COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY

CYNTHIA D. BANKS
Chief Deputy

BOARD OF SUPERVISORS

GLORIA MOLINA
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MICHAEL D. ANTONOVICH

CSS Board Deputies Informational Meeting

AGENDA
(Revised 8-16-04)

Wednesday, August 18, 2004
10:00 a.m. to Noon
Room 743
Kenneth Hahn Hall of Administration

INTRODUCTION: Cynthia Banks, Chief Deputy Director

Board Letters: (Scheduled for September 14, 2004 Board Agenda)

1. **Los Angeles County Area Agency on Aging Area Plan Year-End Reports for FY 2001-02 & FY 2002-03**
2. **RITE Program: Additional 3-month extension of contracts**
3. **Accept and Allocate Additional National Emergency Grant Funds**
4. **Accept and Allocate Additional Disability Navigator Grant Funds**

Other Matters:

- **State Budget and Federal Appropriations: Impact on CSS Programs**
- **Management Audit Team**
- **LTC Connection Website Launching – August 26, 2004**
- **Additional WIA Youth Program Funds**

Public Comment – Limit 3 Minutes per item

Adjournment

Persons with hearing disabilities may request accommodation services by calling TTY (213) 427-6169 one week in advance of the meeting. The facility is wheelchair accessible. Next meeting is September 15, 2004, Room 743, Kenneth Hahn Hall of Administration. For Information call (213) 738-2065.

Board Letter **Summary Sheet** for CSS Board Deputies

Name of Board Letter	Area Plan Year-End Reports for Fiscal Years 2001-02 and 2002-03
Tentative Dates: 1) Coming for clearance: 2) Intended for filing: 3) On Board Agenda:	 1) August 18, 2004 2) September 2, 2004 3) September 14, 2004
Branch / Author, Title	Aging and Adult Services / Janine Taylor, Community Services Analyst I
Summary of Board Letter	This Board letter will enable CSS to submit the FY 2001-02 and FY 2002-03 Area Plan Year-End Reports to the California Department of Aging (CDA) for approval. CDA approval of the Area Plan Year-End Reports is a required condition of the State's agreement with the Area Agency on Aging . The reports reflect a coordinated services system under the jurisdiction of the Department for functionally impaired adults and older adults, and describe needs and agency goals and objectives.
Dollar Amount	$ N/A
Source of Funding	N/A
Strategic Plan Goal	The recommended actions promote the County Strategic Plan goals of service excellence, organizational effectiveness and fiscal responsibility by providing for a network of community-based services, such as supportive services.
Additional Issues	N/A

CYNTHIA D. BANKS
Chief Deputy

COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY

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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

GLORIA MOLINA
YVONNE BRATHWAITE BURKE
ZEV YAROSLAVSKY
DON KNABE
MICHAEL D. ANTONOVICH

September 14, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

LOS ANGELES COUNTY AREA AGENCY ON AGING AREA PLAN YEAR-END REPORTS FOR FISCAL YEARS 2001-02 AND 2002-03 (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the Area Plan Year-End Report for Fiscal Year (FY) 2001-02 (Attachment A).

2. Approve the Area Plan Year-End Report for FY 2002-03 (Attachment B).

3. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letters of Transmittal (Attachment C and Attachment D) on behalf of the Chair of the Board; and submit the reports to the California Department of Aging (CDA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended actions are necessary for the Department to submit the FY 2001-02 and FY 2002-03 Area Plan Year-End Reports to the CDA for approval. CDA approval of both Area Plan Year-End Reports is a required condition of the State's agreement with the Area Agency on Aging (AAA). The reports reflect a coordinated services system under the jurisdiction of the Department for functionally impaired adults and older adults, describe needs and agency goals and objectives.

The Year-End Reports for FY 2001-02 and FY 2002-03 were not submitted to your Board in a timely manner for approval as a direct result of the management transition and key personnel changes that have occurred over the last two years at the AAA. In response to this oversight, the AAA has taken the appropriate steps to ensure future compliance with the CDA requirements regarding the Area Plan Year-End Report submission process.

Implementation of Strategic Plan Goals

The recommended actions support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

FISCAL IMPACT/FINANCING

There is no fiscal impact.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Area Plan Year-End Report is closely related to the AAA's four-year Area Plan. The Area Plan is updated annually to include new and revised objectives developed to address the current concerns and needs within the planning and service area. The Area Plan Year-End Report provides a retrospective account of progress made toward specified goals and objectives of the preceding fiscal year.

The CAO has reviewed and concurs with the recommended actions.

IMPACT ON CURRENT SERVICES

Approval of the Area Plan Year-End Reports for FY 2001-02 and FY 2002-03 will enable the AAA to continue with its home and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,

CYNTHIA D. BANKS
Chief Deputy Director

Attachments (4)

c: David E. Janssen
Raymond G. Fortner, Jr.
Violet Varona-Lukens
J. Tyler McCauley

ATTACHMENT A

COUNTY OF LOS ANGELES AREA AGENCY ON AGING

AREA PLAN YEAR-END REPORT

FOR FISCAL YEAR

2001-2002

A Coordinated Service System for Older Adults and Functionally Impaired Adults of Los Angeles County/PSA 19

Under the Older Americans Act and the Older Californian's Act

LOS ANGELES COUNTY AREA AGENCY ON AGING—PSA 19
YEAR-END REPORT FOR FISCAL YEAR 2001-02

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*** Community and Senior Services/ Area Agency on Aging of Los Angeles County ***
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* Phone: (213) 738-2645; Fax: (213) 365-8649 *
* Website: http://dcss.co.la.ca.us *

EXECUTIVE SUMMARY

The Area Plan Year-End Report is a report submitted to the California Department of Aging (CDA) at the end of every fiscal year. The report is a tool used to inform the CDA on the status of the current year's objectives specified in the Fiscal Year 2001-02 Area Plan. The Area Plan Year-End report highlights the objective accomplishments as well as the objectives that have not yet been met and will be carried over to the next fiscal year.

This report contains information about the major activities undertaken by our agency during fiscal year 2001-02. During fiscal year 2001-02, Los Angeles County's main focus was spearheading a major strategic planning initiative regarding the future service delivery system for aging and disabled adult services. As the agency leading this initiative, Community and Senior Services/ Area Agency on Aging (CSS/AAA) of Los Angeles County worked closely with a diverse group of community and County department representatives to develop the strategic plan. The planning process included various methods of obtaining broader public input including a series of eight community forums in different service planning areas (SPA) of Los Angeles County. This plan fulfills the statutory requirements of our funding source, the California Department of Aging (CDA) and provides our annual activity report to the CDA and the community. Accordingly, the Area Plan Update for fiscal year 2002-03 will reflect the outcomes of the strategic planning process, and is expected to show a metamorphosis of the AAA's priorities and plans.

The Countywide strategic planning process arose from a report requested by and submitted to the Los Angeles County Board of Supervisors, our governing body, regarding the expected future needs of the County's growing older adult population (i.e., the aging "Baby Boomer" generation). However, it was clear that due to programs such as in-Home Supportive Services (operated by the County Department of Public Social Services), Adult Protective Services (operated by CSS), and the CDA-funded Linkages program (part of the Integrated Care Management Demonstration Project operated by CSS/AAA) and many others that serve both younger and older disabled residents, any future planning efforts had to transcend age restrictions. To reduce fragmentation and gaps in services, planning efforts needed to consider residents of any age that rely on these home and community-based services to remain in the least restrictive/ most integrated setting.

The fiscal year 2001-02 Area Plan in addition to our own mission statement is closely connected to the required California Code of Regulations (CCR) Core Mission Statement to "provide leadership in addressing issues that relate to older Californians; to develop community-based systems of care that provide services which support independence within California's interdependent society, and which protect the quality of life for older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of services".

PREFACE

The Los Angeles County Area Agency on Aging (AAA) Planning and Service Area (PSA) 19 is pleased to present this Area Plan Year-End Report for Fiscal Year 2001-02 to the community. This report discusses the major achievements realized by the agency, as well as the major challenges faced, during the period July 1, 2001 through June 30, 2002.

The Year-End Report is closely connected to the AAA's four-year Area Plan that extends from the period July 1, 2001 through June 30, 2005. For each year of the four-year planning cycle, the Area Plan is updated to include new and revised objectives developed to address the current concerns and needs within the planning and service area. Therefore, the year-end report provides a historical account of the preceding year within the four-year planning cycle.

Section III of this report states those objectives we sought to accomplish during fiscal year 2001-02, and the status of each objective by the close of the fiscal year. Some of these objectives are referred to as Program Development and Coordination (PD & C) activities, and are denoted by an asterisk (*). Program Development activities accomplish one of two objectives: (1) the establishment of a new service, or (2) the expansion of an existing AAA service. Coordination activities involve AAA staff in cooperation with other agencies, organizations, or individuals, for the purpose of avoiding duplication, improving services, or resolving problems related to service delivery, to better address the service needs of older persons in PSA 19.

I. OVERVIEW

Background

The Los Angeles County Area Agency on Aging (AAA) is designated by the California Department of Aging (CDA) as the agency responsible for administering 22 million dollars in Older Americans Act (OAA) and State funds in its planning and service area each year. This planning service area (PSA 19) consists of the County of Los Angeles, excluding the City of Los Angeles, (which operates its own Area Agency on Aging). These funds, along with other sources of local and private funds, are allocated to a provider network of more than sixty (60) community-based agencies that offer a multitude of social, supportive, and nutrition-related services. These services include: in-home services (housekeeping, personal care, telephone reassurance services, registry services, etc.), congregate meals (meals served in a group setting), home delivered meals, care (case) management, legal assistance services, health insurance counseling and advocacy, information and assistance, and preventive health services and the Senior Community Services Employment Program for persons age 55 and older. Our programs are generally available to persons age 60 and above, with some programs available to persons age 18 and above.

The AAA is located within the Department of Community and Senior Services (CSS), a department within Los Angeles County that provides social services to County residents, with a focus on dependent adults, the elderly and their families. CSS serves as the umbrella organization for the direct provision of other key social service programs for adults and older adults, including Adult Protective Services (APS), Senior Centers, Senior Employment and Training Services, the Workforce Investment Act (WIA) program, the Community Services Block Grant (CSBG) program, Refugee Services, and Domestic Violence Prevention and Intervention Services, Dispute Resolution, and Naturalization Services. The Los Angeles County Board of Supervisors is the governing body over the AAA. As a function of this relationship, the AAA regularly advises the Board of Supervisors regarding the needs of County's functionally-impaired adult and older adult populations. To this end, the AAA conducts various assessments of the needs of the functionally-impaired adults and older adults, and develops programs and strategies to effectively address these needs. The AAA's one hundred plus member Advisory Council, comprised of community representatives and service providers, also assists the AAA in identifying key issues that affect older adults and functionally impaired adults.

The AAA's mission is*: To create a home and community-based long –term care system that maximizes consumer independence and dignity, and is responsive and accessible to Los Angeles County's diverse populations of older adults and disabled adults, as well as their families and caregivers*. In keeping with this mission, the AAA spearheads and supports efforts throughout the County that are related to community-based long-term care specifically aimed at preventing or delaying institutionalization of frail and functionally-impaired adults through such mechanisms as cooperation, service coordination, and integration.

In FY 2001-02 Los Angeles County undertook a major strategic planning initiative regarding the future service delivery system for aging and disabled adult. As the agency leading this initiative Community and Senior Services / Area Agency on Aging (CSS/AAA)

of Los Angeles County worked with a diverse group of community representatives and other County department representatives, to develop and complete the strategic plan by Summer 2002. The planning process included various methods of obtaining broader public input as well.

