

Area Plan Guidance

Part II: Format and Templates

Area Plan Update

July 1, 2023 to June 30, 2024

California Department of Aging

Due May 1, 2023

Revised January 2023

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Overview

| | |
|-------------------|--|
| Purpose | Area Plan Guidance Part II: Format and Templates includes all forms referenced in Part I: Instructions and References. |
| Regulation | <p>In accordance with the Older Americans Act (OAA) Reauthorization Act of 2020, Sections 306(a) and 307(a)(1), Area Plans shall be submitted in a uniform format specified by the State Agency. The forms and templates contained in this document constitute the required Area Plan format.</p> <p>In the event of an amendment to the OAA during the Fiscal Year (FY) 2020-2024 Area Plan cycle, CDA will issue a Program Memo (PM) describing the changes and provide relevant guidance and any necessary form and template changes pertaining to the Area Plan.</p> |
| Content | <p>The following components comprise the Area Plan:</p> <ul style="list-style-type: none">• Area Plan Required Components Checklist – found in Part II.• Transmittal Letter – found in Part II.• Sections 1 – 22 (The Area Plan) as delineated in Part II.• Additional Instructions, Information and Logistics are at the end of Part I. |

2020-2024 4-YEAR AREA PLAN REQUIRED COMPONENTS CHECKLIST

To ensure all required components are included, “X” mark the far-right column boxes.
Enclose a copy of the checklist with your Area Plan: submit this form with the Area Plan due 5-1-20 only

| Section | Four-Year Area Plan Components | 4-Year Plan |
|---------|--|--------------------------|
| | Transmittal Letter – <i>must have original, ink signatures or official signature stamps-no photocopies</i> | <input type="checkbox"/> |
| 1 | Mission Statement | <input type="checkbox"/> |
| 2 | Description of the Planning and Service Area (PSA) | <input type="checkbox"/> |
| 3 | Description of the Area Agency on Aging (AAA) | <input type="checkbox"/> |
| 4 | Planning Process / Establishing Priorities | <input type="checkbox"/> |
| 5 | Needs Assessment | <input type="checkbox"/> |
| 6 | Targeting | <input type="checkbox"/> |
| 7 | Public Hearings | <input type="checkbox"/> |
| 8 | Identification of Priorities | <input type="checkbox"/> |
| 9 | Area Plan Narrative Goals and Objectives: | <input type="checkbox"/> |
| 9 | Title IIIB Funded Program Development (PD) Objectives | <input type="checkbox"/> |
| 9 | Title IIIB Funded Coordination (C) Objectives | <input type="checkbox"/> |
| 9 | System-Building and Administrative Goals & Objectives | <input type="checkbox"/> |
| 10 | Service Unit Plan (SUP) Objectives and Long-Term Care Ombudsman Outcomes | <input type="checkbox"/> |
| 11 | Focal Points | <input type="checkbox"/> |
| 12 | Disaster Preparedness | <input type="checkbox"/> |
| 13 | Priority Services | <input type="checkbox"/> |
| 14 | Notice of Intent to Provide Direct Services | <input type="checkbox"/> |
| 15 | Request for Approval to Provide Direct Services | <input type="checkbox"/> |
| 16 | Governing Board | <input type="checkbox"/> |
| 17 | Advisory Council | <input type="checkbox"/> |
| 18 | Legal Assistance | <input type="checkbox"/> |
| 19 | Multipurpose Senior Center Acquisition or Construction Compliance Review | <input type="checkbox"/> |
| 20 | Title IIIE Family Caregiver Support Program | <input type="checkbox"/> |
| 21 | Organization Chart | <input type="checkbox"/> |
| 22 | Assurances | <input type="checkbox"/> |

AREA PLAN UPDATE (APU) CHECKLIST

PSA _____

Check one: ☐ FY21-22 ☐ FY 22-23 ☒ FY 23-24

Use for APUs only

| AP Guidance Section | APU Components (To be attached to the APU) | Check if Included |
|---------------------|---|---|
| | ➤ Update/Submit A) through G) ANNUALLY: | |
| n/a | A) Transmittal Letter- (submit by email with electronic or scanned original signatures) | <input type="checkbox"/> |
| n/a | B) APU- (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 type="checkbox"/> |
| 7 | D) Public Hearings- that will be conducted | <input type="checkbox"/> |
| n/a | E) Annual Budget | <input type="checkbox"/> |
| 10 | F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes | <input type="checkbox"/> |
| 18 | G) Legal Assistance | <input type="checkbox"/> |
| | ➤ Update/Submit the following only if there has been a CHANGE or the section was not included in the 2020-2024 | Mark Changed/Not Changed (C or N/C) |
| 5 | Minimum Percentage/Adequate Proportion | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 5 | Needs Assessment | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | AP Narrative Objectives: | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • System-Building and Administration | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • Title IIIB-Funded Programs | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • Title IIIB-Transportation | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • Title IIIB-Funded Program Development/Coordination (PD or C) | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • Title IIIC-1 | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • Title IIIC-2 | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • Title IIID | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 20 | • Title IIIE-Family Caregiver Support Program | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 9 | • HICAP Program | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 12 | Disaster Preparedness | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 14 | Notice of Intent-to Provide Direct Services | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 15 | Request for Approval-to Provide Direct Services | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 16 | Governing Board | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 17 | Advisory Council | <input type="checkbox"/> C <input type="checkbox"/> N/C |
| 21 | Organizational Chart(s) | <input type="checkbox"/> C <input type="checkbox"/> N/C |

