s Equity Outreach and Advocacy (EOA) committee meetings featured speakers from the Marin Asian Advocacy Project, the Coast Miwok Tribal Council of Marin and the Spahr Center, a nonprofit organization serving the LGBT+ community. The EOA committee also sponsored a presentation titled, “The Intersection of Race and Age” at one of the full Commission’s monthly public education sessions.

Age Forward Moving Forward

A cornerstone of the *Age Forward: A Framework for an Age-Friendly County of Marin*¹³ plan is using an intersectional age-friendly and racial equity lens for creating and adapting services, programs, policies, places, and spaces to be livable for all ages and generations now and into the future. The plan, approved by the Marin County Board of Supervisors in January 2020, represents the Board’s commitment to a concerted age-friendly equitable focus across County departments and unincorporated areas.



In the fall of 2020, the AAA added a senior analyst to serve as the Age-Friendly coordinator and move the plan forward. For the coming year, she will focus on facilitating progress on 10 initial priority action items identified by respondents to the Age-Forward assessment and participants of focus groups. Each priority action item includes opportunities to help address racial inequities that compound with age. The coordinator collaborates with action teams comprised of County department leadership and staff, leaders of community-based organizations and volunteer groups, and staff of some local municipalities. Each team is responsible for planning, executing, monitoring, evaluating and reporting on its action items.

Two teams working to achieve priority action item objectives and lay groundwork for longer-term systemic change are the disaster preparedness and social connection teams. The disaster preparedness team is focused on developing and distributing emergency preparation guides to adults with disabilities, single

¹³ Age Forward: A Framework for an Age-Friendly County of Marin, accessed Feb. 24, 2021, <https://www.marinhhs.org/area-agency-aging>

occupant households and non-English speakers. The team is conducting a pilot to help connect In-Home Supportive Services and home-delivered meal (“Meals on Wheels”) clients to the County’s emergency alert text, phone call and email system. Focusing on expanding The Marin County Free Library’s intergenerational library services, the social connection team developed programs, including “Conscious Kids” book kits (books and discussion guides for discussions on racial equity). In addition, mobile book deliveries are made in areas of the county where many older adults care for grandchildren.

The EOA committee serves in an advisory capacity to help guide and support the Age-Friendly coordinator and the action teams in propelling the plan forward. Moreover, the committee’s chair represents the Commission on the Marin County Board of Supervisors’ Age-Forward sub-committee established by the Board in 2020. Led by Board President District 4 Supervisor Dennis Rodoni and District 3 Supervisor Katie Rice, the sub-committee further demonstrates the Board’s commitment to the Age-Forward plan. In the Board sub-committee forum, the Age-Friendly coordinator and the action team leaders report on progress on action items, share ideas and hear any recommendations from the supervisors.

One Door: Aging and Disability Resource Connection

One Door -- That’s the new name for the Marin Aging and Disability Resource Connection (ADRC), a partnership between the AAA and Marin CIL.



Aging and Disability Resource Connection

The partners wanted a name and logo that would be welcoming, memorable, short, easy to understand, reflected openness, and lent to attractive visual presentation. Since a brand is the promise of an experience, the partners also wanted elements that connote the one-stop, supportive and respectful experience the ADRC strives to provide to all clients in empowering them to make informed decisions about their lives. The Marin Community Foundation’s chief communications officer generously guided the partners through a strategic process to select the name and logo. The partners will officially roll out the One Door branding in the coming year, building upon the ADRC’s growth and recent re-designation by the California Department of Aging (CDA). In 2019, CDA required all previously designated ADRCs, including Marin’s ADRC, to apply for re-designation to confirm service quality and consistency. Currently, there are seven designated and 11 emerging ADRCs in California.



Over the past year, the ADRC has played a pivotal role in advocating for equitable access to COVID-19 testing and vaccines as well as caregiving during the pandemic. The ADRC is currently in discussions about expanding services to residents with intellectual and developmental disabilities to make One Door more accessible to more individuals.