The Countywide strategic planning process for aging and disabled services involved substantial needs assessment activities, and lead to the development of goals and objectives for the coming years, and had a major impact on the AAA's full Area Plan. This report fulfills the statutory requirements of our funding source, the CDA, and provides the CDA and the community with information about our planned activities during FY 2001-02 and beyond. Accordingly, the Area Plan Update for FY 2002-03 will reflect the outcomes of the strategic planning process, and is expected to show a metamorphosis of the AAA's priorities and plans. Chief among the questions before our agency and the County as a whole, was and still is how best to address and meet the growing needs of the County's older adult and younger disabled adult populations.

Major Activities During the Fiscal Year

Fiscal year 2001-2002 was a pivotal year for the Los Angeles County Area Agency on Aging (AAA). It was the first year of the AAA's 2001-2005 Area Plan entitled "A Strategic Approach to the Changing Face of Older and Disabled Adult Services in Los Angeles County". FY 2001-02 will have a major impact on the substance of the 2001-05 Area Plan, because of the County's undertaking and completion of the "Long-Term Care Strategic Planning Initiative". The long-term care strategic planning for older adults and functionally impaired adults started in response to a report issued jointly by our Department, Community and Senior Services, and the Department of Health Services.

Long Term Care for the Aged and Disabled: A Strategic Plan for Los Angeles County (LTC Strategic Plan)

• On March 21, 2000, the Los Angeles County Board of Supervisors adopted the report entitled ***Preparing for the Future: A Report on the Expected Needs of Los Angeles County's Older Adult Population***. Community and Senior Services prepared this Board-ordered report in partnership with the Department of Health Services to inform the Board about the expected needs of the older adult population as this age group significantly increases in size, and provides recommendations for how the County can cope with this significant population increase and improve the service delivery system. The report acted as a catalyst for this countywide strategic planning effort for aging and adult services in Los Angeles County, headed by the Area Agency on Aging. In FY 2001-02, CSS/AAA set out to develop a Countywide Long Term Care Strategic Plan for older adult and disabled adult services to face current and future challenges. CSS/ AAA was able to achieve this goal by hiring Blitz & Reckmeyer, a strategic planning consulting agency, in addition, working in partnership with its advisory groups (the Community Roundtable, Interdepartmental Planning Body, and a Working Group).

To inform the community about the problem and the plan, and to receive input from consumers of CSS/AAA services and its partners. In June 2002, the CSS/AAA convened eight community forums in different Service Planning Areas (SPAs) throughout the County.

These forums were well received by the public. Valuable data and information were collected and incorporated in the final LTC strategic plan. The final strategic plan indicated the following services as the most important and services which need improvement: health care, mental health, home and community-based, affordable housing, support for family & kinship caregivers, transportation, and easy access to services. The County has already started and will continue to implement key recommendations in the report in a public and private partnership, and in partnership with the contracted agencies.

Community-Based Services Programs (CBSP)-Under the Older Californians Act

• The AAA continued administering Alzheimer's Day Care Resource Centers (ADCRC), the Health Insurance Counseling and Advocacy Program (HICAP), and funding for the Linkages program with California State General Funds under the Older Californians Act. In fiscal year 1999-00 the AAA made the decision to redirect the CBSP funds to the Brown Bag program, the Foster Grandparent Program and to the ADCRC program in order to maximize the limited resources allocated to ADCRC services. As a result, the number of ADCRCs increased form four to seven service providers. The HICAP program is available Countywide and operated by one contractor. The Linkages program was incorporated into the Integrated Care Management Demonstration Project. The CBSPs were incorporated into the array of programs administered by the AAA. The planning, administration and contracting process for these programs were aligned with the OAA-funded programs.

The Older Americans Act and Community-based Services Programs together make up a network of home and community-based services for disabled adults and older adults involving contractual relationships between the AAA and more than 60 agencies Countywide.

Integrated Care Management Demonstration Project

• The Integrated Care Management Demonstration Project (ICMDP), is a three-year demonstration project which was implemented in July 1999. This project is unique in that it brings together four separate funding sources for case management services they include: Older American Act Title III-B Supportive Services, CBSP Linkages AB 2800, Linkages AB 764 Disabled Parking Violation Fees Account, and Adult Protective Services expansion funds. Through a network of 24 community-based contract service providers, this project provides comprehensive long-term care management services to disabled adults and older adults to maintain independent living and to ultimately avoid or delay nursing home placement. The ICMDP is the first attempt to coordinate existing case management services and is a first step toward integration of aging and disabled services in Los Angeles County.

National Family Caregiver Support Act (NFCSA)

• The National Family Caregiver Support Act was newly introduced as Title (IIIE) of the Older Americans Act reauthorization of 2000. The NFCSA authorizes funds to be allocated to serve the needs of caregivers and care recipients to promote dignity, well- being and independence. Under the direction and leadership of the CDA, the AAA implemented the NFCSA during FY 2001-02 with an approximate $1.7 million baseline allocation for our planning and service area.

AAA Management Information System (MIS)

• During FY 2001-02, the AAA contracted with the County's Internal Services Department/ Information Technology Services for the development of a new management information system (MIS) to track and report all OAA and CBSP-funded services. The Nutrition Services module was the first to be developed. This became a priority for our agency due to serious concerns with the reliability of data from the existing MIS, in addition to an interest in accessing new information technologies.

Adult Protective Services

• The Adult Protective Services (APS) Program, administered by CSS, continued to provide residents throughout Los Angeles County with protective services in situations involving elders (persons age 65+) and dependent adults (persons age 18-64) suspected of endangerment due to physical abuse, neglect, financial exploitation or unsafe or hazardous living conditions.

Significant Accomplishment of Objectives

Fiscal year 2001-02 also saw the completion of the third year of the four-year funding cycle in which the AAA contracted for Older Americans Act (OAA) Supportive Services (Title IIIB), Nutrition Services (Title IIIC), and Vulnerable Elder Rights Protection Activities (Title VII) including: Congregate and Home Delivered meals, Outreach Technical Support Services, In-home Services, Respite Care, Legal Services, In-home Registry Services, and Long-term Care Ombudsman Program.

In addition, the AAA funds the ENHANCE (Effective Nutritional Health Assessments and Networks of Care for the Elderly) Program with OAA Title IIIF Disease Prevention and Health Promotion funds. ENHANCE provides nutrition screening, counseling, and intervention services in the client's home or a local community setting; the program was developed based on the guidelines and tools of the Nutrition Screening

Initiative (NSI), a multi-year, multi-disciplinary national study. The target population includes frail, homebound older adults, as well as high-risk older adults who receive congregate meals or case management services funded by the AAA.

The Department's Information and Assistance (I&A) telephone service continued to links County residents with community resources. The I&A program is linked with the Statewide toll-free Information and Assistance number that connects the caller to their local AAA. In addition, I&A staff attended local community events and meetings to provide information about available resources and identify unmet needs within the community.

Community and Senior Services has been operating three senior centers that serve as community focal points for the delivery of services and programs to older persons in locations where no other senior centers are available to local residents. The services

include nutrition, recreation, health, socialization, volunteer opportunities, education, and entertainment programs specifically for older adults. In addition, the County has 87 senior centers operated by cities and private organizations

During FY 2001-02, the Older Americans Community Service Employment Program (OACSEP), funded by the OAA Title V, continued to provide and promote training and employment opportunities for low-income persons age 55 and over, and assisted program enrollees to find unsubsidized employment. The program provided a variety of supportive services such as annual physical examinations, job counseling, transportation, job training, and job referral.

The eleven Community Service Centers operated by CSS provided information and referral, emergency food baskets, counseling, and other related services. These service centers also provided office space for community-based organizations that serve community residents in a number of ways. Annually, over 2 million clients receive services at the centers, and over 100,000 persons participate in the various meetings held at the centers.

Community and Senior Services administered the County's Dispute Resolution Program, financed by a surcharge on court filing fees in the County. During the FY 2001-02, 11 community-based agencies, including the county Bar Association, were funded to provide mediation, arbitration, and conciliation services in lieu of formal court filing and processing. In addition, three community service centers operated by CSS offered the Voluntary Mediation Services Program.

The Consumer Advocacy and Special Events Unit of the AAA conducted the follow community events: Older American Recognition Day awards. This annual event honored approximately 100 outstanding older residents throughout the County who have been selected by various County municipalities for their continuing contributions to their communities. The Multicultural and Older Women's Conferences. Address concerns for this targeted group. Transportation demonstrations encouraged seniors to use public transportation. The Health Fair and Senior Festival where free health screenings were provided. Approximately 3,500 seniors participated in this annual event.

Advisory Council Activities During the Fiscal Year 2001-02

An Advisory Council of 100 senior advocates assists the AAA in its leadership role. Advisory Council members represent various senior organizations and the general public, and assist the AAA in all matters relating to the development and administration of the Area Plan and the activities therein. The Advisory Council conducted the California Senior Legislature election. Thirteen Assembly members and two Senators were elected. In addition, nine active Standing Committees met regularly. They are as follows:

Communication and Intergenerational Committee

The purpose of this committee is to assist the Advisory Council and its committees in the preparation of information for dissemination to the general public and promote publicity and public relations.

Elder Abuse and Fraud

The Committee addresses the needs of those elderly individuals who are vulnerable to abuse and fraud.

Employment and Transportation

This Committee focused its energy on two main topics during the year. They were the MTA and Proposition A&C local return. Speakers attended the committee meetings and arranged for a presentation to the Advisory Council at large. MTA staff conducted a presentation to the AAA Advisory Committee on Proposition A & C Local Return. These funds are used exclusively to benefit public transit.

Health and Long Term Care

The Committee focuses on emerging and continuing health issues and services in Los Angeles County: mental and physical health maintenance; managed care, MediCare and MediCal, prescription medication costs, in-home support services, caregiver support, nursing home reform, hospital/ trauma center/ ER financial crises.

Housing

This Committee examined the causes of shortage of affordable housing for seniors, propose solutions for increasing supply and develop pressure to enact corrective legislation. The Committee initiated a successful countywide conference on senior housing.

Legislative/ Advocacy

The purpose of this committee is to advise the senior community and elected officials on the needs of seniors and to advocate for legislation that is in the best interest of the elderly. The issues of interest were health care, elder abuse, and social security.

Nutrition

This Committee provides a linkage between the Area Agency on Aging staff and participants of congregate meals. Committee members visited sites, made an assessment of the quality, service and participant satisfaction.

Membership/ Outreach

The purpose of this Committee is to recruit, train, and screen new members, then assist them with the selection of a subcommittee assignment. The Committee strives to preserve a diverse balance for the Council by outreach to the ethnic minority groups of the County.

Older Women's Issues

The purpose of this committee is to improve the quality of life of older women by increasing the effectiveness and efficiency of the current delivery system and by developing new models for services targeting older women. The Committee conducted an informative and highly successful Older Women's Conference.

Significant Barriers to Accomplishment of Objectives

The number of older adults in the County is increasing with greater diversity than ever before. The demand for services will correspondingly increase, and service delivery will become more multifaceted and challenging. Not only will there be a larger number of older adults, but the survivorship among the elderly will increase, as we see more people living into their eighties. In the near future, older adults are expected to require more complex assistance with care for a longer period of time.

The increasing number and diversity of older adults and disabled adults will challenge the service delivery system to meet needs. The following constraints and resources will be taken into consideration during the strategic planning process as Los Angeles County begins to prepare for the future needs of the aging and adult population:

Los Angeles County's aging and disabled services delivery system, similar to most of the rest of the nation, is fragmented and confusing to the consumer. The array of programs for older and disabled adults have separate funding streams and eligibility criteria, require different assessments, and are provided at many different locations, yet these programs often serve the same consumers.

The size and complexity of the County presents a challenge in coordinating resources. The County encompasses over 4,000 square miles with 88 incorporated cities that, to one degree or another, provide their own set of services for disabled adults and older adults. In addition, the County had two separate Area Agencies on Aging: one for residents of the city of Los Angeles, and another, operated by our agency, serving the residents of the County excluding the City of Los Angeles for most services.

