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Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

# COUNTY OF LOS ANGELES WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES

3175 West Sixth Street • Los Angeles, CA 90020  
Tel: 213-738-2600 • Fax: 213-487-0379



wdacs.lacounty.gov

Otto Solórzano  
Acting Director

*"Connecting communities and improving the lives of all generations"*

April 2, 2019

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:

# ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

23 April 2, 2019

CELIA ZAVALA  
EXECUTIVE OFFICER

## LOS ANGELES COUNTY PLANNING AND SERVICE AREA (PSA) 19 AREA AGENCY ON AGING 2019-2020 AREA PLAN UPDATE (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

### SUBJECT

Workforce Development, Aging and Community Services (WDACS) seeks your Board's approval of the Los Angeles County Area Agency on Aging (AAA) Fiscal Year (FY) 2019-2020 Area Plan Update (Attachment I). The FY 2019-2020 Area Plan Update is required by the California Department of Aging (CDA), and provides an opportunity to revise the FY 2016-2020 Area Plan approved by your Board on April 6, 2016. There are several updates to the FY 2016-2020 Area Plan incorporated in the FY 2019-2020 Area Plan Update, including the targeted number of low-income and minority clients to be served, the number of Service Units projected for FY 2019-2020, and the composition of the Los Angeles County Commission for Older Adults.

### IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the FY 2019-2020 Area Plan Update (Attachment I).
2. Authorize the Acting Director of WDACS, or designee, to sign the Letter of Transmittal on behalf of the Chair of the Board and submit the FY 2019-2020 Area Plan Update to the California Department of Aging (CDA).

### PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

There are two (2) AAAs in the Los Angeles Region, the City of Los Angeles Department of Aging and WDACS. CDA has designated WDACS to operate as the AAA for all areas

of Los Angeles County, except the City of Los Angeles. AAAs promote the development and implementation of a comprehensive, coordinated system of care that enables older individuals and their caregivers to live in a community-based setting; advocate for the needs of those 60 years of age and older in Los Angeles County; and encourage citizen involvement in the planning process, as well as in the delivery of services. As the AAA for Los Angeles County, WDACS is responsible for identifying unmet needs of older individuals and functionally-impaired adults by promoting independent lifestyles through the following programs: Congregate and Home-Delivered Meals, Supportive Services, Legal Assistance, Health Insurance Counseling and Advocacy, Nutrition Education, Family Caregiver Support Program and Disease Prevention and Health Promotion Services.

The Older Americans Act (OAA) of 1965 mandates all AAAs to have an Area Plan that identifies the needs of the community. The annual Area Plan Update enables the Los Angeles County AAA to reexamine its direction and progress, based on changing circumstances. The goals of the FY 2016-2020 Area Plan and FY 2019-2020 Area Plan Update are: 1) promote an environment sensitive to the needs of older adults, informal caregivers and adults with disabilities in order to enhance their quality of life; 2) coordinate and expand on the development of an integrated, multi-disciplinary network of investigative/protective services for vulnerable older adults and adults with disabilities to prevent all forms of fraud and abuse; and 3) collaborate with the City of Los Angeles Department of Aging, other Los Angeles County Departments, and community-based organizations to increase service awareness and provide seamless and coordinated services. Specific objectives and strategies are outlined for each of these goals.

The Los Angeles County Commission for Older Adults and the public participated in the planning process and reviewed and commented on the goals and objectives of the plan. Public hearings to discuss the FY 2019-2020 Area Plan Update took place in all five Supervisorial Districts. Based on new information gathered, there are several updates to the FY 2016-2020 Area Plan incorporated in the FY 2019-2020 Area Plan Update, such as the targeted number of low-income and minority clients to be served, the number of Service Units projected for FY 2019-2020, and the composition of the Los Angeles County Commission for Older Adults to reflect incoming and termed-out commissioners.

### **Implementation of Strategic Plan Goals**

The activities identified in the Area Plan support Countywide Strategic Plan Goal I: Make Investments That Transform Lives, specifically, Strategy I.1 Increasing Our Focus on Prevention Initiatives and Strategy I.2. Enhancing Our Delivery of Comprehensive Interventions; and Goal II Foster Vibrant and Resilient Communities, specifically, Strategy II.2 Supporting the Wellness of Our Communities.

### **Performance Measures**

The FY 2019-2020 Area Plan Update includes state and federal performance targets, which include proposed Units of Service for Congregate and Home-Delivered Meals, as well as other AAA services.

**FISCAL IMPACT/FINANCING**

The activities described in the FY 2019-2020 Area Plan Update are financed by federal OAA, state, and local funds and are included in the Department's FY 2019-2020 Budget. No additional County funds are requested as part of the recommended actions.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The FY 2016-2020 Area Plan reflects a comprehensive and coordinated system with specific goals and objectives for providing services to older and functionally-impaired adults with the greatest economic and social need, and to individuals at risk for institutional placement. The FY 2019-2020 Area Plan Update provides a status report on progress made by the Los Angeles County AAA in meeting the specified goals and objectives.

The recommended actions are necessary to allow WDACS to submit the FY 2019-2020 Area Plan Update to CDA for approval. CDA approval of the Area Plan Update is a required condition of the State's agreement with the Los Angeles County AAA PSA 19. County Counsel has reviewed and approved the form of the FY 2019-2020 Area Plan Update.

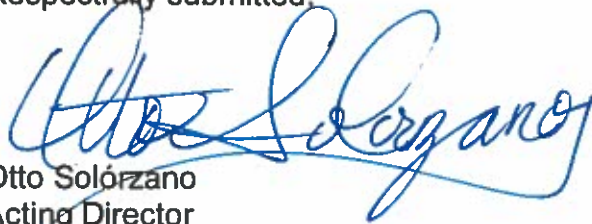
**IMPACT ON CURRENT SERVICES**

Approval of the FY 2019-2020 Area Plan Update will enable the AAA to continue to provide its home- and community-based long-term care initiatives and programs. These programs provide opportunities for functionally-impaired adults and older adults to live their lives with maximum independence and dignity in their own homes and communities.

**CONCLUSION**

Should you have any questions, you may contact me directly, or your staff may contact Mr. Kevin Anderson, Special Assistant, at [kanderson@wdacs.lacounty.gov](mailto:kanderson@wdacs.lacounty.gov).

Respectfully submitted,



Otto Solórzano  
Acting Director

OS:LCS:aa

Attachment (1)

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors





# LOS ANGELES COUNTY PSA 19



*Planning for the future...*



## AREA AGENCY ON AGING 2019-2020 AREA PLAN UPDATE





## Los Angeles County Area Agency on Aging Fiscal Year (FY) 2019-2020 Planning and Service Area Plan Update **Executive Summary**



The California Department of Aging (CDA) and the statewide network of 33 Area Agencies on Aging (AAAs) share responsibility for planning California's present and future aging and long-term care needs. The Older Americans Act (OAA) of 1965 mandates all AAAs to have an Area Plan that identifies the needs of the community while still providing comprehensive services that are mandated by the CDA. The AAA Area Plans and California State Plan on Aging together establish a framework for how the AAAs and the CDA will deliver services to California's diverse population.

The Los Angeles County (County) AAA is charged with the responsibility to promote the development and implementation of a comprehensive, coordinated system of care that enables older individuals and their caregivers to live in a community-based setting and to advocate for the needs of those 60 years of age and older in the County, providing leadership and promoting citizen involvement in the planning process as well as in the delivery of services. The Area Plan enables communities and the AAA to plan for the future. The annual Area Plan Update process provides an opportunity to re-examine the direction and progress of the AAA in meeting the goals and objectives outlined in the Area Plan.

The planning process for developing the FY 2019-20 Area Plan Update included seven Public Hearings, of which six were conducted in conjunction with the Los Angeles City Department of Aging. The purpose of the Public Hearings was to solicit input from the public and the Los Angeles County Commission for Older Adults. Information from these hearings was very useful in ensuring that the Area Plan continues to best address the needs of older and functionally impaired adults.

### **Updates in the FY 2019-20 Area Plan Update include:**

- Estimated number of low-income and minority older individuals that the County AAA will serve in FY 2019-20:
  - Minority clients – 22,340 (59%);
  - Rural clients – 1,184 (3%);
  - Low income clients (below poverty level) – 13,144 (35%).
- Summary of Public Hearings.
- Projected Service Units for FY 2019-20.
- Governing Board (Board of Supervisors) membership update.
- Advisory Council (Los Angeles County Commission for Older Adults) membership update.

Following approval by the Board of Supervisors, Workforce Development, Aging and Community Services (WDACS) will submit the FY 2019-20 Area Plan Update to CDA in advance of the May 1, 2019 deadline. CDA approval of the Area Plan Update is a required condition of the State's agreement with the County AAA.

