



AREA AGENCY ON AGING
FOR SANTA CRUZ AND SAN BENITO COUNTIES

Committed to maximizing the health and independence of seniors since 1979

2016-20
AREA PLAN ON AGING

2017-18 UPDATE
DRAFT SUMMARY REPORT

PLANNING AND SERVICE AREA 13
Santa Cruz and San Benito Counties

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**Written comments on the draft objectives are welcome.
Comments must be received by April 18th and should be addressed to
Patty Talbott, AAA Planner at pattyt@seniorscouncil.org.**

A COMMITMENT TO SENIORS

WHAT IS THE AREA AGENCY ON AGING?

For more than 35 years, the Seniors Council has been the designated Area Agency on Aging (AAA) for Santa Cruz and San Benito Counties, part of a network of 33 such agencies in California. So what does an Area Agency on Aging do?

- **Assess** the needs of seniors.
- **Advocate** for the needs of seniors.
- **Provide visible leadership** on senior issues by monitoring and evaluating and commenting, or providing technical support on issues affecting seniors.
- **Plan for services** for the nearly 72,000 seniors (age 60+) in Santa Cruz and San Benito Counties, and ensure that all senior services are well-coordinated.
- **Receive and allocate Older Americans Act funding.** During Program Year 2016-17, these funds totaled nearly \$1.7 million. The majority of these funds are then contracted out to local service providers. Funds are allocated through a Request for Proposals process once every 4 years. In order to receive OAA funding, both the AAA and its contracted providers must secure local matching funds.
- **Ensure that AAA-funded programs provide quality, efficient, effective services** that meet all OAA program and regulatory requirements and service delivery methods.
- **Ensure that the senior service delivery network is well-coordinated**
- **Support the development of innovative programs** to meet growing needs.

WHO DO WE SERVE?

- Older Americans Act programs are available to those **aged 60 or older**.
- Programs are available to all seniors, but the Act requires AAA service providers to target services to those in **greatest economic and social need**.
- **During 2015-16, almost half of clients receiving meals through our nutrition programs had incomes at or below the federal poverty level.**
- AAA programs provide critical supports to help seniors meet basic needs and move towards a sustainable existence.

The California Department of Aging estimates that in 2016, the 60+ population is:*

Santa Cruz County: 60,995 persons age 60 or older with 13,503 age 75 or more.

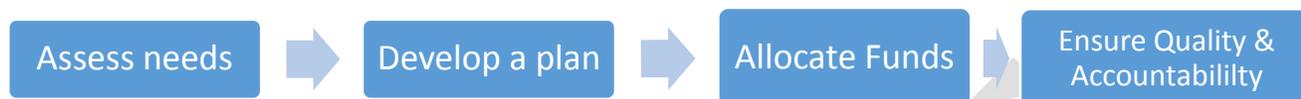
San Benito County: 10,804 persons age 60 or older with 2,878 age 75 or more.

These figures represent a projected growth of more than 5,800 seniors in one year.

**Source: California Department of Finance Population Projections.*

THE PLANNING PROCESS

The AREA AGENCY ON AGING planning process can be simplified into four steps:



ASSESSING LOCAL NEEDS

The federal Older Americans Act required the establishment of local Area Agencies on Aging. Local planning allows areas to tailor program funding to the unique needs and resources in their Planning and Service Area. The planning process begins with a survey to assess needs. Every four years, the AAA conducts a senior needs assessment survey. The needs assessment is the foundation of our planning process. **It also provides an important opportunity for seniors to participate directly in the planning process, and for their voices to be heard.** Some of the issues identified in the survey can be addressed with Older Americans Act funding, while others, such as housing or healthcare, become advocacy priorities at the local, state or federal level.

The most recent senior survey concluded in the fall of 2015. **More than 1,000 seniors completed and returned surveys.** The top 10 needs identified were, in order:

1. Paying for Dental Care
2. Maintaining Home/Yard Work
3. Doing Housework
4. Paying for Healthcare Costs
5. Understanding Medicare/Medi-Cal
6. Paying for Help in My Home if I Need It
7. Finding Reliable Help if I Need it
8. Buying Food and Other Essentials
9. Feeling Isolated or Depressed*
10. Paying for mortgage or rent*

**new issues to top 10*

The needs identified in the senior needs assessment are incorporated into our planning and Requests for Proposals process.