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? ¹⁴	Was hearing held at a Long-Term Care Facility? ¹⁵
2020-21	April 2, 2020	Web-based	64	N/A	No
2021-22	April 1, 2021	Web-based	49	N/A	No
2022-23					
2023-24					

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

- Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound and/or disabled older individuals.
 - A public notice was published in the *Marin Independent Journal*, the largest newspaper in the county.
 - Public hearing was promoted in various print and online newsletters targeting older adults.
- 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
- Summarize the comments received concerning proposed expenditures for PD and/or C

¹⁴ A translator is not required unless the AAA determines a significant number of attendees require translation services.

¹⁵ AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

4. 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:

5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.

N/A

6. List any other issues discussed or raised at the public hearing.

Members of the public:

Linda Jackson, Program Director of the Aging Action Initiative (AAI): There was phenomenal turnaround in the last year. Services were very responsive, in a collaborative way, to meet the needs in this last year with the activities that Dan Steckline talked about, the challenges in the various residential facilities, and the collaborations with Health and Human Services about data. The food delivery program expanded in supporting our restaurants and keeping them alive so we can enjoy them this coming year. The ADRC work is huge, as is the work of Vinh Luu and the Equity Outreach and Advocacy committee of the commission. So, I just want to recognize your work and endorse the commission.

Gerrie Kunin: Thank you all for putting this together, sharing meetings, and the things that you all have been providing, and it has made a huge difference for me. But it also really strikes me that there seems to be real disconnect with people for instance, in my community. I live in one of the senior public housing sites. I see that at this point we're in the midst, I believe, of hiring new social services people, but we're in a situation where I'm seeing more and more people placed in public housing who need supportive services and are tending to get more, but folks in the larger community and seniors in the community and people with disabilities who have been there for a while seem to be in a larger and larger disconnect. And I'm reaching out to you all in hopes that when we're talking about equity and diversity that we can also take a look at that. There's a resource challenge, particularly in public housing for seniors. You need to sit down and reach out and help address the real need for some additional services, but also for the need to be involved. I rarely see that as part of the Plan. I would like to see there be more of a voice from this group of people because I think they really have a lot of contribute. But I don't know that we have a vehicle to do that, so I would really appreciate guidance and involvement.

Kari Beuerman, Social Services Director, Marin County Health and Human Services: Thank you for that presentation. It was very informative and impressive – all the hard work that has been happening from the commission and in the community. I just wanted to give a couple of particular shout outs especially to Vivalon. One of the things that I've been working on throughout the pandemic is food distribution. I've been running the Great Plates program. Vivalon has been such an amazing and wonderful partner through all of this. They helped us with Great Plates intake in

the beginning which was a really heavy lift. Also, Nancy Geisse has been a great member of our food distribution group which has been meeting monthly. We've come such a long way creating this network and these partnerships and we're going to be so much better prepared for the next fire season and the next disaster that impacts older adults and people with disabilities. I think that's really important and really, really wonderful. I also just wanted to thank all the staff at Aging and Adult Services - Lee and Jenay, Amy, Mandy, Chloe, Gary, Dan and all of the staff. I think the work has gone up exponentially this last year for all of the programs, whether it's IHSS, APS, calls to the information assistance hotline, people doing disaster service work, setting up cooling centers during fires and power shut offs, etc. So, thank you everyone.

Kevin Colgate, Emeritus Students College of Marin (ESCOM): I wanted to echo Kari's comments with respect to all the efforts of all the different communities and the county organizations. Unfortunately, Vivalon programs speak to real issue of isolation in threats of anxiety and isolation. It's not a great tool but it's what we have today, and we are going to go forward with it. I'll reinforce our use of zoom in the college and communication with people; even when we go back to in-person meetings, we know we're going to see a hybrid environment. We're doing a lot to continue to educate our two thousand members on the use of Zoom. It's a problem child for a lot of people to adopt - not just in creating a meeting, but just attending and getting into a meeting. If people stumble on this issue, they can reach out to me or ESCOM and we're happy to facilitate. The college has been a great use to us on the ESCOM club side to support 500 people that would have otherwise been isolated on their own.

Commissioner Comments:

Commissioner Sybil Boutilier: I just want to commend this staff because they really had a difficult year with fires and Covid. They were involved with setting up shelters for fires and dealing with all the people sheltering in place during the pandemic, as well as dealing with their own personal families, all the while keeping everything together and getting this beautiful new Update put together, as well as handling all the extra work they had this year. I just think they have done a terrific job and have really kept the focus on the people they were serving as well. I want to commend them for that great work and the commissioners that also have been involved in all of those different aspects. Thank you.