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# AREA PLAN UPDATE (APU) CHECKLIST

PSA **19**

**Check one:**  FY 17-18  FY 18-19  FY 19-20

Use for APUs only

| AP Guidance Section | APU Components (To be attached to the APU)   | Check if Included                   |                                     |
|---------------------|--|-------------------------------------|-------------------------------------|
|                     | ➤ <i>Update/Submit A) through I) ANNUALLY:</i>   |                                     |                                     |
| n/a                 | <b>A) Transmittal Letter-</b> (requires <u>hard copy</u> with original ink signatures or official signature stamp- <b>no photocopies</b> ) | <input checked="" type="checkbox"/> |                                     |
| n/a                 | <b>B) APU-</b> (submit entire APU electronically only)   | <input type="checkbox"/>            |                                     |
| 2, 3, or 4          | C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year                                       | <input checked="" type="checkbox"/> |                                     |
| 7                   | D) Public Hearings- that will be conducted   | <input checked="" type="checkbox"/> |                                     |
| n/a                 | E) Annual Budget   | <input type="checkbox"/>            |                                     |
| 9                   | F) Title IIIB/VIIA Long-Term Care Ombudsman Objectives   | <input checked="" type="checkbox"/> |                                     |
| 9                   | <b>G) Title VIIA Elder Abuse Prevention Objectives</b>   | <input checked="" type="checkbox"/> |                                     |
| 10                  | H) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes   | <input checked="" type="checkbox"/> |                                     |
| 18                  | I) Legal Assistance  | <input checked="" type="checkbox"/> |                                     |
|                     | ➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2016-2020 Area Plan:</i>           | Mark Changed/Not Changed (C or N/C) |                                     |
|                     |  | <b>C</b>                            | <b>N/C</b>                          |
| 5                   | Minimum Percentage/Adequate Proportion   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 5                   | Needs Assessment   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | AP Narrative Objectives:   |                                     |                                     |
| 9                   | • System-Building and Administration   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | • Title IIIB-Funded Programs   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | • Title IIIB-Transportation  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | • Title IIIB-Funded Program Development/Coordination (PD or C)   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | • Title IIIC-1   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | • Title IIIC-2   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9                   | • Title IIID   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 20                  | • Title IIIE-Family Caregiver Support Program  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 9                   | • Title V-SCSEP Program  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 9                   | • HICAP Program  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 12                  | Disaster Preparedness  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 14                  | Notice of Intent-to Provide Direct Services  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 15                  | Request for Approval to Provide Direct Services  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 16                  | Governing Board  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 17                  | Advisory Council   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 21                  | Organizational Chart(s)  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

**TRANSMITTAL LETTER**  
**Area Plan Update**  
**2019-2020**

**AAA Name:** Los Angeles County Area Agency on Aging

**PSA Number** 19

This Area Plan Update is hereby submitted to the California Department of Aging for approval. The Governing Board and the Los Angeles County Commission for Older Adults (LACCOA) have each had the opportunity to participate in the planning process and to review and comment on the Area Plan Update. The Governing Board, LACCOA, and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in the 2019-2020 Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

1. Signature: \_\_\_\_\_ Date \_\_\_\_\_  
Janice Hahn  
Chair of the Board of Supervisors<sup>1</sup>

2. Signature: \_\_\_\_\_ Date \_\_\_\_\_  
Diana Love, President  
Los Angeles County Commission for Older Adults

3. Signature: \_\_\_\_\_ Date \_\_\_\_\_  
Otto Solórzano, Acting Director  
Workforce Development, Aging and Community Services  
Area Agency on Aging

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



## **Estimated Number of Lower Income Minority Older Individuals (Target Population)**

The Older Americans Act (OAA) defines a number of “target populations” which Area Agencies on Aging (AAA) should make special efforts to include in the planning and delivery of community-based services. These targeted groups consist of older individuals with any of the following characteristics:

- Native American
- Isolated, Neglected, and/or Exploited
- Frailty
- Reside in Rural Areas
- Have Limited English-Speaking Ability
- Have Alzheimer’s Disease and Related Disorders
- Have Disabilities, especially Severe Disabilities
- Unemployed Low-income Seniors
- Caregivers (as defined in Title III-E)
- At risk of institutionalization

In addition, the OAA defines two (2) special categories of targeted individuals. Those with the “greatest economic need” are older adults, particularly minority older adults, with need resulting from an income level at or below the Federal Poverty Level. Second, older adults with the “greatest social need” that have a need caused by non-economic factors that restrict an individual’s ability to perform normal daily tasks or that threaten his or her capacity to live independently. These factors include physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, or gender expression.

It is the main focus of the AAA to serve those with the greatest economic and social needs and efforts are made to also help all targeted populations. One of the categories included in this population is frail older adults who are at risk of institutionalization. In addition, it is critical that all AAA-funded providers make this a priority. The protection from abuse, neglect and exploitation is also a critical issue for the County and AAA. Addressing these issues is done primarily through a network of partners, including collaboration with administrators of the Ombudsman program. Elder abuse prevention services are also provided by Workforce Development, Aging and Community Services’ Adult Protective Services, who partner with agencies such as the Los Angeles County Sheriff’s Department, Consumer and Business Affairs, and others.

The Los Angeles County AAA is estimating to serve the following number of lower income minority older individuals for the FY 2019-20:

- Minority clients – 22,340 (59%)
- Rural clients – 1,184 (3%)
- Low income clients (below poverty level) – 13,144 (35%)

**SECTION 7**  
**PUBLIC HEARINGS**

**SECTION 7. PUBLIC HEARINGS**

**PSA 19**

At least one public hearing must be held each year of the four-year planning cycle.  
 CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, OAA 2006 306(a)

| Fiscal Year      | Date  | Location            | Number of Attendees                 | Presented in languages other than English? <sup>2</sup><br>Yes or No | Was hearing held at a Long-Term Care Facility? <sup>3</sup><br>Yes or No |
|------------------|---|---------------------|-------------------------------------|--|--|
| 2019-20          | See Below   | See Below           | See Below                           | See Below  | See Below  |
| Date             | Location  | Number of Attendees | Area Plan Presented with Translator | Hearing Held at Long-Term Care Facility                              |  |
| October 22, 2018 | St. Barnabas Multipurpose Senior Center<br>675 South Carondelet Street<br>Los Angeles, CA 90057             | 43                  | Yes                                 | No   |  |
| October 23, 2018 | Wilmington Multipurpose Senior Center<br>1371 Eubank Avenue<br>Wilmington, CA 90744                         | 73                  | Yes                                 | No   |  |
| October 25, 2018 | Bernardi Multipurpose Senior Center<br>6514 Sylmar Avenue<br>Van Nuys, CA 91401                             | 26                  | Yes                                 | No   |  |
| October 29, 2018 | Sunland Senior Center<br>8640 Fenwick Street<br>Sunland, CA 91040   | 18                  | Yes                                 | No   |  |
| November 1, 2018 | Asian Service Center<br>14112 South Kingsley Drive<br>Gardena, CA 90249                                     | 13                  | Yes                                 | No   |  |
| November 2, 2018 | Antelope Valley Senior Center<br>777 W Jackman Street<br>Lancaster, CA 93534                                | 64                  | Yes                                 | No   |  |
| November 5, 2018 | Los Angeles LGBT Center<br>The Village at Ed Gould Plaza<br>1125 N. McCadden Place<br>Los Angeles, CA 90038 | 37                  | Yes                                 | No   |  |

<sup>2</sup> A translator is not required unless the AAA determines a significant number of attendees require translation services.

<sup>3</sup> AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

*A notice of the Public Hearings was advertised through the newspaper in the County and City of Los Angeles. Furthermore, flyers were sent to the Board offices, County departments, and cities within the County of Los Angeles, County Commissioners, Senior Centers, WDACS partners, and AAA Service Providers. Individuals who were unable to make it to any of the scheduled Public Hearings were also informed that written statements can be submitted to the AAA.*

2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?

Yes. Go to question #3

Not applicable, PD and C funds are not used. Go to question #4

3. Summarize the comments received concerning proposed expenditures for PD and C.

*There were no comments received concerning proposed expenditures for PD and C.*

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

Yes. Go to question #5

No, Explain:

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

*There were no comments received pertaining to adequate proportion funding for priority services.*

6. List any other issues discussed or raised at the Public Hearing.

*Housing*

*Homeless services*

*Transportation*

*Senior center/congregate meal site maintenance*

*Group field trips at senior centers*

*LGBT community needs*

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

*There were no changes to the Area Plan Update as a result of the issues discussed at the Public Hearings. The issues raised have already been incorporated into the Fiscal Years 2016-2020 Area Plan.*

**SECTION 9**  
**GOALS AND OBJECTIVES**



**GOAL #1**

**Goal: Promote an environment that is sensitive to the needs of older adults, informal caregivers, and adults with disabilities in order to enhance their quality of life, which will help maintain their independence and improve their overall health and well-being.**