TRANSMITTAL LETTER
2020-2024 Four Year Area Plan/ Annual Update
Check one: ☐ **FY 20-24** ☐ **FY 21-22** ☐ **FY 22-23** ☒ **FY 23-24**

AAA Name: _____

PSA _____

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

1. _____
(Type Name)

Signature: Governing Board Chair ¹

Date

2. _____
(Type Name)

Signature: Advisory Council Chair

Date

3. _____
(Type Name)

Signature: Area Agency Director

Date

¹ Original signatures or official signature stamps are required.

SECTION 1. MISSION STATEMENT

At a minimum, the mission statement must include the following:

“To provide leadership in addressing issues that relate to older Californians; to develop community-based systems of care that provide services which support independence within California’s interdependent society, and which protect the quality of life of older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of services.”

SECTION 2. DESCRIPTION OF THE PLANNING AND SERVICE AREA (PSA)

SECTION 3. DESCRIPTION OF THE AREA AGENCY ON AGING (AAA)

SECTION 4. PLANNING PROCESS/ESTABLISHING PRIORITIES

SECTION 5. NEEDS ASSESSMENT

SECTION 6. TARGETING

SECTION 7. PUBLIC HEARINGS

PSA _____

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, Older Americans Act Reauthorization Act of 2020, Section 314(c)(1).

| Fiscal Year | Date | Location | Number of Attendees | Presented in languages other than English?² Yes or No | Was hearing held at a Long-Term Care Facility?³ Yes or No |
|--------------------|-------------|-----------------|----------------------------|---|---|
| 2020-2021 | | | | | |
| 2021-2022 | | | | | |
| 2022-2023 | | | | | |
| 2023-2024 | | | | | |

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.
2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?
☐ Yes. Go to question #3
☐ Not applicable, PD and/or C funds are not used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and/or C
4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services
☐ Yes. Go to question #5
☐ No, Explain:
5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.
6. List any other issues discussed or raised at the public hearing.
7. Note any changes to the Area Plan that were a result of input by attendees.

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

² AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

SECTION 8 - IDENTIFICATION OF PRIORITIES

PSA _____

(Section intentionally left blank – Refer to AP Guidance Part I for more information.)

SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES PSA _____

Goal # _____

| | | | |
|---|--|--|--------------------------------------|
| Goal: | | | |
| Rationale: | | | |
| List Objective Number(s)_____and Objective(s) [Refer to CCR Article 3, Section 7300 (c)] | Projected Start and End Dates | Title IIIB Funded PD or C⁴ | Update Status⁵ |
| | | | |

Instructions:

Duplicate the table above and fill-in as needed.

³ Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, provide an update with additional tasks.

⁴ Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA _____

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

The Service Unit Plan (SUP) uses the Older Americans Act Performance System (OAAPS) Categories and units of service. They are defined in the OAAPS State Program Report (SPR).

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

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

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

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

Homemaker (In-Home)**Unit of Service = 1 hour**

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

Chore (In-Home)**Unit of Service = 1 hour**

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

Home-Delivered Meal**Unit of Service = 1 meal**

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

Adult Day Care/ Adult Day Health (In-Home)**Unit of Service = 1 hour**

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

Case Management (Access)**Unit of Service = 1 hour**

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

Assisted Transportation (Access)**Unit of Service = 1 one-way trip**

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

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

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

Nutrition Counseling**Unit of Service = 1 hour**

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

Transportation (Access)**Unit of Service = 1 one-way trip**

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

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

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

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

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

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

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

Outreach (Access)**Unit of Service = 1 contact**

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

2. OAAPS Service Category – “Other” Title III Services

- ☐ Each **Title IIIB** “Other” service must be an approved OAAPS Program service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- ☐ Identify **Title IIIB** services to be funded that were not reported in OAAPS categories. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

Title IIIB, Other Priority and Non-Priority Supportive Services

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

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

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

Other Supportive Service Category

Unit of Service

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

3. Title IIID/Health Promotion—Evidence Based

- Provide the specific name of each proposed evidence-based program.