The scarcity of resources and multiplicity of needs of older adults and younger disabled adults create challenges for setting priorities.

Countywide Strategic Plan for Aging and Disabled Adult Services

Through CSS / AAA's leadership, the county implemented key recommendations in the report in a collaborative efforts with the Community Roundtable comprising of approximately 150 consumers, advocates, providers, experts, and community leaders in the field of aging and disabled adult services, and an Interdepartmental Planning Body comprising key County Department administrators. These key groups assisted in developing a countywide strategic plan by summer 2002.

Program Development and Coordination Activities (PD&C)

Many of the activities undertaken by AAA staff, however important, are nonetheless of a routine nature. These may include such activities as contract monitoring, budget preparation, area plan updating, and convening public hearings. Other activities by their very nature require a greater level of skill, thought, staff time, and involvement with others beyond our agency to ensure success. Such activities are designed to bring about fundamental changes within the services delivery system, and are called "Program Development and Coordination" activities.

Program development activities either establish a new service or expand or integrate existing services. Coordination activities involve active participation of AAA staff with other agencies, organizations, or individuals for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of older persons. While coordination activities must be specific and time limited, they may be repeated in subsequent years if the outcome of each event is specific and directly related to improving services to seniors in the planning and service areas.

Part two of this Area Plan specifies the goals that our agency will focus its efforts on over the next four year planning period, and the objectives that we have committed to undertaking in the next year. The objectives related to County's development of a strategic plan for aging and disabled services over the coming year are PD&C objectives. It is important to note that Part Two, Goals and Objectives is expected to change significantly with the development of the Countywide strategic plan. The next update to this plan will specify the goals ad objectives that logically follow form the planning process, including the collaboration among county departments and extensive community input.

Conclusion

Fiscal year 2001-02 was a year of preparation and change. Although our agency did not accomplish all that it set out to do, this report shows that by seizing opportunities as they presented themselves, our accomplishments actually exceeded our expectations. We welcome your involvement in helping to create the future of aging in Los Angeles County.

II. NEEDS ASSESSMENT ACTIVITIES

Introduction

The AAA collected data from various sources about the current and upcoming needs of the County's older adult and disabled adult populations. The following were key needs assessment indicators that the AAA had gathered in developing a framework for the strategic plan. Each provides insight into critical areas in terms of the planning and development of services.

- **County Baseline Data Report**

One recommendation of the aforementioned report, Preparing for the Future, was to review current baseline data on funding and service delivery levels for programs and services provided to older adults in the County as a means to determine the adequacy of services. In May 2000, the County Chief Administrative Office (CAO) issued a one-page survey entitled " Services to Older Adults" to 21 County departments. It was determined as a result of the survey and the responses received that many county departments and agencies do not systematically collect or track data on the funding and service delivery levels of programs and services targeting older adults. Also, the communication between key departments needs to be improved.
Based on the 11 departments that responded to the survey, approximately 41 senior programs and services were administered by 10 different county departments during fiscal year 1999-2000. Because the programs are scattered throughout the county, many departments are unaware of programs administered by other departments. This lack of communication and coordination among departments leads to service gaps and duplication, which is neither efficient nor cost-effective for the County. The findings and recommendations resulting form the baseline data survey are also intended to initiate discussions related to the strategic plan.

- **National Family Caregiver Support Task Force**

The National Family Caregiver Support Act (NFCSA) enacted by the Older Americans Act Amendments of 2000 appropriates $125 million nationally to provide essential information, assistance, counseling, training and respite to caregivers of persons who are chronically ill or who have disabilities. The NFCSA will provide essential information, assistance, counseling, training and respite.

In preparing to implement the NFCSA locally, the AAA established a task force of community representatives to obtain public input on prioritizing the needs of caregivers and collecting input on how best to implement these new services. The task force was comprised of thirty community-based representatives from AAA-funded agencies, the AAA Advisory Council, the Los Angeles County Caregiver Resource Center, the Alzheimer's Association, the Regional Centers, and the Department of Children and Family Services Kinship Care Division, The task force provided the AAA with information about the needs of caregivers and proposals for how to best use the NFCSA funds.

The information contained in the report was taken directly form the 24 community-based agencies contracted. to provide care management services as well as data from the Adult Protective services program. This report describes outcomes and indicators of need for the 14,500 clients served by this project. It addresses the need for improved coordination and integrated funding for effective service delivery.

- **Long Term Care Strategic Planning Work Group**

On January 2, 2001, Los Angeles County was awarded a Golden Challenge Long Term Care Innovation Planning Grant from the California department of Aging. This grant was used to partially fund the countywide strategic planning initiative for aging and disabled adult services n FY 2001-02. These grant funds were used primarily to hire a consulting

agency to facilitate the activities of an Interdepartmental al Planning Body (consisting of consumers, advocates, experts, and service providers), a community Roundtable Care Strategic Planning Work Group comprised or representatives of the two aforementioned planning groups, to develop a countywide long term care strategic plan for aging and disabled services in the County. The strategic plan examined service gaps, overlaps, and integration and coordination for disabled adults and older adults. The goal was to reduce service fragmentation and improve coordination bye helping County Departments and community representatives structure services that were easily accessible, flexible and seamless.

This strategic planning effort was significant in that it was the first-ever County wide effort to comprehensively examine the funding and delivery of services to disabled adults and older adults in the County. Although many efforts have been made to improve service delivery, this was the first endeavor that brought together County Departments and community stakeholders to think strategically about the future of the service delivery system. As anticipated, this strategic planning process consumed FY 2001-02.

STATUS OF OBJECTIVES FOR FISCAL YEAR 2001-2002

Goal#1: **Maximize consumer independence along the continuum of care for disabled adults and older adults.**

Rationale: ***To improve access to home and community-based services by Reducing fragmentation of services, maximizing integration of The service delivery system and to support caregivers.***

1.1* Implement the National Family Caregiver Support Act Program to expand services to include caregivers in AAA funded programs, such as Alzheimer's Daycare Resource Centers, integrated care management and respite service, collaborate with existing agencies with expertise in caregiver issues, and include services for relative caregivers; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. Request for Proposals (RFP) was issued to solicit service providers for this new service. Contracts were awarded to agencies on April 1, 2002. Agencies provided Caregiver Support Services (Community Education/ Outreach/ Training/ Support Groups) a required component under the National Family Caregiver Support Act.

1.2* Include providers representing the full continuum of care from acute hospitals, skilled nursing and residential care facilities, and assisted and independent living housing, adult day services, and Alzheimer's Daycare Resource Centers options in the long-term care strategic planning process; to accomplished by June 30, 2002.

Status: This objective was accomplished by June 2002. The strategic planning at all levels had a well-balanced representation from consumers, to advocates, public and private agencies, and providers.

1.3* Commission an independent evaluation of the Integrated Care Management Demonstration Project, and design program improvements and enhancement be included in the next open competitive request for proposals process for the funding cycle beginning July 1, 2002; to be accomplished by December 31, 2001.

Status: This objective was partially accomplished by June 30, 2002. The Department contracted with Partners in Care Foundation to conduct an independent evaluation of the Integrated Care Management Demonstration Project (ICMDP). Quantitative data was gathered from primary customers of the ICMDP, focus groups, AAA staff and a client survey. As a result of the evaluation, improvements were made and the ICMDP will become a permanent program in FY 2002-03.

1.4* Advocate on behalf of the interests of Los Angeles County and its residents by participating in the California Long Term Care Council to protect consumer independence in planning for long term care needs of disabled adults and older adults in Los Angels County; to be accomplished by June 30, 2002.

Status: This objective was not accomplished by June 2002.

Goal #2: Include the needs of Los Angeles County's full range of diverse populations in planning and programs.

Rationale: To ensure that the tremendous diversity of language, culture, functional impairment, age, housing options, lifestyle, geography, dementia-related and caregiver needs are addressed in the planning process and that programs are responsive to the needs of consumers.

2.1* Ensure that the long term care strategic planning process embraces the County's wealth of diversity, especially including targeting requirements that have been newly identified by the reauthorization of the Older Americans Act. These new targeting requirements include the following groups: Native American older adults, persons with Alzheimer's Disease and related disorders and their families, older individuals residing in rural areas, and persons caring for individuals with mental retardation; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. Targeting requirements identified in the reauthorized Older American Act of 2000 were included as part of the long term care strategic plan.

2.2* Support agencies serving diverse populations through capacity-building efforts. For example, increase staff development activities of the AAA's contract service providers, such as HICAP, and identify and acquire new resources to support planning and programming efforts; to be accomplished by June 30, 2002.

Status: This objective was not accomplished by June 30, 2002.

2.3 Establish a baseline for mandated targeting requirements through needs assessment activities and the long-term care strategic planning process; to be accomplished by June 30, 2002.

Status: This objective was not accomplished by June 30, 2002.

2.4 Increase outreach efforts to the Latino older adult population for membership on the AAA Advisory Council and the Aging and Disabled Services Community Roundtable; to be accomplished by June 30, 2002.

Status: This objective was not accomplished by June 30, 2002.

2.5* Increase the number of participants in C-1 program by establishing a culturally competent congregate nutrition site for Cambodian older adults in Long Beach, where a concentration of Cambodian older persons reside; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. A Cambodian collaborative is in place. Meetings are held bi-monthly to address nutrition needs for the Cambodian population. Volunteers of America is the service provider.

Goal#3:	**Prepare for the demands of Los Angeles County's evolving and expanding aging disabled adult populations.**
Rationale:	***To address the demographic challenges of Los Angeles County's growing older adult population over the next 30 years and create a Countywide consciousness about the needs of and services for disabled adults and older adults.***

Objectives

3.1* Establish an Interdepartmental Planning Body (comprising of key County Departments) to review the current structure of the County's service delivery system and develop a Countywide strategic plan that presents a model of integrated + planning, funding and services for all County Departments serving disabled adults and older adults; to be accomplished by June 30,2002

Status: This objective was accomplished by June 30, 2002. The Interdepartmental Planning body played a key role in the completion of the strategic planning.

3.2* Establish an Aging and Disabled Services community Roundtable (comprising of Consumers/consumer advocates; experts; service providers; Board of Supervisors appointees; and other community leaders) to provide guidance to the

Interdepartmental Planning Body in examining existing services, needs, gaps, duplications, and potential solutions for a system of aging and disabled adults services in Los Angeles county; to be accomplished by June 30,2002.

Status: This objective was accomplished by July 30,2002. The community Roundtable was involved throughout the strategic process.

3.3* Create a Long Term Care Strategic Planning Work Group (comprised of representatives of the Interdepartmental Planning Body and Community Roundtable) Charged with developing a Countywide Long Term Care Strategic Plan for older adults and disabled adult services in Los Angels County; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. The Work Group played key role in completion of the strategic planning.

3.4* Hire a Project Director (consultant) to provide strategic planning expertise, oversee strategic planning activities, and facilitate the development of the countywide Long Term Care Strategic Plan; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. Blitz & Reckmeyer, a strategic planning consulting agency was hired to oversee the development of work products. They also facilitated all Work Group's meetings and activities, as well as eight community forums.

3.5 Establish baseline data on current funding and service delivery levels of programs and services provided to older adults by all Los Angeles County Departments; to be accomplished by June 30, 2002.

Status: This objective is ongoing and will continue to be in effect in FY 2002-03.

Goal #4:	**Promote customer service and accountability throughout the organization including primary recipients of services (consumers), the community, service providers, and funding sources.**
Rationale:	***To ensure quality and improve the effectiveness of the AAA and its services***

4.1* In collaboration with selected providers, pilot a client satisfaction survey and mechanisms for responding to client input, for the Integrated Care Management Demonstration Project. The outcome of this pilot will serve as a basis for future client satisfaction surveys for other AAA-funded programs; to be accomplished by June 30, 2002.