**Rationale: The need for home and community-based services is substantially increasing as the older adult population continues to exponentially grow. Improved and expanded services on health related issues, nutrition, exercise, outreach, senior-friendly transportation options, and employment training is necessary to help older adults and adults with disabilities maintain their independence, remain active, and strive toward a healthier lifestyle. The Area Agency on Aging and its partners strive toward providing proven ways to promote health and prevent disease among older adults.**

| [Refer to CCR Article 3, Section 7300 (c)]   | Projected Start and End Dates         | Title III B Funded PD or C <sup>4</sup> |
|--|---------------------------------------|---|
| <p>1.1 Disease Prevention and Health Promotion</p> <p>a) Provide the following evidence-based Disease Prevention and Health Promotion (DPHP) Programs in order to assist older adults in the prevention of illness, the management of chronic physical conditions, the support of healthy lifestyles, and the promotion of healthy behaviors:</p> <ul style="list-style-type: none"> <li>• Chronic Disease Self-Management Program and/or Tomando Control de Su Salud</li> <li>• Chronic Pain Self-Management Program</li> <li>• Diabetes Self-Management Program and/or Programa de Manejo de la Diabetes Program Service</li> <li>• Arthritis Foundation Exercise Program</li> <li>• Arthritis Foundation Walk with Ease Program</li> <li>• A Matter of Balance</li> </ul> | <p>7/01/2016<br/>to<br/>6/30/2020</p> |   |

|  |   |  |
|--|---|--|
| <p>b) Ensure DPHP Programs meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability and/or injury among older adults;</li> <li>• Proven effective with the older adult population, using experimental or quasi-experimental design;</li> <li>• Research results published in a peer-reviewed journal;</li> <li>• Have been implemented previously at the community level (with fidelity to the published research) and shown to be effective outside a research setting; and</li> <li>• Includes developed dissemination products (program manuals, guides, and/or handouts) that are available to the public; or</li> <li>• Considered evidence-based by any operating division of the U.S. Department of Health and Human Services (HHS).</li> </ul> <p>Accountable Party/Lead: Anna Avdalyan, Program Manager (PM)</p> | <p>7/01/2016<br/>to<br/>6/30/2020</p>                                       |  |
| <p>1.2 Transportation and Mobility Management</p> <p>a) Implement the Taxicab Voucher Program, the Volunteer Driver Mileage Reimbursement Program, and the Door Assistance Escort Transportation Program in order to enhance quality of life, maintain independence, and improve the overall health and well-being of vulnerable populations.</p> <p>b) Collaborate with partner agencies and Los Angeles County Metropolitan Transportation Authority (LACMTA) to seek funding for enhancements or expansions of successful pilot programs.</p>   | <p>7/01/2016<br/>to<br/>6/30/2020</p> <p>7/01/2016<br/>to<br/>6/30/2020</p> |  |

|  |                                       |  |
|--|---------------------------------------|--|
| <p>c) Develop and provide mobility management services, which will include travel training and travel options counseling, for older adults throughout Los Angeles County.</p> <p>Accountable Party/Lead: Veronica Sigala, PM</p> | <p>7/01/2016<br/>to<br/>6/30/2020</p> |  |
|--|---------------------------------------|--|

**GOAL #2**

**Continue to coordinate and expand on the development of an integrated multi-disciplinary network of investigative/protective services for vulnerable older adults and adults with disabilities to prevent all forms of abuse and fraud.**

**Rationale: Elder and financial abuse, including fraud and scams, are on the rise in Los Angeles. These crimes are often not reported because the older adult and adults with disability populations are afraid or embarrassed, especially since these crimes are often committed by family members. This vulnerable population believes that if they report the incident, they will lose their independence by being placed in an institution. The need for improved and expanded education, outreach, and support is imperative for this particular population and the victims of any fraud, scams, and abuse.**

| [Refer to CCR Article 3, Section 7300 (c)]  | Projected Start and End Dates | Title III B Funded PD or C |
|---|-------------------------------|----------------------------|
| 2.1 Elder Abuse Prevention  |                               |                            |
| a) Collaborate with statewide and Long Term Care (LTC) Ombudsman Offices to create and foster enhanced communication and collaborative services, while fulfilling the roles and responsibilities defined in the Memorandum of Understanding between Los Angeles County Adult Protective Services (APS) and LTC Ombudsman. | 7/01/2016<br>to<br>6/30/2020  |                            |
| b) Improve and coordinate elder abuse prevention efforts with other County departments and community-based organizations.   | 7/01/2016<br>to<br>6/30/2020  |                            |
| c) Strengthen and carry out education sessions and outreach for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.  | 7/01/2016<br>to<br>6/30/2020  |                            |
| Accountable Party/Lead: Anna Avdalyan, PM   |                               |                            |
| 2.2 Ombudsman   |                               |                            |
| a) Improve collaborative efforts with the AAA Ombudsman service provider to ensure comprehensive and coordinated service  | 7/01/2016<br>to<br>6/30/2020  |                            |

|  |                                       |  |
|--|---------------------------------------|--|
| <p>delivery for older individuals who reside in LTC Facilities.</p> <p>b) Publicize the mission of the LTC Ombudsman Program and the role of ombudsman representatives by conducting targeted community outreach.</p> <p>Accountable Party/Lead: Anna Avdalyan, PM</p> | <p>7/01/2016<br/>to<br/>6/30/2020</p> |  |
|--|---------------------------------------|--|



**GOAL #3**

**Goal: Collaborate with the City of Los Angeles Department of Aging, other County departments, and community-based organizations to increase service awareness and provide a seamless and coordinated approach to service delivery for older adults, adults with disabilities, and informal caregivers.**

**Rationale: Consensus has emerged among government and community leaders that making substantial improvements in integrating the County’s health and human services system is necessary to significantly move toward progress in an environment with static or decreasing revenue streams. Collaboration with other public entities will increase awareness of resources available to improve the quality of life for older adults and adults with disabilities.**

| [Refer to CCR Article 3, Section 7300 (c)]   | Projected Start and End Dates | Title III B Funded PD or C |
|--|-------------------------------|----------------------------|
| 3.1 Inclusive Stakeholder Engagement and Collaboration   |                               |                            |
| a) Increase awareness of AAA programs and services to older adults, adults with disabilities, and caregivers throughout Los Angeles County in collaboration with the Los Angeles County Commission on Older Adults.  | 7/01/2016<br>to<br>6/30/2020  |                            |
| b) Collaborate with the Los Angeles City Department of Aging, the Department of Public Social Services’ In-Home Supportive Services and Medi-Cal Program Sections, the Department of Public Health, and other County departments who have a stake in protecting the quality of life for older adults, their caregivers, and adults with disabilities in order to maximize resources and offer comprehensive supportive services. | 7/01/2016<br>to<br>6/30/2020  |                            |
| Accountable Party/Lead: Anna Avdalyan, PM  | 7/01/2016<br>to               |                            |
| 3.2 Information and Referral   | 6/30/2020                     |                            |
| a) Provide outreach to targeted populations, which includes the Lesbian, Gay, Bisexual, and Transgender (LGBT) community.  | 7/01/2016<br>to<br>6/30/2020  |                            |

|  |  |  |
|--|--|--|
| <p>b) Strengthen the awareness of AAA programs and services by distributing comprehensive outreach materials at senior centers, health fairs, and various community events.</p> <p>Accountable Party/Lead: Veronica Sigala, PM/Anna Avdalyan, PM</p> |  |  |
|--|--|--|

**SECTION 10**  
**SERVICE UNIT PLAN (SUP) OBJECTIVES**

**SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES**

**PSA 19**

**TITLE III/VII SERVICE UNIT PLAN OBJECTIVES  
CCR Article 3, Section 7300(d)**

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

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary](#).

Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b).

**1. Personal Care (In-Home) Unit of Service = 1 hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 9,500                     | 3            | 3.1, 3.2                          |
| 2017-2018   | 9,500                     | 3            | 3.1, 3.2                          |
| 2018-2019   | 9,500                     | 3            | 3.1, 3.2                          |
| 2019-2020   | 9,500                     | 3            | 3.1, 3.2                          |

**2. Homemaker Unit of Service = 1 hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2016-2017   | 24,500                    | 3            | 3.1, 3.2                         |
| 2017-2018   | 24,500                    | 3            | 3.1, 3.2                         |
| 2018-2019   | 24,500                    | 3            | 3.1, 3.2                         |
| 2019-2020   | 23,000                    | 3            | 3.1, 3.2                         |

**3. Chore Unit of Service = 1 hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   |                           |              |                                   |
| 2017-2018   |                           |              |                                   |
| 2018-2019   |                           |              |                                   |
| 2019-2020   |                           |              |                                   |

**4. Home-Delivered Meals****Unit of Service = 1 meal**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 810,000                   | 3            | 3.1, 3.2                          |
| 2017-2018   | 810,000                   | 3            | 3.1, 3.2                          |
| 2018-2019   | 810,000                   | 3            | 3.1, 3.2                          |
| 2019-2020   | 950,000                   | 3            | 3.1, 3.2                          |

**5. Adult Day Care/Adult Day Health****Unit of Service = 1 hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   |                           |              |                                   |
| 2017-2018   |                           |              |                                   |
| 2018-2019   |                           |              |                                   |
| 2019-2020   |                           |              |                                   |

**6. Case Management****Unit of Service = 1 hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 35,000                    | 3            | 3.1, 3.2                          |
| 2017-2018   | 35,000                    | 3            | 3.1, 3.2                          |
| 2018-2019   | 35,000                    | 3            | 3.1, 3.2                          |
| 2019-2020   | 36,500                    | 3            | 3.1, 3.2                          |

**7. Assisted Transportation****Unit of Service = 1 one-way trip**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2016-2017   |                           |              |                                  |
| 2017-2018   |                           |              |                                  |
| 2018-2019   |                           |              |                                  |
| 2019-2020   |                           |              |                                  |



**8. Congregate Meals****Unit of Service = 1 meal**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 1,170,000                 | 3            | 3.1, 3.2                          |
| 2017-2018   | 1,170,000                 | 3            | 3.1, 3.2                          |
| 2018-2019   | 1,170,000                 | 3            | 3.1, 3.2                          |
| 2019-2020   | 1,200,000                 | 3            | 3.1, 3.2                          |

**9. Nutrition Counseling****Unit of Service = 1 session per participant**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 2,000                     | 3            | 3.1, 3.2                          |
| 2017-2018   | 2,000                     | 3            | 3.1, 3.2                          |
| 2018-2019   | 2,000                     | 3            | 3.1, 3.2                          |
| 2019-2020   | 2,000                     | 3            | 3.1, 3.2                          |