Unit of Service = 1 contact

Evidence-Based Program Name(s): _____
Add additional lines if needed.

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

TITLE IIIB and TITLE VII:
LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES

2020-2024 Four-Year Planning Cycle

As mandated by the Older Americans Act Reauthorization Act of 2020, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of ensuring their dignity, quality of life, and quality of care.

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

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

Complete all Measures and Targets for Outcomes 1-3;

Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. Older Americans Act Reauthorization Act of 2020, Section 712(a)(3), (5)]

Measures and Targets:

A. Complaint Resolution Rate (NORS Element CD-08) (Complaint Disposition). The average California complaint resolution rate for FY 2017-2018 was 73%.

1. FY 2018-2019 Baseline Resolution Rate:

Number of complaints resolved _____ + number of partially resolved complaints _____
 divided by the total number of complaints received _____ = Baseline Resolution Rate
 _____% FY 2020-2021 Target Resolution Rate _____%

2. FY 2019-2020 Baseline Resolution Rate:

Number of complaints partially or fully resolved _____ divided by the total number
 of complaints received _____ = Baseline Resolution Rate _____%
 FY 2021-2022 Target Resolution Rate _____%

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

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

Program Goals and Objective Numbers: _____

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

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

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

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

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

Program Goals and Objective Numbers: _____

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

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

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

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

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

Program Goals and Objective Numbers: _____

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

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

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

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

| |
|---|
| 4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____ |
| Program Goals and Objective Numbers: _____ |

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

| |
|---|
| 1. FY 2018-2019 Baseline: Number of Instances _____ FY 2020-2021 Target: _____ |
| 2. FY 2019-2020 Baseline: Number of Instances _____ FY 2021-2022 Target: _____ |
| 3. FY 2020-2021 Baseline: Number of Instances _____ FY 2022-2023 Target: _____ |
| 4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____ |
| Program Goals and Objective Numbers: _____ |

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

| |
|--|
| 1. FY 2018-2019 Baseline: Number of Sessions _____ FY 2020-2021 Target: _____ |
| 2. FY 2019-2020 Baseline: Number of Sessions _____ FY 2021-2022 Target: _____ |
| 3. FY 2020-2021 Baseline: Number of Sessions _____ FY 2022-2023 Target: _____ |
| 4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____ |
| Program Goals and Objective Numbers: _____ |

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

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

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

| |
|---|
| FY 2020-2021 |
| FY 2020-2021 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) |
| FY 2021-2022 |
| Outcome of FY 2020-2021 Efforts: FY 2021-2022 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) |
| FY 2022-2023 |
| Outcome of FY 2021-2022 Efforts: FY 2022-2023 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) |
| FY 2023-2024 |
| Outcome of 2022-2023 Efforts: FY 2023-2024 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts) |

Outcome 2. Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2020), Section 712(a)(3)(D), (5)(B)(ii)]

Measures and Targets:

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

1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____
FY 2020-2021 Target: _____

2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____
FY 2021-2022 Target: _____

3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____
FY 2022-2023 Target: _____

4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____
FY 2023-2024 Target: _____

Program Goals and Objective Numbers: _____

B. Routine access: Residential Care Communities (NORS Element S-61) Number 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. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____
FY 2020-2021 Target: _____

2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____
FY 2021-2022 Target: _____

3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____
FY 2022-2023 Target: _____

4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____
FY 2023-2024 Target: _____

Program Goals and Objective Numbers: _____

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

| |
|---|
| 1. FY 2018-2019 Baseline: _____ FTEs FY 2020-2021 Target: _____ FTEs |
| 2. FY 2019-2020 Baseline: _____ FTEs FY 2021-2022 Target: _____ FTEs |
| 3. FY 2020-2021 Baseline: _____ FTEs FY 2022-2023 Target: _____ FTEs |
| 4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs |
| Program Goals and Objective Numbers: _____ |

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

| |
|---|
| 1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers _____ |
| 2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers _____ |
| 3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers _____ |
| 4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____ |
| Program Goals and Objective Numbers: _____ |

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2020, Section 712(c)]

Measures and Targets:

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

Some examples could include:

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

TITLE VII ELDER ABUSE PREVENTION
SERVICE UNIT PLAN OBJECTIVES

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

| | |
|--------------------------|---------------------------|
| <input type="checkbox"/> | Ombudsman Program |
| <input type="checkbox"/> | Legal Services Provider |
| <input type="checkbox"/> | Adult Protective Services |
| <input type="checkbox"/> | Other (explain/list) |

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. Older Americans Act Reauthorization Act of 2020,

Section 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 VII ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VII Elder Abuse Prevention funding is: _____