Status: This objective was partially accomplished by June 30, 2002. A customer satisfaction survey was developed by the Consumer Voice Committee, a sub-committee to the Integrated Care Management Demonstration Project. Survey results will enable the AAA to have objective data from the consumers to analyze and to make necessary program adjustments in order to improve the quality of care.

4.2* Improve data collection and information management by the AAA and its contract service providers. The current system is a DOS-based system that captures units of services delivered and payment to contractors. The new system will allow for tracking of services provided to clients and the potential for County and community-based agencies including integrated care management, HICAP, and nutrition to determine outcomes, while maintaining the confidentiality of client-specific data. Activities will include: 1) replacing the current management information system with a new outcomes-based system; 2) providing funding for all contract service providers to purchase new equipment (hardware and software); 3) conducting training sessions and providing users manuals for the new system; and 4) offering technical assistance to all contract service providers on the implementation of the new management information system; to be accomplished by June 30, 2002.

Status: This objective was partially accomplished by June 30, 2002. The AAA with the assistance of Internal Services Department/Information Technology (ISD/IT) implemented the Area Agency on Aging's Programs' Automation Project. AAA and ISD/IT began development of the nutrition module. Hardware and software were purchased.

4.3* Increase communication and coordination of activities within the AAA including Contracts Managements, Planning and Development services, and Title V Older Adult community Service Employment sections; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002 and will be ongoing in order to improve levels of communication and coordination within the AAA.

4.4* Develop user-friendly communication mechanisms to prompt, receive, and respond to input from consumers, providers, and the community about AAA-funded programs; to be accomplished by June 30, 2002.

Status: This objective was accomplished by July 30, 2002. The AAA and its community partners planned and convened eight community forums throughout the county. Information was shared, and input was collected from the community and consumers.

4.5* Achieve a minimum transition to unsubsidized employment of 25 percent every year under Title V program.

Status: This objective was accomplished by June 30, 2002. The Title V program achieved 25% of its unsubsidized employment goal. This is a California Department of Aging requirement.

Goal#5:	**Promote the awareness of the Area Agency on Aging and its services.**
Rationale:	***To ensure services are accessed and utilized by disabled adults and older adults.***

5.1 Increase participation in health fairs, public forums, and other community events to promote the AAA and its network of services, including the use of available video and print marketing materials; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. An increase in awareness of AAA and its network of services was achieved by these outreach efforts.

5.2 Design a media campaign to increase the public's awareness of the AAA and its programs and services; to be accomplished by June 30, 2002.

Status: This objective was not accomplished by June 30, 2002.

5.3 Support and expand the efforts of the Los Angeles County Commission on Aging and the AAA Advisory Council to educate and inform the public regarding programs and services available to disabled adults and older adults, by providing staff assistance for at least one additional public education activity for the omission on Aging, and for the Advisory council; to be accomplished by June 30, 2002.

Status: This objective was accomplished by June 30, 2002. AAA was involved and provided support and assistance to at least one additional public education for the Commission on Aging, and for the Advisory Council.

ATTACHMENT B

COUNTY OF LOS ANGELES AREA AGENCY ON AGING

AREA PLAN YEAR-END REPORT

FOR FISCAL YEAR

2002-2003

A Coordinated Service System for Older Adults and Functionally Impaired Adults of Los Angeles County/PSA 19

Under the Older Americans Act and the Older Californian's Act

LOS ANGELES COUNTY AREA AGENCY ON AGING—PSA 19
YEAR-END REPORT FOR FISCAL YEAR 2002-03

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*** Community and Senior Services/ Area Agency on Aging of Los Angeles County ***
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EXECUTIVE SUMMARY

The Area Plan Year-End Report is a report submitted to the California Department of Aging (CDA) at the end of every fiscal year. The report is a tool used to inform the CDA on the status of the current year's objectives specified in the Fiscal Year 2002-03 Area Plan. The Area Plan Year-End report highlights the objective accomplishments as well as the objectives that have not yet been met and will be carried over to the next fiscal year.

This report contains information about the major activities undertaken by our agency during fiscal year 2002-03. During fiscal year 2002-03, the Department's efforts focused on implementation of the Long Term Care Strategic Planning project, as well as the procurement process. The Long Term Care Strategic Planning project was developed over an intensive two-year process. The strategic planning effort is significant in that it is the first countywide endeavor to comprehensively examine the funding and delivery of services to disabled adults and older adults in the County. The Plan's recommendations are intended to provide a practical framework for the first step in transforming long-term care services in the county. The procurement process is noteworthy as it initiated the bidding procedure through an open and competitive request for proposal process, marking the beginning of a four-year period funding cycle from July 1, 2003 through June 30, 2007. Proposals were solicited in February 2003; seventy-two were received, seeking funding for all ten OAA funded programs.

The Fourth Annual Health Fair and Senior Festival was held September 2002 at the Santa Anita Race Track, in conjunction with Los Angeles Commission on Aging (LACOA). Themed, "America: A Community for All Ages," the event offered free health screenings, vendor booths, lectures, and entertainment. Planning for the Fifth Annual Health Fair scheduled for September 2003 was in its final planning stages during the end of FY 2002-03.

Planning for the Kinship Care Collaborative Project began during FY 2001-02 and was implemented in July 2002. The Kinship Care Collaborative Project is in collaboration with the Department of Children and Family Services (DCFS) and is currently meeting its objective to make referrals for supportive services for relative caregivers who are age 60 or older and serve as the primary caregiver to a child under the age of 19 related by blood or marriage. Supportive services include integrated care management and respite care, the most critically needed services. As elderly caregivers increase in number, and the demand for supportive services increases for this population, the Kinship Care Collaborative has the potential to greatly impact the community by meeting valuable needs.

The fiscal year 2002-03 Area Plan in addition to our own mission statement is closely connected to the required California Code of Regulations (CCR) Core Mission Statement to "provide leadership in addressing issues that relate to older Californians; to develop community-based systems of care that provide services which support independence within California's interdependent society, and which protect the quality

of life for older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of services."

PREFACE

The Los Angeles County Area Agency on Aging (AAA) Planning and Service Area (PSA) 19 is pleased to present this Area Plan Year-End Report for Fiscal Year 2002-03 to the community. This report discusses the major achievements realized by the agency, as well as the major challenges faced, during the period of July 1, 2002 through June 30, 2003.

The Year-End Report is closely connected to the AAA's four-year Area Plan that extends from the period of July 1, 2001 through June 30, 2005. For each year of the four-year planning cycle, the Area Plan is updated to include new and revised objectives developed to address the current concerns and needs within the planning and service area. Therefore, the year-end report provides a historical account of the preceding year within the four-year planning cycle.

Section III of this report states those objectives we sought to accomplish during fiscal year 2002-03, and the status of each objective by the close of the fiscal year. Some of these objectives are referred to as Program Development and Coordination (PD & C) activities, and are denoted by an asterisk (*). Program Development activities accomplish one of two objectives: (1) the establishment of a new service, or (2) the expansion of an existing AAA service. Coordination activities involve AAA staff in cooperation with other agencies, organizations, or individuals, for the purpose of avoiding duplication, improving services, or resolving problems related to service delivery, to better address the service needs of older persons in PSA 19.

I. OVERVIEW

Background

The Los Angeles County Area Agency on Aging (AAA) is designated by the California Department of Aging as the agency responsible for administering 22 million dollars in Older Americans Act (OAA) and State funds in its planning and service area each year. This planning and service area (PSA 19) consists of the County of Los Angeles, excluding the City of Los Angeles, (which operates its own Area Agency on Aging). These funds, along with other sources of local and private funds, are allocated to a provider network of more than sixty (60) community-based agencies that offer a multitude of social, supportive, and nutrition-related services. These services include in-home services (housekeeping, personal care, telephone reassurance services, registry services, etc.), congregate meals (meals served in a group setting), home delivered meals, care (case) management, legal assistance services, health insurance counseling and advocacy, information and assistance, and preventive health services and the Senior Community Services Employment Program for persons age 55 and older. Our programs are generally available to persons age 60 and above, with some programs available to persons age 18 and above.

The AAA is located within the Department of Community and Senior Services (CSS), a department within Los Angeles County that provides social services to County residents, with a focus on dependent adults, the elderly and their families. CSS serves as the umbrella organization for the direct provision of other key social service programs for adults and older adults, including Adult Protective Services (APS), Senior Centers, Senior Employment and Training services, the Workforce Investment Act (WIA) program, the Community Services Block Grant (CSBG) program, Refugee Services, and Domestic Violence Prevention and Intervention Services, Dispute resolution, and Naturalization Services. The Los Angeles County Board of Supervisors is the governing body over the AAA. As a function of this relationship, the AAA regularly advises the Board of Supervisors regarding the needs of the County's functionally impaired adult and older adult populations. To this end, the AAA conducts various assessments of the needs of functionally impaired adults and older adults, and develops programs and strategies to effectively address these needs. The AAA's one hundred plus member Advisory Council, comprised of community representatives and service providers, also assists the AAA in identifying key issues that affect older adults and functionally impaired adults.

The AAA's mission is: *To create a home and community-based long-term care system that maximizes consumer independence and dignity, and is responsive and accessible to Los Angeles County's diverse populations of older adults and disabled adults, as well as their families and caregivers.* In keeping with this mission, the AAA spearheads and supports efforts throughout the County that are related to community-based long-term care specifically aimed at preventing or delaying

institutionalization of frail and functionally impaired adults through such mechanisms as cooperation, service coordination, and integration.

Major Activities During the Fiscal Year

Fiscal year 2002-2003 was a pivotal year for the Los Angeles County Area Agency on Aging. Marking the end of a four-year funding cycle for Older Americans Act programs and the Community-based Service Programs, while preparing for the start of a new cycle from July 1, 2003 through June 30, 2007, AAA progressed with the development and employment of several endeavors. Plans to implement a collaborative kinship project to serve relative caregivers were put into practice July 2002, through the Kinship Care Collaborative Project between CSS and the Department of Children and Family Services (DCFS). FY 2002-03 also encompassed the exploration of a sixth source of funding for the Integrated Care Management Program—Targeted Case Management (TCM). As a follow-up to the time and effort put forth during FY 2001-02 in seeking a new management information system (MIS), the Internal Services Department and CSS/AAA began the design of an internal web-based MIS system in FY 2002-03. In compliance with NAPIS, this MIS program will seek to track and report all Older American Act (OAA) and Community-Based Services Program (CBSP) funded services.

Two separate Task Forces convened during FY 2002-03 to examine and improve methods of both In-Home services and Legal Services. Recommendations from the Task Forces, along with consumer feedback, were included in the procurement process, which was completed during Fiscal year 2002-03. Request for Proposals (RFP's) were solicited in February 2003 through wide distribution quantities, seeking funding for all ten OAA-funded programs. Due to the lack of satisfactory proposals, RFP's for Home Based Care and Alzheimer's Day Care Resource Center (ADCRC) services were re-issued in July 2003. As a result of this past year's procurement process, FY 2003-2004 will see the implementation of an integrated Home Based Care services model, and re-design of the Legal Services program, along with the implementation of an ADCRC in the Antelope Valley.

Kinship Care Collaborative Project

• Implementation of the Kinship Care Collaborative Project began in Fiscal Year 2002-03. Established to link older relative caregivers with the full spectrum of services available through agencies contracted by the CSS/ AAA, services are available at no cost to include: Integrated Care Management (ICM); Respite Care; senior meals; Caregiver Support Services; miscellaneous services such as Legal and Resource guides; Elder Abuse Counseling for caregivers; and Resources for community-based organizations. DCFS is currently accepting approximately five clients per month.