**10. Transportation****Unit of Service = 1 one-way trip**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   |                           |              |                                   |
| 2017-2018   |                           |              |                                   |
| 2018-2019   |                           |              |                                   |
| 2019-2020   |                           |              |                                   |

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

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 7,000                     | 3            | 3.1, 3.2                          |
| 2017-2018   | 6,500                     | 3            | 3.1, 3.2                          |
| 2018-2019   | 6,000                     | 3            | 3.1, 3.2                          |
| 2019-2020   | 6,000                     | 3            | 3.1, 3.2                          |

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

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 27,000                    | 3            | 3.1, 3.2                          |
| 2017-2018   | 27,000                    | 3            | 3.1, 3.2                          |
| 2018-2019   | 30,000                    | 3            | 3.1, 3.2                          |
| 2019-2020   | 55,000                    | 3            | 3.1, 3.2                          |

**13. Information and Assistance****Unit of Service = 1 contact**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2016-2017   | 7,000                     | 3            | 3.1, 3.2                         |
| 2017-2018   | 7,000                     | 3            | 3.1, 3.2                         |
| 2018-2019   | 7,000                     | 3            | 3.1, 3.2                         |
| 2019-2020   | 6,700                     | 3            | 3.1, 3.2                         |

**14. Outreach****Unit of Service = 1 contact**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2016-2017   | 10,000                    | 3            | 3.1, 3.2                         |
| 2017-2018   | 10,500                    | 3            | 3.1, 3.2                         |
| 2018-2019   | 11,000                    | 3            | 3.1, 3.2                         |
| 2019-2020   | 11,000                    | 3            | 3.1, 3.2                         |

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

- Each **Title III B** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title III D**/Medication Management services (required) and all **Title III B** services to be funded that were not reported in NAPIS categories 1–14 and 16. (Identify the specific activity under the Service Category on the “Units of Service” line when applicable.)
- **Title III D/Health Promotion and Medication Management requires a narrative goal and objective.** The objective should clearly explain the service activity being provided to fulfill the service unit requirement.

**Title III B, Other Supportive Services <sup>6</sup>**

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary. All “Other” services must be listed separately. Duplicate the table below as needed.

**Alzheimer’s Day Care**

**Unit of Service = 1 Day of Attendance**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 6,000                     | 3            | 3.1, 3.2                          |
| 2017-2018   | 6,500                     | 3            | 3.1, 3.2                          |
| 2018-2019   | 6,500                     | 3            | 3.1, 3.2                          |
| 2019-2020   | 7,000                     | 3            | 3.1, 3.2                          |

**In-Home Respite**

**Unit of Service = 1 Hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 1,900                     | 3            | 3.1, 3.2                          |
| 2017-2018   | 2,000                     | 3            | 3.1, 3.2                          |
| 2018-2019   | 2,100                     | 3            | 3.1, 3.2                          |
| 2019-2020   | 2,100                     | 3            | 3.1, 3.2                          |

**Registry**

**Unit of Service = 1 Hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 11,000                    | 3            | 3.1, 3.2                          |
| 2017-2018   | 11,000                    | 3            | 3.1, 3.2                          |
| 2018-2019   | 10,500                    | 3            | 3.1, 3.2                          |

<sup>6</sup> Other Supportive Services: Visiting (In-Home) now includes telephoning (See Area Plan budget).

|           |       |   |          |
|-----------|-------|---|----------|
| 2019-2020 | 9,500 | 3 | 3.1, 3.2 |
|-----------|-------|---|----------|

**Telephone Reassurance**

**Unit of Service 1 Contact**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 63,000                    | 3            | 3.1, 3.2                          |
| 2017-2018   | 63,000                    | 3            | 3.1, 3.2                          |
| 2018-2019   | 63,000                    | 3            | 3.1, 3.2                          |
| 2019-2020   | 63,000                    | 3            | 3.1, 3.2                          |

**Senior Center Activities**

**Unit of Service = 1 Hour**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2016-2017   | 110,000                   | 3            | 3.1, 3.2                          |
| 2017-2018   | 100,000                   | 3            | 3.1, 3.2                          |
| 2018-2019   | 95,000                    | 3            | 3.1, 3.2                          |
| 2019-2020   | 85,500                    | 3            | 3.1, 3.2                          |

**Instructions for Title III D /Health Promotion and Medication Management:** List number of contacts for unit of service being performed to fulfill the service unit requirement. If Title III D Health Promotion funds are designated to support Title III C Nutrition Education and/or Nutrition Counseling services, report the service units under Title III C NAPIS 9. Nutrition Counseling and/or NAPIS 12. Nutrition Education. Add an objective under Title III D Nutrition Education to identify if Title III D funds are used to pay for Title III C Nutrition Education service units.

- **Service Activity:** List all the specific allowable service activities provided in the definition of Title III D/Health Promotion in the CDA Service Categories and Data Dictionary, i.e., health risk assessments; routine health screening; nutrition counseling/education services; evidence-based health promotion; physical fitness, group exercise, music, art therapy, dance movement and programs for multigenerational participation; home injury control services; screening for the prevention of depression and coordination of other mental health services; gerontological and social service counseling; and education on preventive health services. Primary activities are normally on a one-to-one basis; if done as a group activity, each participant shall be counted as one contact unit.

**16. Title III D Health Promotion**

**Unit of Service = 1 contact**

**Service Activities: Physical Fitness/Nutrition Education/Medication Management**

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

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2016-2017   | 4,100                     | 1            | 1.1                              |
| 2017-2018   | 5,466                     | 1            | 1.1                              |
| 2018-2019   | 5,466                     | 1            | 1.1                              |
| 2019-2020   | 9,000                     | 1            | 1.1                              |

**TITLE III B and Title VII A:**

**LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES**

**2016–2020 Four-Year Planning Cycle**

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

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

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

Complete all Measures and Targets for Outcomes 1-3.

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

**Measures and Targets:**

**A. Complaint Resolution Rate (AoA Report, Part I.E, Actions on Complaints)**

The average California complaint resolution rate for FY 2013-2014 was 73%.

|   |
|---|
| 1. FY 2014-2015 Baseline Resolution Rate: <b>67%</b><br>Number of complaints resolved <b>4,305</b> + Number of partially resolved complaints <b>658</b> divided by the Total Number of Complaints Received <b>7,463</b> = Baseline Resolution Rate <b>67%</b><br>FY 2016-17 Target Resolution Rate <b>65%</b> |
| 2. FY 2015-2016 Baseline Resolution Rate: <b>57%</b> Number of complaints resolved <b>3,955</b> + Number of partially resolved complaints <b>679</b> divided by the Total Number of Complaints Received <b>8,202</b> = Baseline Resolution Rate <b>57%</b><br>FY 2017-18 Target Resolution Rate <b>57%</b>    |
| 3. FY 2016-2017 Baseline Resolution Rate: <b>52</b><br>Number of complaints resolved <b>3957</b> + Number of partially resolved complaints <b>884</b> divided by the Total Number of Complaints Received <b>9376</b> = Baseline Resolution Rate <b>52%</b><br>FY 2018-19 Target Resolution Rate <b>52%</b>    |
| 4. FY 2017-2018 Baseline Resolution Rate: <b>46%</b><br>Number of complaints resolved <b>3120</b> + Number of partially resolved complaints <b>816</b> divided by the Total Number of Complaints Received <b>8564</b> = Baseline Resolution Rate <b>46%</b><br>FY 2019-20 Target Resolution Rate <b>46%</b>   |

Program Goals and Objective Numbers: **Goal 2. Objective 2.2**

**B. Work with Resident Councils** (AoA Report, Part III.D.8)

|   |
|---|
| 1. FY 2014-2015 Baseline: number of Resident Council meetings attended <b><u>143</u></b> FY 2016-2017 Target: <b><u>150</u></b> |
| 2. FY 2015-2016 Baseline: number of Resident Council meetings attended <b><u>143</u></b> FY 2017-2018 Target: <b><u>143</u></b> |
| 3. FY 2016-2017 Baseline: number of Resident Council meetings attended <b><u>172</u></b> FY 2018-2019 Target: <b><u>120</u></b> |
| 4. FY 2017-2018 Baseline: number of Resident Council meetings attended <b><u>86</u></b> FY 2019-2020 Target: <b><u>80</u></b>   |
| Program Goals and Objective Numbers: <b><u>Goal 2. Objective 2.2</u></b>  |

**C. Work with Family Councils** (AoA Report, Part III.D.9)

|  |
|--|
| 1. FY 2014-2015 Baseline number of Family Council meetings attended <b><u>5</u></b> FY 2016-2017 Target: <b><u>5</u></b> |
| 2. FY 2015-2016 Baseline number of Family Council meetings attended <b><u>3</u></b> FY 2017-2018 Target: <b><u>3</u></b> |
| 3. FY 2016-2017 Baseline number of Family Council meetings attended <b><u>6</u></b> FY 2018-2019 Target: <b><u>4</u></b> |
| 4. FY 2017-2018 Baseline number of Family Council meetings attended <b><u>4</u></b> FY 2019-2020 Target: <b><u>4</u></b> |
| Program Goals and Objective Numbers: <b><u>Goal 2. Objective 2.2</u></b>   |