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

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

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

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

| Fiscal Year | Total # of Copies of Educational Materials to be Distributed | Description of Educational Materials |
|--------------------|---|---|
| 2020-2021 | | |
| | | |
| | | |
| 2021-2022 | | |
| | | |
| | | |
| 2022-2023 | | |
| | | |
| | | |

| Fiscal Year | Total # of Copies of Educational Materials to be Distributed | Description of Educational Materials |
|--------------------|---|---|
| 2023-2024 | | |
| | | |
| | | |

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

TITLE III-E SERVICE UNIT PLAN OBJECTIVES

CCR Article 3, Section 7300(d)

2020-2024 Four-Year Planning Period

This Service Unit Plan (SUP) uses the five broad federally mandated service categories. Refer to the [CDA Service Categories and Data Dictionary](#) 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

| CATEGORIES | 1 | 2 | 3 |
|----------------------------------|--|--------------------------------------|---|
| Family Caregiver Services | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
| Caregivers of Older Adults | | | |
| Information Services | # of activities and Total est. audience for above | | |
| 2020-2021 | # of activities: Total est. audience for above: | | |
| 2021-2022 | # of activities: Total est. audience for above: | | |
| 2022-2023 | # of activities: Total est. audience for above: | | |
| 2023-2024 | # of activities: Total est. audience for above: | | |
| Access Assistance | Total contacts | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |

| | | | |
|------------------------------|--------------------------|--|--|
| Support Services | Total hours | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |
| Respite Care | Total hours | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |
| Supplemental Services | Total occurrences | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |

Direct and/or Contracted IIIE Services

| Older Relative Caregivers | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
|----------------------------------|--|--------------------------------------|---|
| Information Services | # of activities and Total est. audience for above | | |
| 2020-2021 | # of activities: Total est. audience for above: | | |
| 2021-2022 | # of activities: Total est. audience for above: | | |
| 2022-2023 | # of activities: Total est. audience for above: | | |
| 2023-2024 | # of activities: Total est. audience for above: | | |

| Older Relative Caregivers | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
|--------------------------------------|---|--------------------------------------|---|
| Access Assistance | Total contacts | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |
| Support Services | Total hours | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |
| Respite Care | Total hours | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |
| Supplemental Services | Total occurrences | | |
| 2020-2021 | | | |
| 2021-2022 | | | |
| 2022-2023 | | | |
| 2023-2024 | | | |

**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 the current SHIP PMs in late 2020, and continues to manage the PMs in conjunction with the SHIP Annual Resource Report, used to inform Congress. The SHIP PMs are comprised of five (5) base elements, with one multi-layered category. The PMs are not used in performance-based funding scoring methodology, but instead are assessed to determine a Likert scale comparison model for setting National PM Targets that define the proportional penetration rates needed for statewide improvements.

Using ACL’s approach, CDA HICAP calculates State and Federal Performance Measures with goal-oriented targets for each AAA’s Planning and Service Area (PSA). The PMs are calculated at the county-level data, then displayed under each Planning Service Area. In general, the State and Federal Performance Measures include the following:

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

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at:
https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/#pp-planning.
(Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

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

HICAP Legal Services Units of Service (if applicable) ⁶

| Fiscal Year (FY) | 3.1 Estimated Number of Clients Represented Per FY (Unit of Service) | Goal Numbers |
|-----------------------------|---|---------------------|
| 2020-2021 | | |
| 2021-2022 | | |
| 2022-2023 | | |
| 2023-2024 | | |

| Fiscal Year (FY) | 3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service) | Goal Numbers |
|-----------------------------|--|---------------------|
| 2020-2021 | | |
| 2021-2022 | | |
| 2022-2023 | | |
| 2023-2024 | | |

| Fiscal Year (FY) | 3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service) | Goal Numbers |
|-----------------------------|--|---------------------|
| 2020-2021 | | |
| 2021-2022 | | |
| 2022-2023 | | |
| 2023-2024 | | |

⁵ Requires a contract for using HICAP funds to pay for HICAP Legal Services.

SECTION 11 - FOCAL POINTS

PSA ____

COMMUNITY FOCAL POINTS LIST

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c), (Older Americans Act Reauthorization Act of 2020, Section 306(a))

In the form below, provide the current list of designated community focal points and addresses. This information must match the total number of focal points reported in the Older Americans Act Performance System (OAAPS) State Performance Report (SPR), i.e., California Aging Reporting System, OAAPS Care, Section III.D.

| Designated Community Focal Point | Address |
|----------------------------------|---------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

SECTION 12 - DISASTER PREPAREDNESS

PSA _____

Disaster Preparation Planning Conducted for the 2020-2024 Planning Cycle Older Americans Act Reauthorization Act of 2020, Section 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P)