Commissioner Jody Timms: I also really, really want to thank the staff. It's just been quite a year for all of us but particularly for all of you. You really rallied and I want to thank the County again for their support around Age Friendly, with Sara Robinson being hired, the Plan moving forward and the support to the cities and towns working on it. So many, many thanks to all of you and I think the Plan is terrific. Thanks.

Commissioner Everett Brandon: I really appreciated this report. It's been really good to hear. But I want to make a special commendation to the folks who worked with the nursing homes. That's been an extraordinary accomplishment. The changes that have been made there. The impact that Covid was having was just enormous. But the changes they've made, the drops they've made in people being affected and the relationship has just resulted in enormous change at the nursing homes. So, I'm hoping that will continue. I'm hoping that it won't be a one-time relationship, but there needs to be that kind of an oversight by the county. I think the nursing home groups

appreciate it. You can visit the ones I do and see tremendous improvement and they appreciate it. When I talked to the staff there, they appreciate the County coming in and making changes and bringing in different regulations or rules. They really saw tremendous improvement, so I really appreciated that part of it also.

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

N/A

APPROVED

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 ¹⁶	Update Status ¹⁷
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

¹⁶ 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.

¹⁷ 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		Continued
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		Continued
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		Continued
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		Continued
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		Continued
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		New
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		New
1m. The MCCOA Housing and Transportation Committee will advocate at the local level for affordable housing for older adults and their caregivers by attending	July 1, 2021 – June 30, 2022		New

meetings and participating in discussions in at least three towns and cities of the County of Marin.			
1n. The MCCOA Housing and Transportation Committee will encourage wider attendance at committee and/or commission meetings where there are speakers on housing and transportation by promoting the meetings on social media such as Nextdoor, Facebook, and Patch.	July 1, 2021 – June 30, 2022		New
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		New

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 ¹⁸	Update Status ¹⁹
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

¹⁸ 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.

¹⁹ Use for Area Plan Updates only: Indicate if objective is **New, Continued, Revised, Completed, or 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		New
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		New
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		Continued
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		New

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 ²⁰	Update Status ²¹
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	July 1, 2020 – June 30, 2021		Completed

²⁰ 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.

²¹ Use for Area Plan Updates only: Indicate if objective is **New, Continued, Revised, Completed, or Deleted**.

promote safety in homes for older adults via at least one community meeting or presentation.			
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 Great Age newsletter and a community presentation with distribution of materials.	July 1, 2020 – June 30, 2021		Completed
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		Continued
3e. Through the Title IIIE 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		New
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		New
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		New

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 End Dates	Title III B Funded PD or C ²²	Update Status ²³
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		New

²² 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.

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

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			
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			
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			
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			
2023-2024			

Legal Assistance**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	1621	2	

2021-2022	1621	2	
2022-2023			
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			
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			
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			
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			
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			
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			
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.

UNIT OF SERVICE = 1 CONTACT

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			
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%.

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

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

3. FY 2020 - 2021 Baseline Resolution Rate: Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ % FY 2022-2023 Target Resolution Rate _____ %
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 <u>45</u> FY 2020-2021 Target: <u>35</u>
2. FY 2019-2020 Baseline: Number of Resident Council meetings attended <u>14</u> FY 2021-2022 Target: <u>28</u>
3. FY 2020-2021 Baseline: Number of Resident Council meetings attended <u> </u> FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Resident Council meetings attended <u> </u> 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 <u>1</u> FY 2020-2021 Target: <u>1</u>
2. FY 2019-2020 Baseline: Number of Family Council meetings attended <u>1</u> FY 2021-2022 Target: <u>2</u>
3. FY 2020-2021 Baseline: Number of Family Council meetings attended <u> </u> FY 2022-2023 Target: _____
4. FY 2021-2022 Baseline: Number of Family Council meetings attended <u> </u> 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 <u>213</u> FY 2020-2021 Target: <u>200</u>
2. FY 2019-2020 Baseline: Number of Instances <u>451</u> FY 2021-2022 Target: <u>300</u>

3. FY 2020-2021 Baseline: Number of Instances_____ FY 2022-2023 Target: _____
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_____ FY 2022-2023 Target: _____
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 _____ FY 2022-2023 Target: _____
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.