**D. Consultation to Facilities** (AoA Report, Part III.D.4) Count of instances of ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

|  |
|--|
| 1. FY 2014-2015 Baseline: number of consultations <b><u>358</u></b> FY 2016-2017 Target: <b><u>350</u></b> |
| 2. FY 2015-2016 Baseline: number of consultations <b><u>422</u></b> FY 2017-2018 Target: <b><u>358</u></b> |
| 3. FY 2016-2017 Baseline: number of consultations <b><u>524</u></b> FY 2018-2019 Target: <b><u>400</u></b> |
| 4. FY 2017-2018 Baseline: number of consultations <b><u>483</u></b> FY 2019-2020 Target: <b><u>400</u></b> |
| Program Goals and Objective Numbers: <b><u>Goal 2. Objective 2.2</u></b>                                   |

**E. Information and Consultation to Individuals** (AoA Report, Part III.D.5) Count of instances of ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

|  |
|--|
| 1. FY 2014-2015 Baseline: number of consultations <b><u>1,599</u></b> FY 2016-2017 Target: <b><u>1,500</u></b> |
| 2. FY 2015-2016 Baseline: number of consultations <b><u>1,739</u></b> FY 2017-2018 Target: <b><u>1,599</u></b> |

|  |
|--|
| 3. FY 2016-2017 Baseline: number of consultations <u>2,179</u> FY 2018-2019 Target: <u>1,800</u> |
| 4. FY 2017-2018 Baseline: number of consultations <u>2,535</u> FY 2019-2020 Target: <u>2,000</u> |
| Program Goals and Objective Numbers: <u>Goal 2. Objective 2.2</u>                                |

**F. Community Education** (AoA Report, Part III.D.10) LTC Ombudsman Program participation in **F. Community Education** (AoA Report, Part III.D.10) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants.

|  |
|--|
| 1. FY 2014-2015 Baseline: number of sessions <u>16</u> FY 2016-2017 Target: <u>7</u> |
| 2. FY 2015-2016 Baseline: number of sessions <u>4</u> FY 2017-2018 Target: <u>5</u>  |
| 3. FY 2016-2017 Baseline: number of sessions <u>23</u> FY 2018-2019 Target: <u>5</u> |
| 1. FY 2017-2018 Baseline: number of sessions <u>4</u> FY 2019-2020 Target: <u>4</u>  |
| Program Goals and Objective Numbers: <u>Goal 2. Objective 2.2</u>                    |

**G. Systems Advocacy**

In the box below, in narrative format, provide at least one new priority systemic advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. If the systemic advocacy effort is a multi-year initiative, provide a systemic advocacy objective that explains progress made in the initiative during the prior fiscal year and identifies specific steps to be taken during the upcoming fiscal year. A new effort or a statement of progress made and goals for the upcoming year must be entered each year of the four-year cycle.

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

Enter information in the box below.

**Systemic Advocacy Effort(s):** Provide consultation, training, and or resource materials to hospital discharge planners and social workers on a resident’s rights to return to the nursing home or assisted living after acute hospitalization. To combat illegal eviction via patient/resident dumping at the acute hospitals and reduce transfer trauma.



**Outcome 2. Residents have regular access to an Ombudsman. [(OAA Section 712(a)(3)(D), (5)(B)(ii))]**

**Measures and Targets:**

**A. Facility Coverage (other than in response to a complaint), (AoA Report, Part III.D.6)**

Percentage of nursing facilities within the PSA that were visited by an ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

|   |
|---|
| 1. FY 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <b>124</b> divided by the total number of Nursing Facilities <b>254</b> = Baseline <b>49%</b> FY 2016-2017 Target: <b>49%</b> |
| 2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <b>174</b> divided by the total number of Nursing Facilities <b>251</b> = Baseline <b>69%</b> FY 2017-2018 Target: <b>59%</b> |
| 3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <b>184</b> divided by the total number of Nursing Facilities <b>250</b> = Baseline <b>74%</b> FY 2018-2019 Target: <b>60%</b> |
| 4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <b>134</b> divided by the total number of Nursing Facilities <b>250</b> = Baseline <b>54%</b> FY 2019-2020 Target: <b>50%</b> |
| Program Goals and Objective Numbers: <b><u>Goal 2. Objective 2.2</u></b>  |

**B. Facility Coverage (other than in response to a complaint) (AoA Report, Part III.D.6)**

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

|  |
|--|
| 1. FY 2014-2015 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <b>48</b> divided by the total number of RCFEs <b>814</b> = Baseline <b>6%</b> FY 2016-2017 Target: <b>6%</b>   |
| 2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <b>75</b> divided by the total number of RCFEs <b>782</b> = Baseline <b>9.6%</b> FY 2017-2018 Target: <b>7%</b> |
| 3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <b>74</b> divided by the total number of RCFEs <b>795</b> = Baseline <b>9.3%</b> FY 2018-2019 Target: <b>7%</b> |

4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 53 divided by the total number of RCFEs 780 = Baseline 7% FY 2019-2020 Target: 5 %

Program Goals and Objective Numbers: **Goal 2. Objective 2.2**

**C. Number of Full-Time Equivalent (FTE) Staff** (AoA Report Part III. B.2. - Staff and Volunteers)

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

1. FY 2014-2015 Baseline: 11.42 FTEs FY 2016-2017 Target: 16 FTEs

2. FY 2015-2016 Baseline: 13.5 FTEs FY 2017-2018 Target: 11 FTEs

3. FY 2016-2017 Baseline: 11.19 FTEs FY 2017-2018 Target: 11 FTEs

4. FY 2017-2018 Baseline: 11.42 FTEs FY 2019-2020 Target: 9.5 FTEs

Program Goals and Objective Numbers: **Goal 2. Objective 2.2**

**D. Number of Certified LTC Ombudsman Volunteers** (AoA Report Part III. B.2. – Staff and Volunteers)

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers 58  
FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers 60

2. 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers 59  
FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers 60

3. 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers 56  
FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers 55

4. 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers 52  
FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers 52

**Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA Section 712(c)]**

**Measures and Targets:**

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

- Having Ombudsman Program staff and volunteers regularly attend NORS Consistency Training; Hiring additional staff to enter data; Updating computer equipment to make data entry easier; Initiating a case review process to ensure case entry is completed in a timely manner

**The program will incorporate NORS consistency trainings in the certification training.**

**TITLE VIIA ELDER ABUSE PREVENTION**  
**SERVICE UNIT PLAN OBJECTIVES**

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

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

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

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

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

- **Public Education Sessions** –Indicate the total number of projected education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** –Indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Caregivers Served by Title III E** –Indicate the total number of projected training sessions for unpaid family caregivers who are receiving services under Title III E of the Older Americans Act (OAA) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. OAA 302(3) 'Family caregiver' means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.
- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** –Indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers, and other agencies involved in the protection of elder and dependent adults from abuse, neglect, and exploitation.
- **Educational Materials Distributed** –Indicate the type and number of educational materials to be distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.

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

### TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is: WISE & Healthy Aging

| Fiscal Year | Total # of Public Education Sessions |
|-------------|--------------------------------------|
| 2016-2017   | 25                                   |
| 2017-2018   | 25                                   |
| 2018-2019   | 15                                   |
| 2019-2020   | 15                                   |

| Fiscal Year | Total # of Training Sessions for Professionals |
|-------------|--|
| 2016-2017   | 10   |
| 2017-2018   | 10   |
| 2018-2019   | 20   |
| 2019-2020   | 20   |

| Fiscal Year | Total # of Training Sessions for Caregivers served by Title III E |
|-------------|---|
| 2016-2017   | 0   |
| 2017-2018   | 0   |
| 2018-2019   | 0   |
| 2019-2020   | 0   |

| Fiscal Year | Total # of Hours Spent Developing a Coordinated System |
|-------------|--|
| 2016-2017   | 500  |
| 2017-2018   | 500  |
| 2018-2019   | 500  |
| 2019-2020   | 500  |

| Fiscal Year | Total # of Copies of Educational Materials to be Distributed | Description of Educational Materials                           |
|-------------|--|--|
| 2016-2017   | 2,000  |  |
|             |  |  |
| 2017-2018   | 2,000  |  |
|             |  |  |
| 2018-2019   | 2,000  |  |
|             |  |  |
| 2019-2020   | 2,000  | Elder Justice Resource Guides, Mandatory Reporting Flow Charts |
|             |  |  |
|             |  |  |

| <b>Fiscal Year</b> | <b>Total Number of Individuals Served</b> |
|--------------------|---|
| 2016-2017          | 2,000                                     |
| 2017-2018          | 2,000                                     |
| 2018-2019          | 2,000                                     |
| 2019-2020          | 2,000                                     |

**TITLE III E SERVICE UNIT PLAN OBJECTIVES**  
**CCR Article 3, Section 7300(d)**

**2012–2016 Four-Year Planning Period**

This Service Unit Plan (SUP) utilizes the five broad federally-mandated service categories defined in PM 11-11. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 1, 2011 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