A copy of the report is available at our website: www.seniorscouncil.org

THE PLANNING PROCESS

MAKING A PLAN

After compiling the results of the needs assessment survey, we then prepare the 4-year Area Plan on Aging for submittal to the California Department on Aging. **The plan outlines what our goals are and what services that will be provided with the Older Americans Act funds we receive.** It also highlights the AAA's unique role in providing advocacy and leadership on senior issues and ensuring a well-coordinated senior service delivery network. The 2016-20 Area Plan on Aging was submitted and approved by the California Department of Aging in 2016. Each spring we prepare and submit annual updates. Funding allocations for 2017-18 have not yet been released, so at this time, funding and service units are estimates based on current year funding levels. The Plan and its annual updates are submitted to the California Department of Aging for review and approval.

ALLOCATING FUNDS

The funding for Area Agency on Aging programs originates at the federal level with the Older Americans Act, and is augmented by State matching funds. These funds come in specific service categories. The table at the end of this report illustrates the estimated funding available in each category and proposed services to be provided. Although the federal political climate is creating some uncertainty, at this point we have not been notified of any significant changes in federal or state funding.

All Area Agency on Aging services are put out to bid on a regular cycle. The current funding cycle ends in June, 2017. In the fall of 2016, the AAA completed a Requests for Proposals for services for the 2017-21 funding cycle. Approved service providers are awarded funds on a 4-year funding cycle, with one-year renewable contracts, pending funding availability and provided that the provider remains in good standing with contract terms.

THE PLANNING PROCESS

ENSURING QUALITY & ACCOUNTABILITY

Services provided by the AAA and its contracted services providers must fully comply with state and federal requirements for Older Americans Act programs, including a requirement to target services to seniors in greatest need, which includes low-income and ethnic minority seniors. All contracted providers receive ongoing desk monitoring, technical support as needed, and on site visits at least every two years. Nutrition programs receive more in-depth quarterly site visits, plus annual onsite monitoring.

The AAA is regulated and monitored by the California Department of Aging, by a publicly-appointed AAA Advisory Council and by the Seniors Council Board of Directors.

MOVING FORWARD DURING CHALLENGING TIMES

Demand for services continues to increase and the needs of many seniors are becoming more complex. At the federal level, funding generally has remained flat. **AAA program funding is currently operating at 1984-85 funding levels**, in spite of the fact that the senior population continues to grow rapidly. **The Older Americans Act requires that agencies receiving funds under the Act obtain local matching funds**, including local government funds. Maintaining this local support is more important than ever.

The vision of the Older Americans Act back in 1965 was to create basic supports for seniors to help them live independently in their homes to the greatest extent possible. Surveys consistently show that this is what the vast majority of seniors want to do. This makes sense for both quality of life and is also the most cost-effective. Often the support provided by our programs is just enough to help them remain independent in their home.

The Seniors Council, as the Area Agency on Aging, remains committed to our mission of providing cost-effective home and community-based services for seniors to allow them to live in their homes and in the community with greatest degree of independence possible.

2016-20 AREA PLAN DRAFT NARRATIVE GOALS AND OBJECTIVES
2017-18 UPDATE

GOAL 1: MAKE SENIORS A PRIORITY THROUGH LEADERSHIP AND ADVOCACY

Rationale: The AAA is mandated to be a visible leader in the community on issues relating to seniors. Funding for senior services continues to remain flat at a time when the senior population is growing at an unprecedented rate, including a sharp rise in those 85+. The need to educate elected officials and the public about the growth of the senior population, the needs of seniors in the PSA and advocacy for funding for senior programs has never been more critical.