FY 2022-2023
Outcome of FY 2021-2022 Efforts: FY 2022-2023 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)
FY 2023-2024
Outcome of 2022-2023 Efforts: FY 2023-2024 Systems Advocacy Effort(s): (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 <u>13</u> divided by the total number of Nursing Facilities <u>13</u> = Baseline <u>100%</u>
FY 2020-2021 Target: <u>100%</u> |
| 2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of Nursing Facilities <u>13</u> = Baseline <u>0%</u>
FY 2021-2022 Target: <u>100%</u> |
| 3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint divided by the total number of Nursing Facilities = Baseline _____%
FY 2022-2023 Target: _____% |
| 4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 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 <u>49</u> divided by the total number of RCFEs <u>50</u> = Baseline <u>98%</u> FY 2020-2021 Target: <u>100%</u>
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs <u>49</u> = Baseline <u>100%</u> FY 2021-2022 Target: <u>100%</u>
3. FY 2020-2021 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 2022-2023 Target: _____%
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: ____ FTEs FY 2022-2023 Target: ____ FTEs
4. FY 2021-2022 Baseline: ____ FTEs FY 2023-2024 Target: ____ 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 _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____

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.

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.

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	
2023-2024	

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

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

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

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

2022-2023		Elder Abuse Resources Protect Yourself from Fraud Prevent Fraud Scams and Identity Theft
2023-2024		Elder Abuse Resources Protect Yourself from Fraud Prevent Fraud Scams and Identity Theft

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

TITLE III E 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 III E SERVICES

Family Caregiver Services Caring for Elderly	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2020-2021	# of activities: N/A Total est. audience for above:		
2021-2022	# of activities: N/A Total est. audience for above:		
2022-2023	# of activities: Total est. audience for above:		
2023-2024	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			

Support Services	Total hours		
2020-2021	1012	3	
2021-2022	1005	3	
2022-2023			
2023-2024			
Respite Care	Total hours		
2020-2021	4457	3	
2021-2022	4487	3	
2022-2023			
2023-2024			
Supplemental Services	Total occurrences		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			

DIRECT AND/OR CONTRACTED IHIE SERVICES

Grandparent Services Caring for 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			
2023-2024			
Grandparent Services Caring for Children	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Access Assistance	Total contacts		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			
Support Services	Total hours		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			

Respite Care	Total hours		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			
Supplemental Services	Total occurrences		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			

Direct and/or Contracted IIIE Services

Grandparent Services	Proposed	Required	Optional
Caring for Children	Units of Service	Goal #(s)	Objective #(s)
Information Services	# of activities and Total est. audience for above		
2020-2021	N/A		
2021-2022	N/A		
2022-2023			
2023-2024			

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.

(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) ²⁴

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

²⁴ 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 funds²⁵ 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	<u>39%</u>	21-22	<u>46%</u>	percent	22-23	percent	23-24	percent
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IN-HOME SERVICES

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

2020-21	<u>11%</u>	21-22	<u>8%</u>	percent	22-23	percent	23-24	percent
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LEGAL ASSISTANCE REQUIRED ACTIVITIES²⁶

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

2020-21	<u>11%</u>	21-22	<u>11%</u>	percent	22-23	percent	23-24	percent
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Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA.

²⁵ 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.

²⁶ Legal Assistance must include all of the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

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 central and rural 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.

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.

Check applicable direct services

Check each applicable Fiscal Year

Title IIIB

20-21

21-22

22-23

23-24

☒ Information and Assistance

☒

☒

☐

☐

☐ Case Management

☐

☐

☐

☐

☐ Outreach

☐

☐

☐

☐

☐ Program Development

☐

☐

☐

☐

☐ Coordination

☐

☐

☐

☐

☒ Long Term Care Ombudsman

☒

☒

☐

☐

Title IID

20-21

21-22

22-23

23-24

☐ Disease Prevention and Health Promo.