**Direct and/or Contracted III E Services**

| <b>CATEGORIES</b>                                       | <b>1</b>   | <b>2</b>                             | <b>3</b>                                      |
|---|--|--------------------------------------|---|
| <b>Family Caregiver Services<br/>Caring for Elderly</b> | <b><i>Proposed</i><br/>Units of Service</b>                      | <b><i>Required</i><br/>Goal #(s)</b> | <b><i>Optional</i><br/>Objective<br/>#(s)</b> |
| <b>Information Services</b>                             | <b># of activities and<br/>Total est. audience for above</b>     |                                      |   |
| 2016-2017   | # of activities: 1,400<br>Total est. audience for above: 100,000 | 3                                    | 3.1, 3.2                                      |
| 2017-2018   | # of activities: 1,400<br>Total est. audience for above: 100,000 | 3                                    | 3.1, 3.2                                      |
| 2018-2019   | # of activities: 2,000<br>Total est. audience for above: 100,000 | 3                                    | 3.1, 3.2                                      |
| 2019-2020   | # of activities: 4500<br>Total est. audience for above: 100,000  | 3                                    | 3.1, 3.2                                      |
| <b>Access Assistance</b>                                | <b>Total contacts</b>  |                                      |   |
| 2016-2017   | 9,420  | 3                                    | 3.1, 3.2                                      |
| 2017-2018   | 9,500  | 3                                    | 3.1, 3.2                                      |
| 2018-2019   | 10,000   | 3                                    | 3.1, 3.2                                      |
| 2019-2020   | 18,000   | 3                                    | 3.1, 3.2                                      |
| <b>Support Services</b>                                 | <b>Total hours</b>   |                                      |   |
| 2016-2017   | 18,000   | 3                                    | 3.1, 3.2                                      |
| 2017-2018   | 18,500   | 3                                    | 3.1, 3.2                                      |
| 2018-2019   | 19,000   | 3                                    | 3.1, 3.2                                      |

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|                              |                          |   |          |
|------------------------------|--------------------------|---|----------|
| 2019-2020                    | 19,000                   | 3 | 3.1, 3.2 |
| <b>Respite Care</b>          | <b>Total hours</b>       |   |          |
| 2016-2017                    | 26,500                   | 3 | 3.1,3.2  |
| 2017-2018                    | 27,000                   | 3 | 3.1,3.2  |
| 2018-2019                    | 27,500                   | 3 | 3.1,3.2  |
| 2019-2020                    | 25,000                   | 3 | 3.1,3.2  |
| <b>Supplemental Services</b> | <b>Total occurrences</b> |   |          |
| 2016-2017                    | 1,500                    | 3 | 3.1,3.2  |
| 2017-2018                    | 1,350                    | 3 | 3.1,3.2  |
| 2018-2019                    | 1,350                    | 3 | 3.1,3.2  |
| 2019-2020                    | 1,200                    | 3 | 3.1,3.2  |



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**Direct and/or Contracted III E Services**

| <b>Grandparent Services<br/>Caring for Children</b> | <b>Proposed<br/>Units of Service</b>                         | <b>Required<br/>Goal #(s)</b> | <b>Optional<br/>Objective #(s)</b> |
|---|--|-------------------------------|------------------------------------|
| <b>Information Services</b>                         | <b># of activities and<br/>Total est. audience for above</b> |                               |                                    |
| 2016-2017   | # of activities: 50<br>Total est. audience for above: 500    | 3                             | 3.1, 3.2                           |
| 2017-2018   | # of activities: 50<br>Total est. audience for above: 500    | 3                             | 3.1, 3.2                           |
| 2018-2019   | # of activities: 60<br>Total est. audience for above: 500    | 3                             | 3.1, 3.2                           |
| 2019-2020   | # of activities: 60<br>Total est. audience for above: 500    | 3                             | 3.1, 3.2                           |
| <b>Access Assistance</b>                            | <b>Total contacts</b>  |                               |                                    |
| 2016-2017   | 1,000  | 3                             | 3.1,3.2                            |
| 2017-2018   | 1,000  | 3                             | 3.1,3.2                            |
| 2018-2019   | 1,100  | 3                             | 3.1,3.2                            |
| 2019-2020   | 2,700  | 3                             | 3.1,3.2                            |
| <b>Support Services</b>                             | <b>Total hours</b>   |                               |                                    |
| 2016-2017   | 5,000  | 3                             | 3.1,3.2                            |
| 2017-2018   | 5,000  | 3                             | 3.1,3.2                            |
| 2018-2019   | 5,200  | 3                             | 3.1,3.2                            |
| 2019-2020   | 5,200  | 3                             | 3.1,3.2                            |
| <b>Respite Care</b>                                 | <b>Total hours</b>   |                               |                                    |
| 2016-2017   | 400  | 3                             | 3.1,3.2                            |
| 2017-2018   | 500  | 3                             | 3.1,3.2                            |
| 2018-2019   | 500  | 3                             | 3.1,3.2                            |
| 2019-2020   | 400  | 3                             | 3.1,3.2                            |
| <b>Supplemental Services</b>                        | <b>Total occurrences</b>                                     |                               |                                    |
| 2016-2017   | 20   | 3                             | 3.1,3.2                            |
| 2017-2018   | 18   | 3                             | 3.1,3.2                            |
| 2018-2019   | 10   | 3                             | 3.1,3.2                            |
| 2019-2020   | 15   | 3                             | 3.1,3.2                            |

**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) <sup>6</sup>**

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List all SCSEP monitor sites (contract or direct) where the AAA provides SCSEP enrollment services within the PSA (Do not list host agencies)

Enrollment Location #1

|   |
|---|
| Enrollment Location/Name (AAA office, One Stop, Agency, etc.):<br>Antelope Valley America's Job Center of California  |
| Street Address: 1420 West Avenue I, Lancaster, CA 93534   |
| Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):<br><u>Paid Staff</u><br>Mayra Martinez, Case Manager<br>Greg Kendrick, Payroll |
| Number of paid staff: 2      Number of participant staff : 0  |
| How many participants are served at this site? 25   |

Enrollment Location #2

|  |
|--|
| Enrollment Location/Name (AAA office, One Stop, Agency, etc.):<br>Pomona Valley America's Job Center of California   |
| Street Address: 264 East Monterey Avenue, Pomona, CA 91767   |
| Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):<br><u>Paid Staff</u><br>Kimberly Escoto, Case Manager<br>Martha Amador, Payroll |
| Number of paid staff: 2      Number of participant staff : 0   |
| How many participants are served at this site? 26  |

Enrollment Location #3

|  |
|--|
| Enrollment Location/Name (AAA office, One Stop, Agency, etc.):<br>Southeast LA AJCC  |
| Street Address: 2677 Zoe Avenue, 2 <sup>nd</sup> Floor, Huntington Park, CA 90255  |
| Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):<br><u>Paid Staff</u><br>Carmen Arce, Case Manager<br>Adrian Lucatero, Payroll |
| Number of paid staff: 2      Number of participant staff : 0   |
| How many participants are served at this site? 32  |

<sup>6</sup> If not providing Title V, enter PSA number followed by "Not providing"

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**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)  
SERVICE UNIT PLAN  
CCR Article 3, Section 7300(d)**

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

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

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

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

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

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

AAA’s should demonstrate progress toward meeting or improving on the Performance requirements

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established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at:

<https://www.aging.ca.gov/ProgramsProviders/AAA/Planning/>

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

**HICAP Legal Services Units of Service (if applicable)<sup>7</sup>**

| <b>Fiscal Year (FY)</b> | <b>3.1 Estimated Number of Clients Represented Per FY (Unit of Service)</b> | <b>Goal Numbers</b> |
|-------------------------|---|---------------------|
| 2016-2017               | 300   | 3                   |
| 2017-2018               | 300   | 3                   |
| 2018-2019               | 300   | 3                   |
| 2019-2020               | 300   | 3                   |

| <b>Fiscal Year (FY)</b> | <b>3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)</b> | <b>Goal Numbers</b> |
|-------------------------|--|---------------------|
| 2016-2017               | 350  | 3                   |
| 2017-2018               | 350  | 3                   |
| 2018-2019               | 300  | 3                   |
| 2019-2020               | 300  | 3                   |

| <b>Fiscal Year (FY)</b> | <b>3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)</b> | <b>Goal Numbers</b> |
|-------------------------|--|---------------------|
| 2016-2017               | 200  | 3                   |
| 2017-2018               | 200  | 3                   |
| 2018-2019               | 150  | 3                   |
| 2019-2020               | 150  | 3                   |

<sup>7</sup>

<sup>7</sup> Requires a contract for using HICAP funds to pay for HICAP Legal Services.

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**SECTION 14**

**NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**

**SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**

**PSA 19**

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

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

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

Check applicable direct services

Check each applicable Fiscal Year

| <b>Title III B</b>   | <b>16-17</b>                        | <b>17-18</b>                        | <b>18-19</b>                        | <b>19-20</b>                        |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> Information and Assistance | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Case Management                       | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> Outreach                   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Program Development                   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <input type="checkbox"/> Coordination                          | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <input type="checkbox"/> Long-Term Care Ombudsman              | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

| <b>Title III D</b>  | <b>16-17</b>             | <b>17-18</b>             | <b>18-19</b>             | <b>19-20</b>             |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> Disease Prevention and Health Promo. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| <b>Title III E<sup>10</sup></b>                          | <b>16-17</b>                        | <b>17-18</b>                        | <b>18-19</b>                        | <b>19-20</b>                        |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> Information Services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Access Assistance    | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Support Services     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

| <b>Title VII A</b>                                | <b>16-17</b>             | <b>17-18</b>             | <b>18-19</b>             | <b>19-20</b>             |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> Long-Term Care Ombudsman | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| <b>Title VII</b>   | <b>16-17</b>             | <b>17-18</b>             | <b>18-19</b>             | <b>19-20</b>             |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> Prevention of Elder Abuse, Neglect and Exploitation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

The Los Angeles (LA) County AAA conducts ongoing outreach activities in communities throughout the County to ensure that under-served, low-income, Limited English Proficient, and minority populations are aware of the services available to them. The LA County InfoVans and the Information and Referral Specialists play an integral part in our continuous efforts to inform the public about our services. Staff attends cultural celebrations, health fairs, community forums as well as other activities to reach targeted populations and distribute information on available services.