Initial analysis of the Kinship Care Collaboration Project revealed that respite care is the most requested service. Notably, providing respite care has posed several challenges that have required attention. Because the screening of in-home respite workers is

particularly stringent, a linkage has been developed, connecting eligible caregivers to the AAA's network of ICM agencies. Also in tact is an MIS system used to collect data, track clients, and monitor quality across departments and design measurable outcomes.

As the number of elderly relative caregivers of children continues to increase, along with the demand for supportive services for these caregivers, an integral step will be to develop a tool to measure client outcomes/satisfaction, such as improved health and emotional well-being. Assessment tools—to identify and address lingering issues affecting the caregiver-- are currently in development. Representatives from DCFS and AAA will convene in January 2004, to reassess the Kinship Care Collaborative Project.

Targeted Case Management

• Preparation work began during FY 2002-03 for a Targeted Case Management (TCM) program, a potential sixth source of funding for the ICM Program. TCM provides an avenue whereby the federal government can reimburse local governments with Medi-Cal funds for providing specified case management services. Efforts of the AAA included working with service providers to adopt effective tracking and data collection procedures that would enhance the viability of the TCM funding stream. These efforts will continue in FY 2003-04.

Home Based Care Services Model

• In the fall of FY 2002 -2003 an In-Home Services Task Force convened to examine the current method of delivering in-home services including Registry, Personal Care, Housekeeping, Respite, and Minor Home Modification, and to determine the needs, gaps, and priorities for such services in the community. Review of the OAA and state funding sources emphasized the lack of adequate funding needed to ensure that the full range of in-home services is available on a countywide basis.

In efforts to meet the goal *to assist frail and disabled elderly to remain in their homes and maintain independent living, and support family caregivers in other care-giving roles,* the In-Home Services Task Force prioritized needed services and determined that services should be uniformly available throughout the AAA service area. To maximize the limited resources and provide countywide coverage, the Task Force further proposed to combine the following funding sources into one integrated model: Respite Care, Registry, Housekeeping/Homemaking, Personal Care, Chore/Minor Home Modification, Respite Registry, Respite Purchase of Service, and respite under the National Family Caregiver Support Act. Priority services to be provided are personal care, home-making, registry of qualified in-home workers, client education/counseling on supervision of in-home workers, on-call workers available during regular business hours, as well as weekend call-out services, in-home companionship/supervision respite, and optimal adult day care respité. Implementation of the proposed improvements will be executed during FY 2003-2004. The AAA redirected funds currently allocated to Chore/Minor Home Modification to the Home-Based Care Program, resulting in a more comprehensive and coordinated system of services.

Chore/Minor Home Modification will be available through the ICM Program's Purchase of Service (POS) feature.

Legal Assistance

• As the need for expanded availability of legal assistance has increased at the state and national level, the AAA convened a Senior Legal Services Task Force, during the fall of 2002, comprised of consumers, attorneys, social service providers, and AAA Advisory Council members. The Task Force examined the current method of delivering legal assistance and reviewed the statewide Legal Services Task Force Report and Recommendations.

Proposed changes to the AAA Traditional Legal Assistance Program entailed a uniform set of priorities detailing the types of legal issues and services offered, as well as expanding service eligibility to family and relative caregivers, as defined by the OAA Title IIIE, including Title IIIE funds. Enhancements included increasing the use of volunteer attorneys, law students, and paralegals; ensuring equitable distribution of focal point service sites that provide legal assistance and resources; increasing the number of trained lay advocates; and, implementing improved data collection, outcome measurement and evaluation of legal services. To increase access to information, the Task Force advised that Senior Legal information and assistance be accessible via the telephone and Internet. The Task Force further recommended the availability of brief services and self-help materials in multiple languages. In order to provide seniors with fast, accurate, and timely advice on any legal subject, and improve access for the currently underserved clients, the AAA has developed a pilot project for a Legal Services Hotline, recommended and supported by the statewide Senior Legal Services Task Force. Once implemented, expected outcomes include increasing access to Legal Services for diverse populations, providing services such as document preparation and telephone advocacy, achieving cost savings, and, allowing other programs to better focus their resources on extended service cases and systematic advocacy.

Significant Accomplishment of Objectives

Out of twenty objectives established for fiscal year 2002-2003 seven objectives were completed, twelve were continued to fiscal year 2004-2005 and one had been discontinued. Three of the seven completed objectives were specified as Program Development & Coordination activities. These activities either involve the establishment or expansion of a service, or coordination with other entities beyond the AAA for completion.

In FY 2002-2003 the AAA moved forward in the procurement process for the four year funding cycle of 2004-2007. This process included a public hearing and the development of Task Forces to identify unmet service needs in Los Angeles County. The first public hearing was held on December 18, 2003. During the hearing, the creation of the Home-based Care model and restructuring of the current Legal Program

were addressed. The need for increased support and services in the Antelope Valley (SPA 1) was also raised as a priority during this process.

Based on these identified concerns the AAA proceeded with the RFP process to identify providers capable of meeting program needs for Home-based Care and the implementation of ADCRC program in the Antelope Valley. Initiated in February 2003, this process was repeated in July 2003 due to the lack of adequate proposals. The second round of RFP's was successful and full implementation of programs is expected for October 1, 2003

Full implementation of the Kinship Care Collaborative Project began July 2002. The goal of this program is to link older relative caregivers with the full spectrum of services available under the CSS/ Area Agency on Aging. These services include the following: ICM; Respite Care; Senior meals; Caregiver Support Services; miscellaneous services such as legal and resource guides and Elder Abuse Counseling. Approximately five caregivers per month have been referred to this program.

The dissemination of information pertaining to resources and topics relating to seniors has been in the forefront of FY 2002-03. The Information and Assistance Unit of the AAA has participated in an increased number of health fairs, public forums and other community events promoting the AAA and it's network of services. This unit has also used six informational vans to bring information to the public. Through these services the AAA has made approximately 37,000 contacts. In FY 2002-03 the AAA initiated the exploration of utilizing a web-based resource, Network of Care, to broaden and enhance the AAA's outreach efforts throughout Los Angeles County.

Significant Barriers to Accomplishing Objectives

A significant number of identified objectives were continued to FY 2003-04. Based on data collected during the procurement process new priorities were identified and a number of objectives from FY 2002-2003 were postponed until additional funding and staffing resources could be allocated to meet these objectives.

One critical barrier impeding the completion of objectives in FY 2002-03 was the internal reorganization of the AAA and CSS division. In FY 2002-03 the longtime director of the AAA retired from this key position. A number of other key personnel also resigned from their positions. This led to a major restructuring of the AAA program.

Additional barriers include State and County Wide Budgetary constraints and staffing shortages. These barriers contributed to the AAA's inability to meet all of the established objectives for FY 2002-03.

Conclusion

FY 2002-03 was a critical year for prioritizing needs and service gaps within Los Angeles County for the four-year funding cycle, 2004-2007. Information gained from the procurement process allowed the AAA to move forward with an RFP process specifically addressing these areas and setting up services. Some of these services include: Home-based Care and ADCRC in SPA 1.

As the elderly population grows in Los Angeles County the AAA has taken a lead in FY 2002-03, providing support and education through outreach services at local community events and health fairs.

The AAA also continued its tradition of supporting seniors through the implementation and design of new services such as the Kinship Care Collaborative Project and ICM Program.

The AAA will continue to progress in its leadership role to meet the growing needs of Los Angeles County Seniors and the community.

II. NEEDS ASSESSMENT ACTIVITIES

Introduction

The Area Agency on Aging is committed to understanding and planning for the needs of the community and firmly believes in a community-inclusive approach to program development and service delivery. In planning for the future of aging services in Los Angeles County, much of the focus of FY 2002-03 centered on the procurement process, which elicited consumer feedback, and initiated the RFP process. In this regard, these steps were integral to the allocation of resources for, and facilitation of, the AAA' s contracted services for the upcoming four-year funding cycle.

Fiscal Year 2002-03 Needs Assessment Methods

• Public Hearing—convened on December 18, 2002, at the Department of Community and Senior Services Headquarters, Los Angeles County.

Information announcing the Public Hearing was publicized via fax, telephone correspondence, local newspapers, the Los Angeles County website and email to AAA Advisory Council members, Commission on Aging, contract service providers and community stakeholders.

The Public Hearing provided AAA an opportunity to collect consumer input on the proposed changes to its funding priorities for the four-year period of 2004-2007. Themes from the testimony received in response to the public hearing are included below.

Findings from Fiscal Year 2002-03 Needs Assessment Methods

Testimony received at the public hearing centered around four major themes as follows: (1) proposed implementation of the integrated Home Based Care model for in-home services including registry, respite, personal care, and homemaking services; (2) proposed redirection of Minor Home Modification funds to the Home Based Care program, while making the Minor Home Modification services available through the ICM Program's POS feature; (3) proposed revisions of the traditional Legal Assistance Program; and (4) proposed implementation of a Senior Legal Information and Assistance Demonstration project.

• *Proposed implementation of the integrated Home Based Care model for in-home services including registry, respite, personal care, and homemaking services*

The combined efforts of an In-Home Services Task Force—comprised of AAA contracted providers of in-home services, AAA Advisory Council members, and a representative from the Personal Assistance Services Council—joined with consumer input, set the foundation for the coordination of in-home services to assist older adults to maintain independent living and to support caregivers in their caregiving role. In order to

maximize limited resources while providing countywide coverage, funds from the following programs were combined into one integrated Home Based Care model: Respite Care, Registry, Housekeeping/homemaking, Personal Care, Respite Registry, and Respite purchase of service.

• *Proposed redirection of certain Older Americans Act and Community-Based Services funds to Home-Based Care*

Historically, the Chore/Minor Home Modification has not been sufficiently funded to have the desired countywide impact and equitable distribution, resulting in certain areas being underserved. Modification to the home environment can be a key factor in increasing the likelihood of older persons remaining independent and injury-free in their homes and active in their communities as long as they desire. Seeking to provide both a flexible and comprehensive service, AAA proposed to incorporate the Chore/ Minor Home Modification as a POS component of the ICM program, which is available in every zip code in the county. ICM program providers have the capacity to provide this service as needed. Funds previously allocated to Chore/ Minor Home Modification have been redirected to the Home-Based Care program.

• *Proposed revisions of the traditional Legal Assistance Program*

As the need for expanded availability of legal assistance has increased and available resources have not increased, the AAA reviewed the traditional legal assistance program including a review of recommendations from both a statewide and local Legal Services Task Force, which served as guides in improving the Program's efficiency and productivity. Key recommendations included enhancing communication among providers, stakeholders, and the public, increasing funding for effective monitoring and evaluation of Legal Services, improving access to and availability of services throughout the Service Planning Areas, encouraging the use of volunteer attorneys, law students, and paralegals in providing legal assistance, expanding service eligibility, and implementing improved data collection, outcome measurement and evaluation of legal services.

• *Proposed implementation of a senior legal information and assistance demonstration project*

In order to provide seniors with fast, accurate, and timely advice on any legal subject, and improve access for the currently underserved clients, the AAA hopes to develop a pilot project for a Legal Services Hotline, recommended and supported by the statewide Senior Legal Services Task Force. Once implemented, expected outcomes include increasing access to Legal Services for diverse populations, providing services such as document preparation and telephone advocacy, achieving cost savings, and, allowing other programs to better focus their resources on extended service cases and systematic advocacy.

STATUS OF OBJECTIVES FOR FISCAL YEAR 2002-2003

Goal 1:	**Maximize consumer independence along the continuum of care for disabled adults and older adults.**
Rationale:	**To improve access to home and community-based services by reducing fragmentation of services, maximizing integration of the service delivery system and to support caregivers.**

1.5* Convene a Task Force of consumers and providers to assist in designing program improvements and enhancements. To be included in the next open competitive Request for Proposal (RFP) process for the funding cycle beginning July 1, 2003, for the Title III B supportive services, such as legal and in-home services (including in-home respite care); to be accomplished by June 30, 2003.