1. Describe how the AAA coordinates its disaster preparedness plans and activities with local emergency response agencies, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response as required in OAA, Title III, Section 310:
2. Identify each of the local Office of Emergency Services (OES) contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster (add additional information as needed for each OES within the PSA):

| Name | Title | Telephone | email |
|-------------|--------------|------------------|--------------|
| | | Office: Cell: | |

3. Identify the Disaster Response Coordinator within the AAA:

| Name | Title | Telephone | email |
|-------------|--------------|------------------|--------------|
| | | Office: Cell: | |

4. List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered:

| Critical Services | How Delivered? |
|--------------------------|-----------------------|
| a | a |
| b | b |
| c | c |
| d | d |

5. List any agencies with which the AAA has formal emergency preparation or response agreements.
6. Describe how the AAA will:
 - Identify vulnerable populations.
 - Follow-up with these vulnerable populations after a disaster event.

2020-2024 Four-Year Planning Cycle**Funding for Access, In-Home Services, and Legal Assistance**

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds⁷ listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2020-21 through FY 2023-2024

Access:

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

2020-21 _____% 21-22 _____% 22-23 _____% 23-24 _____%

In-Home Services:

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential

2020-21 _____% 21-22 _____% 22-23 _____% 23-24 _____%

Legal Assistance Required Activities:⁸

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

2020-21 _____% 21-22 _____% 22-23 _____% 23-24 _____%

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

⁶ Minimum percentages of applicable funds are calculated on the annual Title IIIB baseline allocation, minus Title IIIB administration and minus Ombudsman. At least one percent of the final Title IIIB calculation must be allocated for each “Priority Service” category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

⁷ Legal Assistance must include all the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

PSA _____

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

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

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

Check applicable direct services**Title IIIB**

- ☐ Information and Assistance
- ☐ Case Management
- ☐ Outreach
- ☐ Program Development
- ☐ Coordination
- ☐ Long Term Care Ombudsman

Check each applicable Fiscal Year**20-21 21-22 22-23 23-24**

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Title IIID

- ☐ Health Promotion – Evidence-Based

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

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|

Title IIIE⁹

- ☐ Information Services
- ☐ Access Assistance
- ☐ Support Services
- ☐ Respite Services
- ☐ Supplemental Services

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

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Title VII

- ☐ Long Term Care Ombudsman

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

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|

Title VII

- ☐ Prevention of Elder Abuse, Neglect,
and Exploitation.

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

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <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.

SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA _____

Older Americans Act Reauthorization Act of 2020 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: _____

Check applicable funding source:¹⁰

- ☐ IIIB
- ☐ IIIC-1
- ☐ IIIC-2
- ☐ IIID
- ☐ IIIE
- ☐ VII
- ☐ HICAP

Request for Approval Justification:

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

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

☐ **FY 20-21** ☐ **FY 21-22** ☐ **FY 22-23** ☐ **FY 23-24**

Provide: documentation below that substantiates this request for direct delivery of the above stated service¹¹: _____

Section 15 does not apply to Title V (SCSEP).

⁹ For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

SECTION 16 - GOVERNING BOARD

PSA _____

**GOVERNING BOARD MEMBERSHIP
2020-2024 Four-Year Area Plan Cycle**

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

Total Number of Board Members: _____

Name and Title of Officers:

Office Term Expires:

| | |
|--|--|
| | |
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Names and Titles of All Members:

Board Term Expires:

| | |
|--|--|
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| | |

Explain any expiring terms – have they been replaced, renewed, or other?

SECTION 17 - ADVISORY COUNCIL

PSA _____

**ADVISORY COUNCIL MEMBERSHIP
2020-2024 Four-Year Planning Cycle**

Older Americans Act Reauthorization Act of 2020 Section 306(a)(6)(D)
45 CFR, Section 1321.57
CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies) _____

Number of Council Members over age 60 _____

| Race/Ethnic Composition | % of PSA's 60+Population | % on Advisory Council |
|--------------------------------|-------------------------------------|----------------------------------|
| White | _____ | _____ |
| Hispanic | _____ | _____ |
| Black | _____ | _____ |
| Asian/Pacific Islander | _____ | _____ |
| Native American/Alaskan Native | _____ | _____ |
| Other | _____ | _____ |

Name and Title of Officers:**Office Term Expires:**

| | |
|--|--|
| | |
| | |
| | |
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Name and Title of other members:**Office Term Expires:**

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

Yes No

- ☐ ☐ Low Income Representative
- ☐ ☐ Disabled Representative
- ☐ ☐ Supportive Services Provider Representative
- ☐ ☐ Health Care Provider Representative
- ☐ ☐ Family Caregiver Representative
- ☐ ☐ Local Elected Officials
- ☐ ☐ Individuals with Leadership Experience in Private and Voluntary Sectors

Explain any **"No"** answer(s): _____

Explain any expiring terms – have they been replaced, renewed, or other?