☐

☐

☐

☐

Title IIIE²⁷

20-21

21-22

22-23

23-24

☐ Information Services

☐

☐

☐

☐

☐ Access Assistance

☐

☐

☐

☐

☐ Support Services

☐

☐

☐

☐

☐ Respite Services

☐

☐

☐

☐

☐ Supplemental Services

☐

☐

☐

☐

²⁷ Refer to PM 11-11 for definitions of Title IIIE categories.

Title VIIA	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Long Term Care Ombudsman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Title VII	20-21	21-22	22-23	23-24
<input checked="" type="checkbox"/> Prevention of Elder Abuse, Neglect, and Exploitation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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.

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 service²⁸:

In 2020, the AAA put the Congregate Meal program on hold because of the COVID-19 pandemic restrictions. The AAA intends to re-establish the congregate meal program after the Marin County Public Health officer deems it safe for older adults to congregate for meals. The AAA intends to release an Invitation for Bid for vendor services 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:

²⁸ For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs are in agreement

☐ 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 service²⁹:

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 an 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 RD's ongoing responsibilities, an arrangement that is more cost effective than contracting out this function.

²⁹ 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 Dennis Rodoni, President	1/22
Supervisor Judy Arnold, Vice President	1/22
Supervisor Damon Connelly, 2 nd Vice President	1/22

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 nd 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: 19

Number of respondents: 21 out of 21 active council members.

Race Composition	percent of PSA's 60+ Population	percent on Advisory Council
White	90 percent	66 percent
Black	1.5 percent	10 percent
Asian/ Pacific Islander	4.9 percent	10 percent
American Indian/ Alaskan Native	0.2 percent	0 percent
Native Hawaiian and Other Pacific Islander:	0.2 percent	0 percent
Two or More Races	1.5 percent	4 percent
Other	1.6 percent	0 percent
Prefer Not to Answer	0 percent	10 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
Ralph Marchese, President	6/21
Diana Lopez, Vice President	6/21
Jean Gunn, Secretary	6/21

Name and Title of All Members	Term Expires
Chrisula Asimos, Ph.D. (District 1)	6/21
Sylvia Barry (District 5)	6/21
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
Teri Dowling (Town of Ross)	6/21
Jasmina Etemovic (District 4)	6/22
Jean Gunn (District 5)	6/23
Julie Hanan Friedman (Town of Tiburon)	6/23
Suellen Lamorte (Town of San Anselmo)	6/23
Salamah Locks (City of San Rafael)	6/21
Diana Lopez (District 1)	6/23
Ralph Marchese (District 4)	6/23
Wendy Nuessle (District 2)	6/22
Judith Saffran (City of Larkspur)	6/21
Fred Silverman (District 3)	6/22
Jody Timms (Town of Fairfax)	6/21
Lauren Vreeland Long (City of Novato)	6/22
VACANT (District 2)	
VACANT (Town of Corte Madera)	

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): N/A

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. Specific to Legal Services, what is your AAA's Mission Statement or Purpose Statement? Statement must include Title IIIB requirements:

The mission of Aging and Adult Services is to "Promote and protect the health, well-being, self-sufficiency and safety of people in Marin County to Live Long and Live Well." Mission statements are typically broad and do not address specific programs. However, legal services, as a specific program of the AAA, advances this mission by providing legal advice, counseling, representation and education to older adults. Through this service, the health, wellbeing, self-sufficiency and safety of our constituents are promoted by ensuring that their rights are maintained, abuse is prevented and access to various entitlements and programs are sustained.

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

10.7 percent.

3. 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.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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	
2023-2024	

9. Does your PSA have a hotline for legal services?

No

10. 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 Whistlestop, 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.

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 and speakers.

11. 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 b. c.	a. Marin County b. c.
2021-2022	a. Legal Aid of Marin b. c.	a. Marin County b. c.
2022-2023	a. b. c.	a. b. c.
2023-2024	a. b. c.	a. b. c.

12. 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.

13. 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.

14. In the past four years, has there been a change in the types of legal issues handled by the Title IIIB legal provider(s) in your PSA? Discuss:

No.

15. 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.

16. 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 <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Access Assistance	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <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 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 <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Access Assistance	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Support Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Respite Care	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Supplemental Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <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.”

FAMILY CAREGIVER SERVICES

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

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 Gatos 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 Gatos Dr., Suite 240, San Rafael, Ca 94903. (415) 457-6964
- *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 5th 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 instillation 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