Status: This objective was partially accomplished during FY 2002-2003. In the fall of FY 2002 -2003 an In-Home Services Task Force convened to examine the current method of delivering in-home services and to determine the needs, gaps, and priorities for such services in the community. Review of the OAA and state funding sources emphasized the lack of adequate funding needed to ensure that the full range of in-home services is available on a countywide basis.

As the need for expanded availability of legal assistance has increased at the state and national levels, AAA convened a Senior Legal Services Task Force during the fall of 2002. It was comprised of consumers, attorneys, social service providers, and AAA Advisory Council members. The Task Force examined the current method of delivering legal assistance and reviewed the statewide Legal Services Task Force report and recommendations. Proposed changes to the AAA Traditional Legal Assistance Program entailed a uniform set of priorities detailing the types of legal issues and services offered, as well as expanding service eligibility to family and relative caregivers, as defined by the OAA Title IIIE, including Title IIIE funds. Enhancements included increasing the use of volunteer attorneys, law students, and paralegals; ensuring equitable distribution of focal point service sites that provide legal assistance and resources; increasing the number of trained lay advocates; and, implementing improved data collection, outcome measurement and evaluation of legal services. To increase access to information, the Task Force advised that Senior Legal Information and Assistance be obtainable over the telephone and Internet. The Task Force further recommended the availability of brief services and self-help materials in multiple languages. In order to provide seniors with fast, accurate, and timely advice on any legal subject, and improve access for the currently underserved clients, AAA has developed a pilot project for a Legal Services Hotline, recommended and supported by

the statewide Senior Legal Services Task Force. Once implemented, expected outcomes include increasing access to Legal Services for diverse populations, providing services such as document preparation and telephone advocacy, achieving cost savings and allowing other programs to better focus their resources on extended service cases and systematic advocacy.

1.6* Identify opportunities for older adults and adults with disabilities to enhance self-directed care; to be accomplished by June 30, 2003.

Status: This objective is ongoing and will continue to be in effect in FY 2003-04. In efforts to meet the goal to assist frail and disabled elderly to remain in their homes and maintain independent living, and support family caregivers in other care-giving roles, the In-Home Services Task Force prioritized needed services and determined that services should be uniformly available throughout the AAA service area. To maximize the limited resources and provide countywide coverage, the Task Force further proposed to combine the following funding sources into one integrated Home-Based Care model: Respite Care, Registry, Housekeeping/ Homemaking, Personal Care, Chore/Minor Home Modification, Respite Registry, Respite Purchase of Service, and Respite under the National Family Caregiver Support Act. Priority services to be provided are as follows: Personal care; home-making; registry of qualified in-home workers; client education/counseling on supervision of in-home workers; on-call workers available during regular business hours as well as weekend call-out services; in-home companionship/supervision respite; and optimal adult day care respite. Implementation of the proposed improvements will be executed during FY 2003-2004, available under a diversified funding strategy: OAA Title IIIB, OAA Title IIIE funds, and CBSP Respite.

AAA has also continued with their innovative care management approach through the ICM Program. This program began as a three-year demonstration project that became operational July 1, 1999. It is unique in that it brings together five separate sources of funds for case management services including: OAA; Title III-B Supportive Services; CBSP; Linkages AB 2800; Linkages AB 764 (a local Disabled Parking Violation Fees Account); Adult Protective Services expansion funds, and as of December 2001, OAA Title IIIE Family Caregiver Support Act funds. In FY 2001-02, an independent consultant evaluated the ICM demonstration project. As a result of the evaluation, improvements were made and ICM became a permanent program as of FY 2002-03. Through a network of 25 community-based contract service providers, this program provides comprehensive care management services to disabled adults and older adults to maintain independent living and to ultimately avoid or delay nursing home

placement. Now serving family and relative caregivers, the ICM Program provides comprehensive assistance to the caregiver.

1.8 Develop & implement the Kinship Care Collaboration Program with the Department of Children and Family Services (DCFS) to serve relative Caregivers; to be accomplished by June 30, 2003.

Status: This objective was accomplished during FY 2003-04. Implementation of the Kinship Care Collaborative Project between CSS and DCFS began July 2002, purposefully, to link older relative caregivers with the full spectrum of services available under the CSS/AAA. Services, available at no-cost to relative caregivers, include the following: ICM; Respite Care; senior meals; Caregiver Support Services; miscellaneous services such as Legal and Resource guides; Elder Abuse Counseling for caregivers; and Resources for community-based organizations. DCFS is currently accepting approximately five clients per month.

Initial analysis of the Kinship Care Collaborative Project revealed that respite care is the most requested service. Notably, providing respite care has posed several challenges that have required attention. Because the screening of in-home respite workers is particularly stringent, a linkage has been developed, connecting eligible caregivers to the AAA's network of ICM agencies. Also, in tact is an MIS system used to collect data, track clients, and monitor quality across departments and design measurable outcomes.

As the number of elderly caregivers of children continues to increase, as well as the demand for supportive services for these caregivers, an integral step will be to develop a tool to measure client outcomes/satisfaction, such as improved health and emotional well-being. Assessment tools—to identify and address lingering issues affecting the caregiver—are currently in development. Representatives from DCFS and AAA will convene in January 2004 to reassess the Kinship Care Collaboration Project.

Goal 2:	**Include the needs of Los Angeles County's full range of diverse populations in planning and programs.**
Rationale:	**To ensure that the tremendous diversity of language, culture, functional impairment, age, housing options, lifestyle, geography, dementia-related and caregiver needs are addressed in the planning process and that programs are responsive to the needs of consumers.**

NO STATUS TO REPORT ON THIS GOAL AT THIS TIME. (Objectives in Goal 2 have been completed in Fiscal Year 2001-2002.)

Goal 3:	**Prepare for the demands of Los Angeles County's evolving and expanding aging and disabled adult populations.**
Rationale:	**To address the demographic challenges of Los Angeles County's growing adult population over the next 30 years and create a Countywide consciousness about the needs of and services for the disabled adults and older adults.**

3.7* Establish a Long Term Care Coordinating Council (LTCCC) composed of county, providers, community and consumer representatives to help advise, implement, and monitor progress on long term care strategic planning and implementation in LA County; to be accomplished by June 30, 2003.

Status: This objective was accomplished during FY 2003-04. The Council—comprised of a broad set of people representing major County departments and community organizations—was created with an emphasis on developing new relationships rather than new bureaucracies. The Council plans on conducting their first meeting July 2003.

3.8* Collect, update, and disseminate information about housing availability and eligibility to every public, private agency servicing older adults and adults with disabilities; to be accomplished by June 30, 2003.

Status: This objective is ongoing and will continue to be in effect in FY 2003-04.

3.15 Recruit, orient, and place ten new enrollees in the Title V program; to be accomplished by June 30, 2003.

Status: This objective was accomplished during FY 2002-03, meeting the quota of slots to be filled/ served in the Title V program. In Fiscal Year 2003-04 and beyond, the AAA will continue to maintain the enrollment number of 271 per year in the Title V program, recruiting and prioritizing those with the greatest socio-economical need.

Goal 4:	**Promote customer service and accountability throughout the organization including Primary recipients of services (consumers), the community, service providers, and funding sources.**
Rationale:	**To ensure quality and improve the effectiveness of the AAA and its services.**

4.5 Integrate the Senior Community Services Employment Program information into the future WorkSource California promotional marketing campaign; to be accomplished by June 30, 2003.

Status: This objective was accomplished during Fiscal Year 2002-2003. The Los Angeles County Commission on Aging made a presentation to the Los Angeles County Workforce Investment Board (WIB) in May 2003. In addition, WIB placed an ad in the Commission's Aging Annual Program book. As part of the regional marketing effort, EDD printed 1.6 million WorkSource brochures. The brochures were distributed by the Info Vans during their outreach to the public. The brochures are to be updated as needed. Collaboration efforts by the LACOA will continue by making presentations to the WIB. Future meetings are planned to further integrate the Title V program with WorkSource California.

Goal 5:	**Promote the awareness of the Area Agency on Aging and its services.**
Rationale:	**To ensure services are accessed and utilized by disabled adults and older adults.**

5.1 Increase participation of Information and Assistance unit in health fairs, public forums, and other community events to promote the AAA and its network of services, including the use of available video, print marketing materials and highlighting Elder Abuse Prevention programs; to be accomplished by June 30, 2003.

Status: This objective was accomplished during FY 2002-03, and continues to be ongoing. The Information and Assistance Unit did several things to stay on top of community events. With the help of a master calendar of events, senior newsletters, and senior magazines, the Information and Assistance Unit remained current on many community events taking place during Fiscal Year 2002-2003. An increase in awareness of AAA, CSS, Adult Protective Services, and Domestic Violence was achieved by these outreach efforts. This resulted in making contact with the community and

making services known to the target populations (older adults, caregivers and disabled adults).

5.2 Implement the use of six (6) Info Vans to increase the public's awareness of the AAA and its programs and services with emphasis on the Family Caregiver Support Program.

Status: This objective was accomplished during Fiscal Year 2002-2003. Five Info Vans were purchased and used to disseminate information on senior services in the County of Los Angeles. Public awareness included outreaching to community residents and seniors of the low-cost and no-cost service provided by the County, State, and Federal levels. The primary target population was seniors, however, everyone interested in learning about services received the same information. The number of materials distributed was accounted for on a monthly and quarterly basis.

ATTACHMENT C

LOS ANGELES COUNTY AREA AGENCY ON AGING (AAA)

PSA 19

TRANSMITTAL LETTER
FOR THE AREA PLAN YEAR-END REPORT
FY 2001-02

The Area Agency on Aging's Year-End Report for FY 2001-02 is hereby submitted to the California Department of Aging. The Los Angeles County Board of Supervisors (Governing Body) supports the Area Agency on Aging's Year-End Report, which provides a retrospective account of progress made toward specified goals and objectives during FY 2001-02.

1. (Signed)_____
   Don Knabe, Chairperson Date
   Los Angeles County Board of Supervisors

The Area Agency on Aging Advisory Council has had the opportunity to review and comment on the Year-End Report for FY 2001-02.

2. (Signed)_____
   Patricia Wilson, President Date
   Los Angeles County Area Agency on Aging Advisory Council

3. (Signed)_____
   Cynthia D. Banks, Interim Director Date
   Los Angeles County Area Agency on Aging

LOS ANGELES COUNTY AREA AGENCY ON AGING (AAA)

PSA 19

TRANSMITTAL LETTER
FOR THE AREA PLAN YEAR-END REPORT
FY 2002-03

The Area Agency on Aging's Year-End Report for FY 2002-03 is hereby submitted to the California Department of Aging. The Los Angeles County Board of Supervisors (Governing Body) supports the Area Agency on Aging's Year-End Report, which provides a retrospective account of progress made toward specified goals and objectives during FY 2002-03.

1. (Signed)_____
   Don Knabe, Chairperson Date
   Los Angeles County Board of Supervisors

The Area Agency on Aging Advisory Council has had the opportunity to review and comment on the Year-End Report for FY 2002-03.

2. (Signed)_____
   Patricia Wilson, President Date
   Los Angeles County Area Agency on Aging Advisory Council

3. (Signed)_____
   Cynthia D. Banks, Interim Director Date
   Los Angeles County Area Agency on Aging

CYNTHIA D. BANKS
Chief Deputy Director

COMMUNITY AND SENIOR SERVICES OF LOS ANGELES COUNTY

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BOARD OF SUPERVISORS

GLORIA MOLINA
YVONNE BRATHWAITE BURKE
ZEV YAROSLAVSKY
DON KNABE
MICHAEL D. ANTONOVICH

August 18, 2004

To: Vicky Santana, Deputy
First Supervisorial District

Gerardo Pinedo, Deputy
Second Supervisorial District

Adinah Solomon, Deputy
Third Supervisorial District

Linda Tarnoff, Deputy
Fourth Supervisorial District

Raine Ritchey, Deputy
Fifth Supervisorial District

From: Vera Castillo, Chief, Community Services Analyst
Intergovernmental Relations and Grants

Subject: Impact of State and Federal Budget on CSS Programs

Below is a summary and table of the state and federal budget funding streams that affect CSS – administered programs.