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

2020-2024 Four-Year Area Planning Cycle

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2020 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]¹².

CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at:

https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg

1. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? **Discuss:**
2. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years). **Yes/No, Discuss:**
3. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **Yes/No, Discuss:**
4. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? If so, what are the top four (4) priority legal issues in your PSA? **Yes/No, Discuss:**
5. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? **Yes/No, Discuss:**
6. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? **Discuss:**
7. How many legal assistance service providers are in your PSA? **Complete table below.**

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

¹⁰ For Information related to Legal Services, contact Jeremy A. Avila at 916 419-7500 or Jeremy.Avila@aging.ca.gov

8. What methods of outreach are Legal Services Providers using? **Discuss:**
9. What geographic regions are covered by each provider? **Complete table below:**

| Fiscal Year | Name of Provider | Geographic Region covered |
|--------------------|-------------------------|----------------------------------|
| 2020-2021 | a. b. c. | a. b. c. |
| 2021-2022 | | |
| 2022-2023 | | |
| 2023-2024 | | |

10. Discuss how older adults access Legal Services in your PSA and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.). **Discuss:**
11. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA (please include new legal problem trends in your area). **Discuss:**
12. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. **Discuss:**
13. What other organizations or groups does your legal service provider coordinate services with? **Discuss:**

SECTION 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW¹³

CCR Title 22, Article 3, Section 7302(a)(15)
20-year tracking requirement

- ☐ No. Title IIIB funds not used for Acquisition or Construction.
- ☐ Yes. Title IIIB funds used for Acquisition or Construction.

Title III Grantee and/or Senior Center (complete the chart below):

| Title III Grantee and/or Senior Center | Type Acq/Const | IIIB Funds Awarded | % Total Cost | Recapture Period | | Compliance Verification State Use Only |
|--|----------------|--------------------|--------------|------------------|-----|--|
| | | | | Begin | End | |
| Name: Address: | | | | | | |
| Name: Address: | | | | | | |
| Name: Address: | | | | | | |
| Name: Address: | | | | | | |

¹¹ Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as a Multipurpose Senior Center.

SECTION 20 - FAMILY CAREGIVER SUPPORT PROGRAM

Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services
 Older Americans Act Reauthorization Act of 2020,
Section 373(a) and (b)

2020-2024 Four-Year Planning Cycle

Based on the AAA's review of current support needs and services for **caregivers of older adults** and **older relative caregivers**, indicate what services the AAA **intends** to provide using Title III-E and/or matching FCSP funds for both.