- 1.1** The AAA Executive Director, with support from the Seniors Council Advocacy Committee, the AAA Advisory Council and the Seniors Council Board of Directors, will continue to provide visible leadership to increase awareness about the needs of seniors in Santa Cruz and San Benito Counties, including presenting the findings of the senior needs assessment survey and information about the rapidly growing senior population to elected officials and the public. At least 3 presentations will be made during 2017-18. Expected outcome during 2017-18 will be increased awareness about the needs of seniors identified in the AAA Senior Needs Assessment. Measurement: Number of presentations.
Status: Continued
- 1.2** The AAA Executive Director, with support from the Seniors Council Advocacy Committee, the AAA Advisory Council and the Seniors Council Board of Directors will continue to work with County and City staff in all jurisdictions in Santa Cruz and San Benito Counties to support the inclusion of seniors as a priority population and to advocate for local jurisdictional investment in community-based senior programs as a fiscally sound method to decrease health care costs, improve health outcomes and help seniors to live independently in their homes to the greatest extent possible. Expected outcome during 2017-18 is the inclusion of seniors as a priority population in the jurisdictional funding process throughout the PSA. Measurement: number of jurisdictions including seniors as priority population. Status: Continued.
- 1.3** AAA Staff, with support from the AAA Advisory Council, Seniors Council Board and Advocacy Committee, will convene a "Solutions Summit" to discuss key senior needs assessment findings and develop strategies to meet those needs. Expected outcome during 2017-18 will be an increased awareness of senior needs, and a collaborative approach to developing solutions. Measurement: convening a Needs Assessment Summit and identification of at least two priority focus areas with identified strategies.
Status: Continued **Coord.**

- 1.4 The AAA Executive Director will, along with the Directors of the Monterey County AAA and the Central Coast Center for Independent Living, provide leadership for the Monterey Bay Aging & Disability Resource Collaborative. During 2017-18, the Collaborative will successfully complete the SCAN Foundation grant supporting the development of a regional advocacy platform. Measurement: Adoption by the ADRC of a completed advocacy platform.
Status: Revised Coord
- 1.5 The AAA Executive Director, with the support of the AAA Advisory Council and Seniors Council Advocacy Committee, will provide visible leadership and advocacy at the state level to advocate for seniors as a priority population, increase awareness about the growing senior population and advocate for increased investment in community-based senior programs as a cost effective measure to improve health outcomes, decrease health care costs and allow seniors to live as independently as possible. Building on previous successful advocacy efforts, 2017-18 advocacy will focus on expanding state funding for senior nutrition programs. Expected outcome during 2017-18 is increased State funding for senior nutrition programs. Measurement: Amount of increased State funding for senior nutrition programs. Status: Continued
- 1.6 Through active participation on the Santa Cruz County Regional Transportation Commissions Elderly and Disabled Transportation Advisory Committee and the San Benito County Social Services Transportation Advisory Committee, the AAA Executive Director will lead efforts to preserve and expand access to, and affordability of, transportation options for seniors and the disabled. Expected outcome during 2017-18 is effective advocacy on behalf of seniors and the disabled to minimize the impacts of any proposed service reductions on seniors and the disabled. Measurement: estimated impact of advocacy efforts on any proposed service reductions. Status: Continued
- 1.7 The Seniors Council Advocacy Committee, composed of members of the AAA Advisory Council and Seniors Council Board, will monitor legislation affecting seniors and senior services and inform the community about issues and legislation of interest, including the work of the California Senior Legislature. Expected outcome during 2017-18 is an increased awareness about issues and pending legislation and expanded opportunities for civic engagement in the political process. Measurement: Number of Advocacy Alerts issued Status: Continued
- 1.8 The AAA Executive Director, AAA Advisory Council and Advocacy Committee will highlight the need for affordable senior dental care, the number one challenge identified by seniors in the needs assessment survey. The AAA Executive Director will continue to promote the dental needs of seniors. Expected outcome during 2017-18 is increased awareness of the high percentages of seniors reporting difficulty with paying for dental care. Measurement: Press releases about the senior needs assessment will highlight dental care as the most identified challenge. Status: Continued