STATE

- Older Americans Act programs: The Governor's Budget originally proposed to increase flexibility and improve efficiency of program administration by implementing a block grant for various programs that serve the elderly, in order to achieve a 5% percent budget reduction. The block grant proposal was not included in the Budget Act and funding for the programs has been restored to previous levels.
- Adult Protective Services: No change in funding levels. The CSS allocation for FY04/05 remains at about $25 million.
- $1.5 million for the Naturalization Citizenship Program. (These 'new' funds will allow CSS to re-start its citizenship program, which exhausted all funding in December 2003.)

FEDERAL

The table below illustrates the federal funding streams, which fund CSS programs. There are no significant changes in funding levels between FFY04 and FFY05. All programs are for the most part level-funded with a minor exception of CSBG: The President's Budget Request for FFY05 called for a 23% cut. The House has restored all but approximately $15 million.

The table below includes FFY04 funding levels, the FFY05 Administration's budget request and the FFY05 funding recommendations by the House Appropriations Committee (as part of the Labor-Health and Human Services-Education appropriations). The Senate has not taken action on its version of this spending bill.

(amounts in thousands)

Program	FFY 2004 Appropriations	FFY 2005 Administration's Budget Request	House Appropriations Committee Funding Recommendations for FFY 2005*	Differences FFY 2004 Appropriations and FFY 2005 House Recommendations*
Home & Community-Based Supportive Services	$353,889	$357,000	$357,000	$3,111
National Family Caregiver Support Program	$152,738	$155,512	$157,000	$4,262
Congregate Nutrition Program	$386,353	$388,646	392,148	$5,795
Home-Delivered Nutrition Services	$179,917	$180,985	$187,616	$7,699
Preventive Health Services	$21,790	$21,919	$21,919	$129
Protection of Vulnerable Adults	$19,444	$18,559	$18,559	($885)
Senior Community Service Employment Program (Title V)	$438,700	$440,200	$440,200	$1,500
Community Services Block Grant (CSBG)	$642,000	$494,946	$627,500	($14,500)
Workforce Investment Act				
Adult	$ 898,000	$ 900,000	$ 900,000	$2,000
Youth	$ 995,059	$1,000,965	$1,000,965	$5,906
Dislocated Workers	$1,178,192	$1,099,669	$1,178,192	NC

* House Appropriations Committee funding level recommendations included in the Labor-Health and Human Services-Education appropriations bill. The Senate has not acted on their version of the bill.

cc: Cynthia Banks
Pat Senette-Holt

CYNTHIA D. BANKS
Chief Deputy Director

COMMUNITY AND SENIOR SERVICES OF LOS ANGELES COUNTY

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DON KNABE
MICHAEL D. ANTONOVICH

August 4, 2004

To: All CSS Staff

From: Cynthia D. Banks
Chief Deputy Director

Subject: **MANAGEMENT AUDIT UPDATE**

In my July 28, 2004, memorandum, I indicated that pursuant to Supervisor Antonovich's July 20, 2004 motion, a team had been formed to address immediate issues identified by the management audit. I am pleased to advise that the departments have named the following individuals to the team:

CAO:	Sharon Harper is the team lead
CIO:	John McIntire will assist in the evaluation of IT operations
Auditor-Controller:	Rick Deguchi and Wally Oyewole will provide technical assistance in the areas of accounting and budget
County Counsel:	Sheilah Curtis will provide legal assistance through the transition
ISD:	Julio Ortega will provide an evaluation of our IT operations
DHR:	Susan Toy Stern will provide oversight of a team of HR professionals to address departmental HR matters

Please make yourselves available to these individuals should you be requested to do so. Your cooperation will be appreciated.

Also, during the recent informational meetings I have conducted on the management audit, I agreed to investigate any issues of concern that are referred to me. As a result, I have received several such requests—some of which are anonymous. I am looking into these matters and addressing them to the extent possible given the information provided to me. If you feel that additional information would be helpful to this process and the disposition of any matter, please feel free to send me a ***confidential*** e-mail at cbanks@css.co.la.ca.us.

CDB/cls

c: CAO
David Janssen
Sharon Harper
Auditor-Controller
J. Tyler McCauley
Wendy Watanabe
DeWitt Roberts
Rick Deguchi
Wally Oyewole
CIO
Jon Fullinwider
John McIntire
County Counsel
Raymond G. Fortner
Sheilah Curtis
DHR
Michael J. Henry
Susan Toy Stern
ISD
Dave Lambertson
Julio Ortega

COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY

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Chief Deputy

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August 18, 2004

To: Louisa Ollague, Deputy
First Supervisorial District

Gerardo Pinedo, Deputy
Second Supervisorial District

Adinah Solomon, Deputy
Third Supervisorial Districe

Linda Tarnoff, Deputy
Fourth Supervisorial District

Raine Ritchey, Deputy
Fifth Supervisorial District

From: Josie Marquez, Director
Employment and Training

SUBJECT: ADDITIONAL FUNDING FOR THE DISABILITY PROGRAM NAVIGATOR DEMONSTRATION PILOT-PROGRAM SUMMARY

The purpose of this memorandum is to provide you with a summary of the award of additional Disability Program Navigator (DPN) funding in the amount of $75,000 to the Los Angeles County Workforce Investment Board (LACWIB) to augment and continue the demonstration pilot in the County of Los Angeles to increase employment opportunities for persons with disabilities.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

The recommended actions will enable CSS to accept an additional $75,000 in DPN funds and allocate $67,500 in DPN grant funds to the Los Angeles Community College District-Los Angeles Mission College/Northeast San Fernando Valley WorkSource Center, to extend the period of performance for the DPN Demonstration Pilot. The DPN serves as a resource for the Los Angeles County WorkSource System on disability–related issues, provisions of the various programs that impact persons with disabilities, and facilitates increased employment opportunities for persons with disabilities through outreach and employer education.

Performance Measures
The DPN grant pilot demonstration performance evaluation is aligned with the County's Performance Counts! Initiative and the skills attainment criteria for measurement are as listed below:

- 25% increase in knowledge of disability related resources for employment attainment/retention by WorkSource Center Disability Coordinators.

Performance will be measured through the results of pre and post testing of Disability Coordinators participating in training sessions facilitated by the DPN.

As this is a demonstration pilot, the U.S Department of Labor, as well as EDD has not attached performance to this grant award, but will review implementation of the program for best practices.

Implementation of Strategic Plan Goals
The recommended actions support the Countywide Strategic Plan Goal 1: Service Excellence.

FISCAL IMPACT/FINANCING
The cost of the recommended actions total $75,000. Budgeted categories are as follows:

FUNDING CATEGORIES	BUDGETED AMOUNT
Los Angeles Community College District-Los Angeles Mission College	$67,500
CSS Administration	$ 7,500
TOTAL	**$75,000**

The DPN Demonstration Pilot will be fully financed utilizing $75,000 in DPN Navigator grant funds allocated through a State of California EDD Subgrant Agreement. There is no impact on the County General Fund.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS
Under the provisions of the DPN Pilot Demonstration Grant solicitation, Workforce Investment Boards were the only entities eligible to apply for these funds. The Los Angeles County WIB applied for this grant in collaboration with the Los Angeles Community College District-Los Angeles Mission College/Northeast San Fernando Valley WorkSource Center.

On October 23, 2003, CSS received notification from EDD that the Los Angeles County WIB was awarded the DPN Demonstration Pilot grant and was instructed

to allocate these funds to the Los Angeles Community College District-Los Angeles Mission College/Northeast San Fernando Valley WorkSource Center to implement the DPN Demonstration Pilot in Los Angeles County. The period for initial funding of the DPN Demonstration Pilot is March 9, 2004, as approved by your Board, through September 30, 2004.

The additional FY 2004-05 DPN grant funding for the Demonstration Pilot will be made a part of the existing Master Subgrant Agreement between the County and EDD and will be allocated to the Los Angeles Community College District-Los Angeles Mission College/ Northeast San Fernando Valley WorkSource Center, as directed by EDD.

The Workforce Investment Board previously approved the acceptance and allocation of the additional FY 2004-2005 DPN grant funds on August 12, 2004.

CONTRACTING PROCESS

The WIB grandfathered the Los Angeles Community College District-Los Angeles Mission College into the Workforce Investment Area in accordance with the WIA, which allows the local board (WIB), chief elected official and the Governor to approve the continuance of one-stop operators in a One-Stop Delivery system established prior to the enactment of the WIA; except for two that were subject to a Request for Proposal process. This process was submitted as part of the Five Year Plan (as required by the WIA) and approved by the Workforce Investment Board, Board of Supervisors and the Governor of the State of California.

The Los Angeles Community College District-Los Angeles Mission College is currently contracted by the County of Los Angeles to provide WIA Adult and Dislocated Worker program services through the Northeast San Fernando Valley WorkSource Center through June 30, 2005, as approved by your Board on June 15, 2004.

Monitoring

Beginning Fiscal Year 2003-04, CSS will contract with the Auditor-Controller's office to conduct fiscal and contract compliance monitoring of all of its contractors within the Employment and Training Branch. The Auditor-Controller, utilizing their Master Agreement list, procures a contractor to conduct the on-site and follow-up visits. CSS is responsible for ensuring through its resolution process, that the monitoring findings reported are resolved, training is provided to our contractors, if necessary, and that program policies are developed.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The recommended actions will allow for the continued provision of services under the DPN Demonstration Pilot in order to increase employment opportunities for persons with disabilities in Los Angeles County.

JM:AKG

COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY

CYNTHIA D. BANKS
Chief Deputy

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"To Enrich Lives Through Effective And Caring Service"

August 18, 2004

To: Louisa Ollague, Deputy
First Supervisorial District

Gerardo Pinedo, Deputy
Second Supervisorial District

Adinah Solomon, Deputy
Third Supervisorial District

Linda Tarnoff
Fourth Supervisorial District

Raine Ritchey, Deputy
Fifth Supervisorial District

From: Josie Marquez, Director
Employment and Training

Subject: **ACCEPTANCE AND ALLOCATION OF UP TO $500,000 IN STATE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) NATIONAL EMERGENCY GRANT (NEG) FUNDS**

The purpose of this memo is to apprise you of an upcoming board letter requesting approval to accept up to $500,000 in Fiscal Year (FY) 2004-2005 National Emergency Grant (NEG) funds from the State of California Employment Development Department, for the purpose of assisting Los Angeles County in mitigating the effects of the fires in the Simi Valley, Verdale and Padua in November 2003. It further requests authority to allocate $230,000 of this amount to the Los Angeles Community College District/LA Mission College, and $230,000 to the Human Services Consortium of the East San Gabriel Valley (dba LA Works), and $40,000 for CSS administration, effective date of Board approval through December 31, 2005.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

The recommended actions will enable CSS to accept up to $500,000 in State EDD National Emergency Grant (NEG) funds, for the purpose of assisting Los

Angeles County in mitigating the effects of the fires in the Simi Valley, Verdale and Padua in November 2003. This funding will augment the initial 2003-2004 NEG funding of $225,992, for a total of $725,992, and will assist in disaster recovery, as well as assist individuals with employment-related services.

Performance Measures

The NEG program is aligned with the County's Performance Counts! Initiative and the performance measures are the total number enrolled, the total number in temporary disaster recovery jobs, entered employment rate, and wage replacement rate.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the County Strategic Plan by ensuring access to employment services (Goal # 3, Organizational Effectiveness; ensure that service delivery systems are efficient, effective and goal-oriented.)