In addition, as part of the LA Found Initiative, staff will be issuing, consulting and educating caregivers on the tracking bracelets to assist caregivers with locating their loved ones if they go missing. It will help caregivers reduce the daily ongoing stress and burnout that occurs when taking care of an individual with a cognitive impairment who wanders.

Also, continued collaboration with the LA City Department of Aging and other county departments play a role in outreaching to the population we serve and helping them to have access to quality care.

<sup>10</sup> Refer to PM 11-11 for definitions of Title III E categories.

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**SECTION 15**  
**REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICE**

Older Americans Act, Section 307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

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

**Identify Service Category: Family Caregiver Support Program (FCSP) – Supplemental Services**

Check applicable funding source:<sup>11</sup>

- III B
- III C-1
- III C-2
- Nutrition Education
- III E
- VII A
- HICAP

Request for Approval Justification:

- Necessary to Assure an Adequate Supply of Service OR
- More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

- 2016-17
- 2017-18
- 2018-19
- 2019-20

**Justification:** Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service<sup>12</sup>:

On September 5, 2018, Los Angeles County Supervisor Hahn, in collaboration with WDACS, Los Angeles County Sheriff's Department and the Department of Mental Health and other county departments, launched the newly rebranded *LA Found Initiative* and the Project Lifesaver Pilot. The pilot provides a tracking bracelet to 130 low income individuals and equipment for the Los Angeles Sheriff's Department Mental Evaluation Team (MET) to track individuals and quickly locate individuals when they become lost. The Project Lifesaver Pilot provides caregivers and families some peace of mind by providing an additional method of safely locating their loved one if they go missing.

Issuance of additional tracking bracelets for older adults as part of FCSP supplemental services allows AAA the opportunity to provide a service to caregivers that currently is not provided countywide by any other agency. It will help caregivers reduce the daily ongoing stress and burnout that occurs when taking care of an individual with a cognitive impairment who wanders. Individuals wearing a device have a higher likelihood of being found quicker, therefore, reducing the potential for injury or death for the older adult and reducing costs in healthcare for the recipient and caregiver undergoing that situation.

<sup>11</sup> Section 15 does not apply to Title V (SCSEP).

<sup>12</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs are in agreement.



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**SECTION 16**  
**GOVERNING BOARD**

**SECTION 16 - GOVERNING BOARD**

**PSA 19**

**GOVERNING BOARD MEMBERSHIP  
2016-2020 Four-Year Area Plan Cycle**

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

**Total Number of Board Members: 5**

**Name and Title of Officers:**

**Office Term Expires:**

|   |               |
|---|---------------|
| Janice Hahn – Chair of the Board of Supervisors | December 2020 |
|   |               |
|   |               |
|   |               |
|   |               |

**Names and Titles of All Members:**

**Board Term Expires:**

|  |               |
|--|---------------|
| Hilda L. Solis - 1st District Supervisor     | December 2022 |
| Mark Ridley-Thomas - 2nd District Supervisor | December 2020 |
| Sheila Kuehl - 3rd District Supervisor       | December 2022 |
| Janice Hahn - 4th District Supervisor        | December 2020 |
| Kathryn Barger - 5th District Supervisor     | December 2020 |
|  |               |
|  |               |
|  |               |

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**SECTION 17**  
**ADVISORY COUNCIL**

**ADVISORY COUNCIL MEMBERSHIP  
 2016-2020 Four-Year Planning Cycle  
 Updated June 28, 2018**

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45 CFR, Section 1321.57  
 CCR Article 3, Section 7302(a)(12)

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Total Council Membership (include vacancies) 50

Number of Council Members over age 60 32

% of PSA's

|                                | <u>60+Population</u> | <u>% on<br/>Advisory Council</u> |
|--------------------------------|----------------------|----------------------------------|
| <b>Race/Ethnic Composition</b> |                      |                                  |
| White                          | <u>59.3%</u>         | <u>40.0%</u>                     |
| Hispanic (of any race)         | <u>29.9%</u>         | <u>17.5%</u>                     |
| Black                          | <u>9.2%</u>          | <u>30.0%</u>                     |
| Asian/Pacific Islander         | <u>18.4%</u>         | <u>10.0%</u>                     |
| Native American/Alaskan Native | <u>.5%</u>           | <u>2.5%</u>                      |
| Other/Two or more races        | <u>12.5%</u>         | <u>0.0%</u>                      |

**Name and Title of Officers:**

**Office Term Expires:**

|   |          |
|---|----------|
| Diana Love, President                             | 06.30.19 |
| Helen Romero Shaw, 1 <sup>st</sup> Vice President | 06.30.19 |
| Paul Jhin, 2 <sup>nd</sup> Vice President         | 06.30.19 |
| Tanya Witt, Secretary                             | 06.30.19 |
| Arlene Okamoto, Fiscal Officer                    | 06.30.19 |

**Name and Title of other members:**

**Office Term Expires:**

|                       |          |
|-----------------------|----------|
| Estelle Beaver-Thomas | 06.30.19 |
| Margaret Belton       | 06.30.19 |
| Robert Boller         | 06.30.21 |
| Kim M Bowman          | 06.30.20 |
| Marva Cooper Bell     | 06.30.21 |
| Alice Craft           | 06.30.21 |
| Gene Dorio            | 06.30.21 |
| Jerry Gaines          | 06.30.21 |

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|                     |          |
|---------------------|----------|
| Ruth Gonzales       | 06.30.21 |
| Yolanda J. Gorman   | 06.30.21 |
| Raymond Hall        | 06.30.19 |
| Oleeta Igar         | 06.30.21 |
| Paul Kyo Jhin       | 06.30.20 |
| Diana Love          | 06.30.21 |
| Cathy McClure       | 06.30.19 |
| Gayle McKinney      | 06.30.21 |
| Barbara Meltzer     | 06.30.20 |
| Irene Mendoza       | 06.30.19 |
| Peter Mezza         | 06.30.21 |
| Sheila Moore        | 06.30.19 |
| Michael Neely       | 06.30.19 |
| Arlene Okamoto      | 06.30.21 |
| Elizabeth Payne     | 06.30.21 |
| Kiera Pollock       | 06.30.21 |
| Carmen Reyes        | 06.30.19 |
| Mary Alice Sedillo  | 06.30.19 |
| Helen Romero Shaw   | 06.30.21 |
| Joshua Sneed        | 06.30.21 |
| Arvis Spriggs       | 06.30.21 |
| Patricia Stanyo     | 06.30.21 |
| Dancingwater Taylor | 06.30.21 |
| Lavada Theus        | 06.30.19 |
| Elvia Torres        | 06.30.20 |
| Charles Treviño     | 06.30.20 |
| Sandra Tung         | 06.30.20 |
| Maria Wiest         | 06.30.20 |
| Tanya Witt          | 06.30.21 |
| Richard Wolfe       | 06.30.20 |

|                   |             |             |
|-------------------|-------------|-------------|
| [Type here]       | [Type here] | [Type here] |
| Candace Yee       |             | 06.30.21    |
| Sylvia Youngblood |             | 06.30.19    |

Indicate which member(s) represent each of the “Other Representation” categories listed below.

|   | Yes                                 | No                       |
|---|-------------------------------------|--------------------------|
| Low Income Representative   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Disabled Representative   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Supportive Services Provider Representative                             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Health Care Provider Representative                                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Family Caregiver Representative   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Local Elected Officials   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Individuals with Leadership Experience in Private and Voluntary Sectors | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Explain any "No" answer(s):

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

25 Commissioners are appointed by the Board of Supervisors and 25 Commissioners are elected by the Advisory Council at large.

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**SECTION 18**  
**LEGAL ASSISTANCE**

**2016-2020 Four-Year Area Planning Cycle**


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This section must be completed and submitted with the Four-Year Area Plan. Any changes to this Section must be documented on this form and remitted with Area Plan Updates.<sup>13</sup>

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

Our purpose is to provide support services that will enable our older adults, informal caregivers, and adults with disabilities to maintain their independence, improve their quality of life, and prevent abuse and neglect through collaborative intervention, which includes contracted legal services. Our purpose is also to improve and protect the lives of Los Angeles County's diverse older adults, informal caregivers, and adults with disabilities through advocacy, coordination, and education.

2. Based on your local needs assessment, what percentage of Title III B funding is allocated to Legal Services? 5%
3. Specific to legal services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

The local level of need for legal services has grown in the past four years as appointment schedules for legal services at senior centers are frequently booked weeks in advance. Our legal services provider, Bet Tzedek, has reported receiving more cases involving elder abuse, including financial elder abuse and real estate title fraud through forgery, undue influence, and diminished capacity experienced by older adults.