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

Family Caregiver Services

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

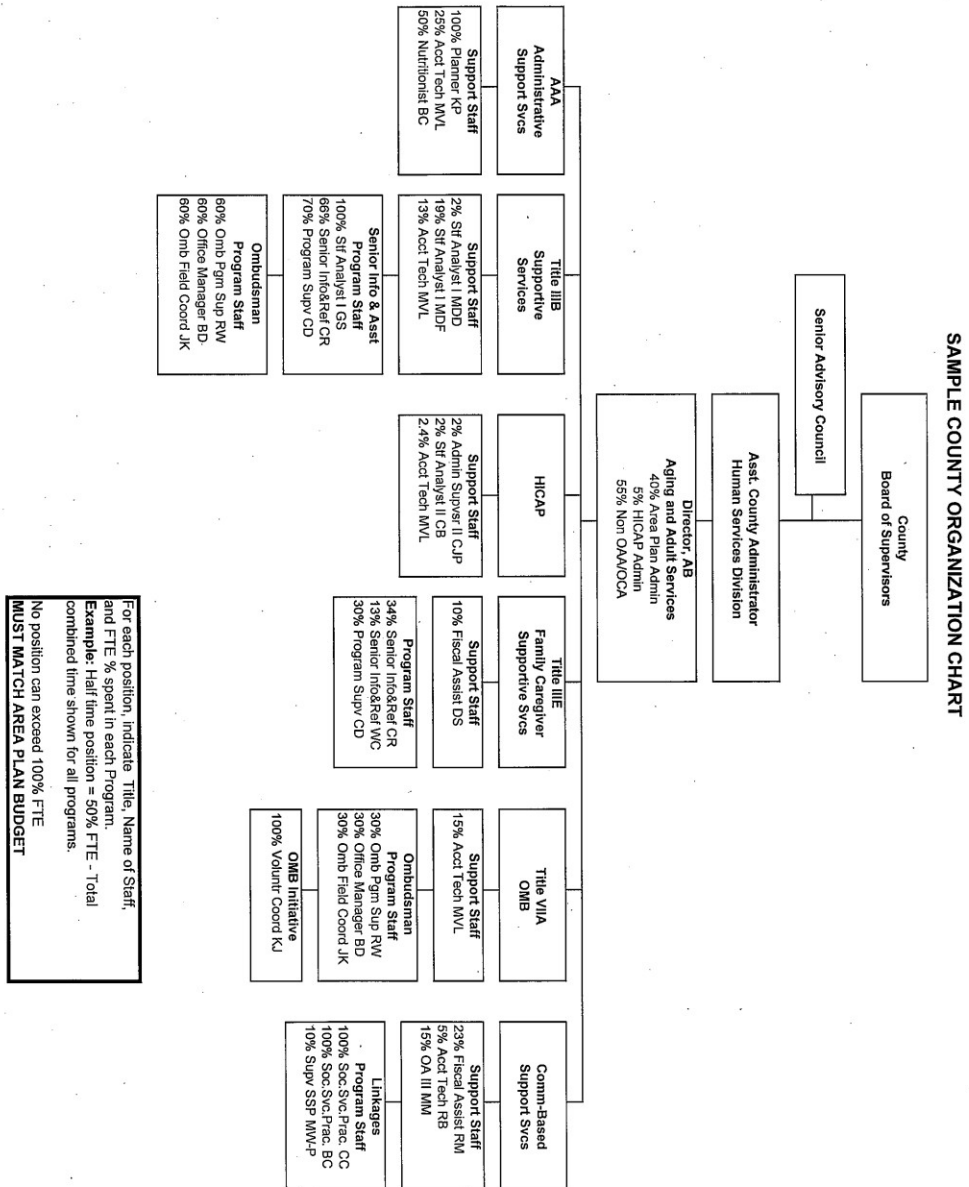
Older Relative Services

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

Justification: For each service category checked “no,” explain how it is being addressed within the PSA. The justification must include the following:

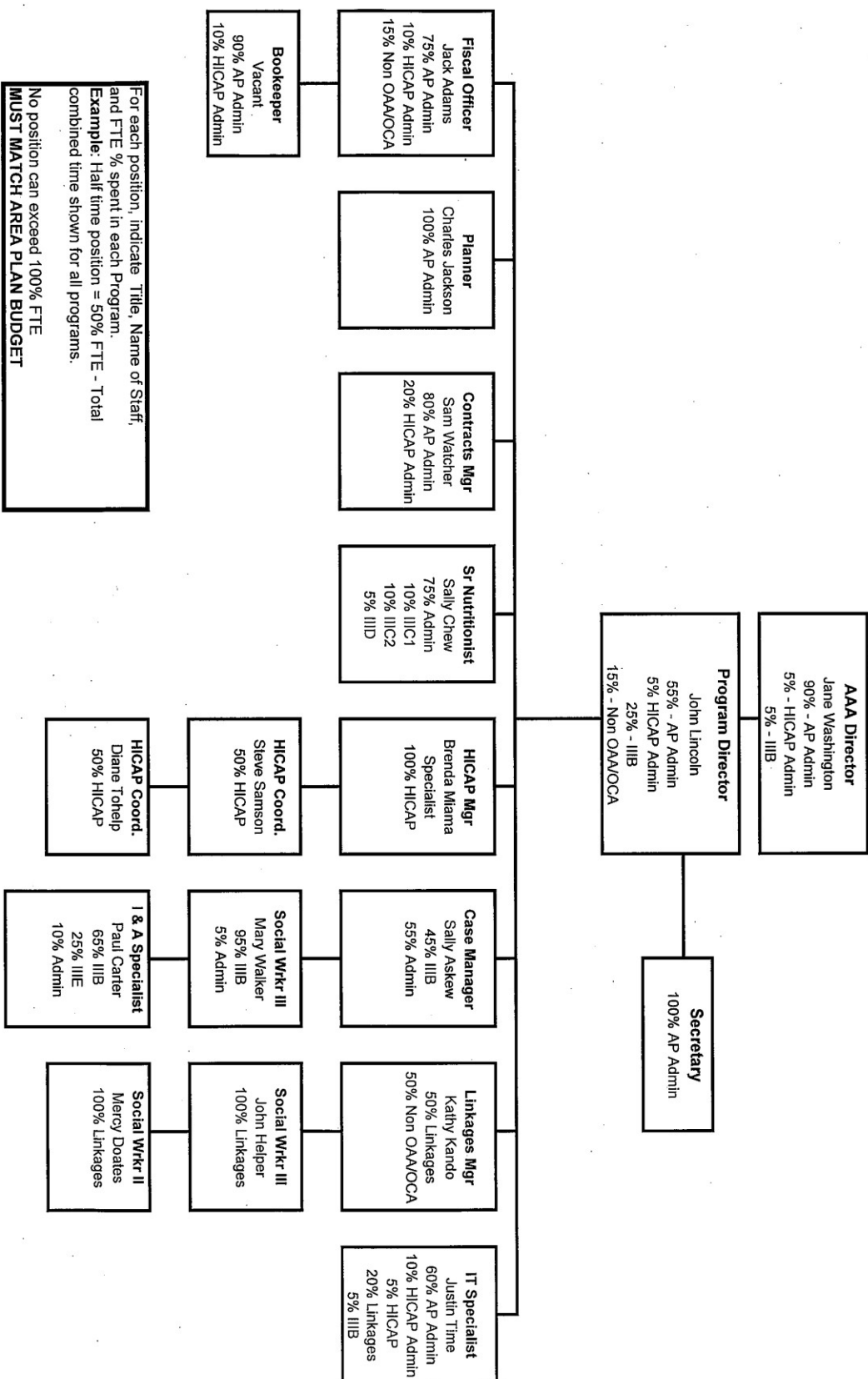
- Provider name and address of agency
- Description of the service
 - Please refer to the Data Dictionary for Service Category definitions. Please give an example of a service that will satisfy OAA Service Category requirements
- Where the service is provided (entire PSA, certain counties, etc.)
- Information that influenced the decision not to provide the service (research, needs assessment, survey of senior population in PSA, etc.)
- How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds

SECTION 21 - ORGANIZATION CHART (Samples follow)



Revised April 15, 2009

SAMPLE AAA ORGANIZATIONAL CHART



Revised: April 15, 2009

SECTION 22 - ASSURANCES

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

A. Assurances

1. OAA 306(a)(2)

Provide an adequate proportion, as required under Older Americans Act Reauthorization Act of 2020 Section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

- (A) services associated with access to services (transportation, health services (including mental and behavioral health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);
- (B) in-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
- (C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

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

- (I) provide assurances that the area agency on aging will -
 - (aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;
 - (bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;
- (II) include proposed methods to achieve the objectives described in (aa) and (bb) of subclause (I);

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

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

- (I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;
- (II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
- (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English

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

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

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

- (I) identify the number of low-income minority older individuals in the planning and service area;
- (II) describe the methods used to satisfy the service needs of such minority older individuals; and
- (III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

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

Use outreach efforts that —

- (i) identify individuals eligible for assistance under this Act, with special emphasis on—
 - (I) older individuals residing in rural areas;
 - (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
 - (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
 - (IV) older individuals with severe disabilities;
 - (V) older individuals with limited English proficiency;
 - (VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
 - (VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and
- (ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance;

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

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

7. OAA 306(a)(5)

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

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

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

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

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

9. OAA 306(a)(11)

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

- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- (B) An assurance that the Area Agency on Aging will to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
- (C) An assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

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

- (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;
- (B) disclose to the Assistant Secretary and the State agency—
 - (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
 - (ii) the nature of such contract or such relationship;
- (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;
- (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and
- (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

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

12. 306(a)(15)

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

- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in Section 306(a)(4)(A)(i); and
- (B) in compliance with the assurances specified in Section 306(a)(13) and the limitations specified in Section 212;

13. OAA 305(c)(5)

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

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

(B)

- (i) no individual (appointed or otherwise) involved in the designation of the State agency or an Area Agency on Aging, or in the designation of the head of any subdivision of the State agency or of an Area Agency on Aging, is subject to a conflict of interest prohibited under this Act;
- (ii) no officer, employee, or other representative of the State agency or an Area Agency on Aging is subject to a conflict of interest prohibited under this Act; and
- (iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

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

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

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

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

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

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

assistance for older individuals; and

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

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

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

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

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

20. OAA 307(a)(15)

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

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

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

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

21. OAA 307(a)(18)

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

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

22. OAA 307(a)(26)

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

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

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

(a) The Older Americans Act intends that the area agency on aging shall be the leader relative to all aging issues on behalf of all older persons in the planning and service area.

This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the Planning and Service Area. These systems shall be designed to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.

(b) A comprehensive and coordinated community-based system described in paragraph (a) of this section shall:

(1) Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue;

(2) Provide a range of options;

(3) Assure that these options are readily accessible to all older persons: The independent, semi-dependent and totally dependent, no matter what their income;

(4) Include a commitment of public, private, voluntary and personal resources committed to supporting the system;

(5) Involve collaborative decision-making among public, private, voluntary, religious and fraternal organizations and older people in the community;

(6) Offer special help or targeted resources for the most vulnerable older persons, those in danger of losing their independence;

(7) Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community;

(8) Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person;

(9) Have a unique character which is tailored to the specific nature of the community;

(10) Be directed by leaders in the community who have the respect, capacity and authority necessary to convene all interested persons, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

24. CFR [1321.53(c)]

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

25. CFR [1321.53(c)]

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

26. CFR [1321.53(c)]

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

27. CFR [1321.53(c)]

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

CFR [1321.53(c)]

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

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

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

29. CFR [1321.61(d)]

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

30. CFR [1321.69(a)]

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