FISCAL IMPACT/FINANCING

The total cost of the recommended actions is $500,000. Budgeted categories are broken into two increments as follows:

FUNDING CATEGORIES	FIRST INCREMENT	SECOND INCREMENT	TOTALS
Los Angeles Community College District-LA Mission College	$36,931	$193,069	$230,000
Human Services Consortium of the East San Gabriel Valley (dba LA Works)	$36,931	$193,069	$230,000
CSS Administration	$6,423	$33,577	$40,000
TOTAL:	**$80,285**	**$419,715**	**$500,000**

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On December 1, 2003, CSS received notification that the Workforce Investment Act (WIA) subgrant had been modified to incorporate FY 2003-2004 NEG funds into the Agreement. The NEG funding was earmarked to assist the County of Los

Angeles in mitigating the effects caused by fires in the Simi Valley, Verdale and Padua in November 2003. These fires affected the cities of Claremont, Santa Clarita, La Verne, and the unincorporated areas of Stevenson Ranch and Palmer Canyon.

On January 6, 2004, the Los Angeles County Board of Supervisors (BOS), on a motion made by Supervisor Antonovich, authorized and instructed the Director of CSS to accept $225,992 in NEG funds and to execute contracts with the Antelope Valley and LA Works WorkSource Centers to repair damages and to support victims who were directly or indirectly affected by the disaster through the creation of temporary jobs for NEG eligible persons.

These temporary positions include assisting in the restoration of the grounds and trails in the Claremont Hills Wilderness Park, as well as assisting in flood, debris, replanting, and erosion control in cities affected by the wildfires.

The disaster services for which funding was allocated to the Antelope Valley WorkSource Center is currently provided through the Northeast San Fernando Valley WorkSource Center under a separate contract between this agency and the Antelope Valley WorkSource Center.

On June 23, 2004, CSS was notified that up to $500,000 in FY 2004-2005 NEG funds had been awarded to the County of Los Angeles to augment FY 2003-2004 NEG funding, assist in disaster recovery and to assist individuals with employment-related services after their temporary disaster recovery jobs, retained under the initial round of NEG funding, are completed. These funds will be released in two increments.

CONTRACTING PROCESS

The Human Services Consortium of the East San Gabriel Valley (dba) LA Works) is also a current contractor, providing WIA Adult and Dislocated Worker services under contract through June 30, 2005, approved by your Board on June 15, 2004. We seek authority to amend the contract with LA Works to increase their allocation by $230,000; authority to execute a time-only extension of the contract with the Antelope Valley WorkSource Center, and authority to execute a new contract with the Los Angeles Community College District/LA Mission College to receive NEG funding in the amount of $230,000.

Monitoring

Beginning with FY 2003-04, CSS will contract with the Auditor-Controller's office to conduct fiscal and contract compliance monitoring of all of its contractors

within the Employment and Training Branch. The Auditor-Controller, utilizing their Master Agreement list, procures a contractor to conduct the on-site and follow-up visits. CSS is responsible for ensuring through its resolution process, that the monitoring findings reported are resolved, training is provided to our contractors, if necessary, and that program policies are developed.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The recommended actions will enhance existing services to dislocated workers, and augment current disaster recovery efforts, as well as assist individuals with employment-related services.

For Immediate Release: Contact: Patricia Senette-Holt at (213) 738-2065

Date August 4, 2004

L.A. COUNTY DEPARTMENT OF COMMUNITY AND SENIOR SERVICES TO LAUNCH COMPREHENSIVE WEB SITE FOCUSING ON SERVICES FOR SENIORS AND PERSONS WITH DISABILITIES

St. Barnabas Senior Services Senior Participants will Demonstrate New Web Site

LOS ANGELES - - The Los Angeles County Department of Community and Senior Services (DCSS), in partnership with the Long-Term Care Coordinating Council, a volunteer advisory group to the County on nursing home alternatives, will launch and demonstrate an Internet-based community resources Web site on Thursday, August 26, 2004, at St. Barnabus Senior Services Cyber Café, 675 S. Carondelet St., Los Angeles (between Wilshire and 7th Street, one block west of MacArthur Park).

The Web site–**Long-Term Care Community Connection for the Aged & Disabled (http://ltcconnection.lacounty.info/)**--details Internet-based resources providing the most up-to-date information related to services for seniors and disabled adults aged 18 and older. It is customized for Los Angeles County. This user-friendly Web site provides an extensive directory enabling access to information, as it is needed, for individuals, families or agencies.

The launch and Web site demonstrations will begin at 9:00 a.m. and will be provided by several seniors who have become experts at St. Barnabus Senior Services' Cyber Café. Train the Trainer sessions will be available in the afternoon for anyone interested in using the Community Connection site or teaching others how to use it. Those wishing to attend either the Web site launch or the afternoon training sessions should register by contacting DCSS at **(213) 738-2600 or via email: ltcconnection@css.co.la.ca.us.**

L.A. County Supervisor Don Knabe and Cynthia D. Banks, Chief Deputy Director of DCSS have been invited to attend the event.

Supervisor Knabe comments, "The Long-Term Care Community Connection empowers individual seniors and disabled persons by having easy access to information. This valuable

resource increases knowledge of existing services. Most importantly, it provides easy-to-search information on health conditions and specific disorders, nursing homes and alternatives, assistive devices, pending legislation, and daily news articles from around the world of particular interest to seniors and persons with disabilities."

The Long-Term Care Community Connection for Seniors and the Disabled virtual community was developed by L.A. County's Internal Services Department, Chief Information Office, and the Department of Community and Senior Services to improve information and communication in health and social services at the community level.

# # #

WIA Youth Allocation Formula for Los Angeles County by Supervisor District

Sup Dist	City or Area	Total Unemployed: Total	In Areas of Substantial Unemployment	Excess Number of Unemployed Individuals	Number of Economically Disadvandaged Youths	Total WIA Applicable
1	POMONA	5,859	5,243	3,451	14,019	22,713
1	EAST LOS ANGELES CDP	4,941	4,458	3,205	14,854	22,517
2	COMPTON	4,302	4,124	3,082	12,461	19,667
1	EL MONTE	4,471	3,554	2,645	13,187	19,386
5	LANCASTER	5,445	4,844	3,502	8,274	16,620
5	PALMDALE	4,709	3,323	2,753	8,758	14,834
1	SOUTH GATE	3,582	2,752	2,133	8,299	13,184
2	LYNWOOD	3,123	2,839	2,178	7,405	12,422
1	HUNTINGTON PARK	2,709	2,556	1,795	6,864	11,215
2	FLORENCE-GRAHAM CDP	1,951	1,951	1,516	6,716	10,183

Farhad Mehrtash (213) 974-5851
Los Angeles County
CAO/Urban Research

Source: Census 2000, SF3, Tables P43 and P87

California Workforce Investment Board

P.O. Box 826880, MIC 45, Sacramento, CA 94280-0001

Lawrence Gotlieb
Chair

Christine Essel
Vice Chair

Arnold Schwarzenegger
Governor

Paul Gussman
Acting Executive Director

July 26, 2004

Ms. Josie Marquez, Director
LA County Workforce Investment Board
3175 West Sixth Street, Room 302
Los Angeles, CA 90020

Dear Ms. Marquez:

This correspondence notifies you that Los Angeles County is one of ten California Local Workforce Investment Areas to qualify for $70,000 in WIA funding based on having a high concetration of eligible youth. The attached Directive from the Employment Development Department explains this in more detail.

Selected areas must submit both a plan and budget as soon as possible, but no later than the close of business, September 1, 2004. Please mail your plan to Margaret Mack at the following address: 777 12th Street, Suite 200 Sacramento, CA 95814. Remember, we cannot release these funds until your plan is approved.

The plan must reflect:

- A projected increase in the number of WIA eligible youth to be served;
- Services to be provided as described in the WIA, section 129 (c) (2);
- Connections and collaboration with local community resources and programs;
- Program outcomes and related timelines;
- Description as to how WIA funds are to be leveraged with other funding sources.

Plans must be no longer than 10 pages and should be typed in Arial size 12 Font. Please send two copies.

We thank you in advance for your efforts in helping our youth. For additional information, please contact Margaret Mack at (916) 324- 3258 or mmack@cwib.ca.gov.

Sincerely,

Paul B. Gussman

PAUL GUSSMAN, Acting Executive Director
California Workforce Investment Board

Employment Development Department
State of California

DIRECTIVE
WORKFORCE INVESTMENT ACT

Number: WIAD04-1
Date: July 21, 2004
69/45:114:va:8455

TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: HIGH CONCENTRATION OF ELIGIBLE YOUTH

EXECUTIVE SUMMARY:

Purpose:

This directive addresses the State's responsibility under the Workforce Investment Act (WIA) for providing additional assistance to Local Workforce Investment Areas (LWIA) identified as having a high concentration of eligible youth. This directive applies to LWIAs that were assessed as having high concentrations of eligible youth during Program Year (PY) 2003-04, and will be reissued annually.

Scope:

This directive addresses the criteria for selection of LWIAs eligible to receive additional assistance and procedures for award application.

Effective Date:

This directive is effective upon release.

REFERENCES:

- WIA Sections 101(13), (25) and 129(b)(2)(C)
- Title 20, Code of Federal Regulations (CFR) Part 664, Section 664.200

STATE-IMPOSED REQUIREMENTS:

This directive contains only State-imposed requirements.

FILING INSTRUCTIONS:

This directive supersedes WIA Directive WIAD02-16, dated June 20, 2003, and finalizes WIA Draft Directive WIADD-72, issued for comment on June 29, 2004. Retain this directive until further notice.

BACKGROUND:

Title I-B of WIA requires that funds be used to provide effective and comprehensive activities to eligible youth seeking assistance in achieving academic and employment success. Recognizing the necessity for serving areas with the greatest need, WIA requires the State to provide additional assistance to areas with a high concentration of eligible youth.

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POLICY AND PROCEDURES:

For the purposes of this directive, "high concentration of eligible youth" is defined as the number of WIA eligible youth compared to the youth population, ages 14-21, in a LWIA. These calculations are based upon 2000 United States census data. The State has calculated this percentage statewide for each LWIA to determine additional assistance awards.

Selected LWIAs will receive an augmentation to their PY 2003-04 WIA subgrant under grant code 648. The funds must be used for direct services to participants. The period of use for these funds is July 1, 2004, through June 30, 2005. However, prior to the release of funds, each LWIA must meet the additional requirements stated below.

The LWIAs must have:

- Met the 30 percent out-of-school youth requirement [WIA Section 129(c)(4)] for PY 2001-02.
- Obligated at least 80 percent of PY 2001-02, youth formula funds by June 30, 2002, and at least 80 percent of PY 2002-03, youth formula funds by June 30, 2003.
- Expended all youth formula funds for PY 2001-02 within the life of the funds.

After assessing the concentrations of eligible youth by LWIA and applying the criteria above, the California Workforce Investment Board (CWIB) will notify 10 LWIAs to be awarded the additional assistance. The LWIA must submit a plan and budget to the CWIB by September 1, 2004. Funds will not be released to the LWIA until after the plan and budget have been approved by the CWIB. The plan and budget must reflect a projected increase in the number of WIA eligible youth to be served and the services to be provided as described in WIA Section 129(c)(2). The plan and budget also must show a connection and collaboration with resources and programs in the local community. The plan must state projected program outcomes, timelines for meeting those outcomes, and describe how funds can be leveraged with other funding sources.

ACTION:

Bring this directive to the attention of appropriate staff.

INQUIRIES:

If you have any questions, please contact your Regional Advisor at (916) 653-6347.

/S/ BOB HERMSMEIER
Chief
Workforce Investment Division

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