The foreclosure crisis has significantly abated since its peak in 2010-2012, but the devastating effects are still being experienced by a number of communities throughout the County of Los Angeles. Bet Tzedek continues its foreclosure efforts such as evaluating eligibility for loan modifications, and advocating with banks and government programs to obtain loan modifications, postpone sales, rescind wrongful foreclosures, or to obtain other forms of assistance. Eviction from affordable housing units due to expiring regulatory agreements between buildings' owners and government financing is another development in recent years. Bet Tzedek has also reported seeing an increase in landlords terminating Section 8 tenancies, including elderly tenants. In addition, there has been an increase in the number of older adults with income tax disputes. To alleviate the issue, Bet Tzedek provides tax controversy and tax debt-reduction representation to AAA clients.

An increase in intergenerational family households has also contributed to the consistent increase in legal issues involving kinship care and informal caregiving arrangements. Bet Tzedek has represented undocumented immigrant youth in order to have their grandparents or other older adult relative caregiver appointed as their legal guardians in probate court.

The AAA anticipates that as the older adult population continues to increase, the need for legal services will increase as well. The level of funding as remained relatively stable in the past four years.

<sup>13</sup> For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or [COkwuosa@aging.ca.gov](mailto:COkwuosa@aging.ca.gov)



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

The AAA Legal Services Statement of Work (SOW) specifies that the LSP is expected to follow all applicable Older Americans Act requirements, standards established by the California Department of Aging, and County of Los Angeles Workforce Development, Aging and Community Services (WDACS) Program Memoranda/Directives, which includes the California Statewide Guidelines.

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

Priorities are identified based on the most common legal issues facing AAA clients. The top four (4) priority legal issues in the County of Los Angeles are as follows:

- Government Benefits: This includes assistance with Social Security, SSI, In-Home Supportive Services, and healthcare.
- Housing/Utilities: This includes tenants' rights, real property (including home equity fraud and foreclosures), and utilities.
- Protective Services/Elder Abuse/Defense against Conservatorship: This includes assistance with conservatorship issues, restraining orders, exploitation, and advance planning/autonomy/advance directives.
- Consumer: Older adults consult with Bet Tzedek on debtors' rights issues and harassment by creditors, consumer scams, and identity theft issues.

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

The AAA has identified the target population to be older adults with the greatest economic or social needs. Subsequently, Bet Tzedek targets services to those with the greatest economic or social needs. Specific to legal services, greatest economic needs result from an income level at or below the current official Federal Poverty Guideline amounts. Greatest social needs are caused by non-economic factors, which include: physical and mental disabilities, language barriers, and cultural, social or geographical isolation, including isolation caused by race or ethnicity, sexual orientation or gender identify, or housing status or mobility issues that restricts the ability of an individual to perform normal daily tasks or threatens the capacity of an individual to live independently.

Several mechanisms are used for reaching the target population. This includes scheduling appointments in advance, providing on site services at locations where older adults congregate, conducting follow up sessions at locations convenient to the older adult, and preparing advance planning clinics.

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

The targeted senior population is age 60 or older with the greatest economic or social need, as identified above. AAA legal services are provided through Bet Tzedek's offices on Wilshire Boulevard and various community and senior centers located throughout the County of Los Angeles. In addition to regular appointments, advance planning clinics and other services are provided on an as needed basis in some of the centers. Extensive outreach efforts to reach the target population are conducted, which is further described in #10 below.

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

| Fiscal Year | # of Legal Assistance Services Providers |
|-------------|--|
| 2016-2017   | 1  |
| 2017-2018   | 1  |
| 2018-2019   | 1  |
| 2019-2020   | 1  |

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

Bet Tzedek has a Call Center which can be reached at (323) 939-0506. Callers are pre-screened for eligibility and type of legal need and subsequently either provided with an appointment or, where appropriate, given referrals to other community agencies.

In addition, Los Angeles County WDACS operate an Information and Referral hotline to conduct referrals and follow-up with callers who wish to be connected with supportive services, including legal assistance.

10. What methods of outreach are providers using? Discuss:

Several outreach strategies are used. In addition to one-on-one legal consultations, Bet Tzedek hosts several workshops, trainings, and participates in clinics, senior fairs, information sessions, and communication events sponsored by a variety of social service agencies and departments. Advance Planning Clinics are conducted at various senior centers and outreach sites to assist older adults in preparing advance health care directives and statutory wills. In addition to assisting AAA clients with SSI overpayment cases, Bet Tzedek also operates Self-Help Conservatorship Clinics in several courthouses throughout the County of Los Angeles for older adults and their caregivers. Additional outreach is also provided at the Department of Children and Family Services North facility, where a Bet Tzedek attorney assists grandparents with kinship care legal issues that involve their grandchildren.

Bet Tzedek also produces flyers and brochures on a variety of legal topics, including a distribution of several user-friendly guidebooks that are invaluable for older adults, caregivers, service providers, attorneys, social workers, and health care professionals. These resources are available in English and Spanish.

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

| Fiscal Year | Name of Provider                         | Geographic Region covered         |
|-------------|--|-----------------------------------|
| 2016-2017   | a. Bet Tzedek Legal Services<br>b.<br>c. | a. Los Angeles County<br>b.<br>c. |
| 2017-2018   | a. Bet Tzedek Legal Services<br>b.<br>c. | a. Los Angeles County<br>b.<br>c. |
| 2018-2019   | a. Bet Tzedek Legal Services<br>b.<br>c. | a. Los Angeles County<br>b.<br>c. |

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|           |  |                                   |
|-----------|--|-----------------------------------|
| 2019-2020 | a. Bet Tzedek Legal Services<br>b.<br>c. | a. Los Angeles County<br>b.<br>c. |
|-----------|--|-----------------------------------|

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

Older adults and caregivers access legal services in a variety of ways. This includes calling Bet Tzedek’s Call Center, accessing Bet Tzedek’s website, scheduling an appointment at a multipurpose senior center, or through one of the sites where Bet Tzedek provides outreach. Other access points include the medical-legal clinic that Bet Tzedek operates at St. Francis Medical Center, other clinics conducted by Bet Tzedek staff in the community (e.g., Self-Help Conservatorship Clinics at several courthouses, the Employment Rights Project Clinic, Advance Planning Clinics), DCFS North, and through Bet Tzedek’s large referral network throughout the community (e.g., ombudsmen, social workers, case managers, non-profits, social service agencies, government agencies, and local law enforcement officials).

In addition, older adults and caregivers can access legal service through WDACS Information and Referral hot line, 211, and through our community partners and providers who contract with the AAA to provide a wealth of services.

13. Identify the major types of legal issues that are handled by the TIII-B legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area):

The major types of legal issues handled by Bet Tzedek include government benefits (e.g., Social Security, SSI, Medi-Cal, IHSS, CAPI, KinGAP), California Statutory Wills, advance health care directives, consumer debt, debtors’ rights, financial elder abuse, housing issues, real estate fraud against seniors, foreclosure prevention, family caregiver rights, conservatorships, guardianships, elder abuse restraining orders, legal issues regarding care for adults with intellectual/developmental disabilities and their aging family caregivers, employment rights, income tax disputes, and small claims issues.

Additionally, through its Holocaust Survivor Services Project, Bet Tzedek see hundreds of local seniors who are Holocaust survivors. Bet Tzedek remains one of a handful of agencies in the world that offers free legal advice and assistance for survivors who are applying for reparations, pensions, and other benefits from Germany and other European countries. Bet Tzedek also integrates its Caregiver/Elder Law services into the Holocaust Survivor Services Project, providing the same wraparound services for Holocaust survivors that other seniors receive from Bet Tzedek.

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

The major legal issues handled by Bet Tzedek for Los Angeles County has not changed. However, please see #3 above for more detail.

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

The barriers to accessing legal assistance in the County of Los Angeles are the challenges associated with serving the homebound and those living alone with no support; the hurdles faced in serving the abused; overcoming cultural differences and fears of the older adult immigrant population; the difficulty of grandparents caring for grandchildren in accessing useful information;

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reaching and communicating to long term care facility residents; language barriers; and lack of access to transportation.

Overcoming these barriers is a challenge, but efforts are continuously made. Bet Tzedek makes home visits to older adults who cannot travel to service sites. Furthermore, Bet Tzedek's Caregiver and Real Estate Fraud units address many elder abuse issues common to seniors, and its Employment Rights Project assists immigrants and others, including seniors, with employment issues in the work place. In addition to having a full time staff attorney dedicated to providing assistance on kinship care issues, Bet Tzedek publishes easily accessible companion guides on its website, in English and Spanish, on a variety of subjects relevant to seniors. Staff members speak a number of languages, and Bet Tzedek draws upon its large corps of volunteers to provide additional assistance in interpreting when clients speak languages not known to staff members.

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

Bet Tzedek coordinates services and works in close collaboration with a wide variety of social service providers, legal services support centers, non-profits, senior multipurpose centers, medical providers, government agencies, and law enforcement agencies. Bet Tzedek is an active participant in the Los Angeles County Elder Abuse Forensic Center, regularly attending meetings and accepting referrals from the task force. Other partners include several dozen community agencies as well as secondary partners such as the Los Angeles Police Department, Los Angeles Sheriff's Department, Los Angeles Department of Consumer Affairs, Legal Aid Foundation of Los Angeles, Public Counsel, Adult Protective Services of Los Angeles County, the Los Angeles City Attorney's Office, the District Attorney's Office of Los Angeles County, and the Los Angeles County Superior Court. Bet Tzedek also has a massive pro bono program in partnership with major law firms which significantly leverages staff resources to serve more seniors in need. Pro bono assistance to Bet Tzedek, including private attorneys and volunteer paralegals, law students, and other community members, typically averages over 50,000 hours per year.