- 1.9** AAA staff will continue to monitor the implementation of significant reforms in the healthcare delivery system, ensuring that local systems in each county in the PSA are well coordinated, and providing local advocacy on behalf of seniors. During 2017-18, the AAA will continue to improve awareness about the senior service provider network, as well as and opportunities for collaboration, with the Central California Alliance for Health and Anthem Blue Cross, and monitor Kaiser Permanente's establishment as a new provider in Santa Cruz County including Kaiser Permanente's establishment as a new provider in Santa Cruz County. Measurement: Number of meetings attended with health plan and healthcare providers. Status: Revised Coord
- 1.10** The AAA Executive Director and AAA Planner will participate in, and coordinate with local commissions such as the San Benito Long Term Care Commission, the Santa Cruz County Seniors Commission and the IHSS Commission to promote the needs of seniors and ensure coordination across services. Expected outcome is consistent communication between the AAA and relevant commissions in the PSA. Measurement: Number of commission meetings attended. Status: Continued
- 1.11** The AAA Executive Director and AAA Planner will monitor and address new and emerging issues and needs affecting seniors in the PSA, and engage with community partners as they arise to work towards solutions. Expected outcomes and measurements will be determined as these arise. Status: Continued
- 1.12** The AAA Executive Director will continue to be an active participant in the Coalition for Prevention of Senior Homelessness, a tri-county group of agencies from Santa Cruz, San Benito and Monterey Counties collaborating and coordinating efforts to increase awareness about rising senior homelessness and develop solutions. Expected outcomes are increased awareness about senior homelessness and improved coordination among providers from the Tri-County region. Status: New
- 1.13** The AAA Executive Director and Planner will raise awareness about senior needs and issues in the PSA by developing a media outreach plan and regularly submitting articles for publication. Measurement: Number of articles published. Status: New

2016-20 DRAFT AREA PLAN NARRATIVE GOALS AND OBJECTIVES
2017-18 UPDATE

GOAL 2: MAXIMIZE THE IMPACT OF AAA SERVICE DELIVERY FUNDS THROUGH EFFECTIVE SERVICE DELIVERY IN A WELL-COORDINATED SERVICE NETWORK

Rationale: A key function of the AAA is to oversee the contracting and service delivery process for program funding. During the contracting process, the AAA ensures that services are delivered by providers that meet all contract and regulatory requirements, and that services are delivered in an efficient and effective manner, in accordance with all mandates and applicable regulations.

- 2.1** AAA staff will ensure that AAA service delivery funds are allocated appropriately in accordance with the mandates and requirements of the AAA's Area Plan Contract with the California Department of Aging and all applicable regulations. Service provider contracts for the 2017-21 funding cycle will begin on July 1, 2017 with one-year terms, with up to 3 one-year renewals pending fundability and that provider remains in good standing. Expected outcome is a service provider contract process that meets all applicable regulations and requirements. Measurement: Number of provider contracts
Status: Revised
- 2.2** AAA program and fiscal staff will ensure that AAA-funded services are efficient, effective and high quality, and meet all contract and regulatory requirements. All service providers will receive ongoing fiscal and program desk monitoring, annual risk assessments and on-site monitoring every two years. The AAA Nutrition Consultant will complete quarterly site visits to meal sites and, in conjunction with Seniors Council Associate Director, an on-site annual monitoring. Expected outcome is nutrition programs that meet all contract and regulatory requirements. Measurement: documentation of completion of annual desk monitoring or site visits, documentation of quarterly nutrition site visits, and annual on-site monitoring for each nutrition provider. Status: Continued
- 2.3** The AAA Contracted Nutritionist will develop and implement a program of quarterly nutrition education for the congregate and home-delivered meals programs in the PSA. Input from meal program participants will be taken into consideration when selecting topics for education. Expected outcome will be an improved understanding of good nutrition for senior meal program participants. Measurement: Total number of nutrition presentations
Status: Continued
- 2.4** The AAA Contracted Nutrition will convene at least two meetings of contracted nutrition providers to monitor trends in the meal programs, share best practices and develop strategies to support and promote the meal programs. Expected outcome is to maintain high quality, efficient senior nutrition programs. Measurement: number of contracted nutrition meetings. Status: Continued

2016-20 AREA PLAN DRAFT NARRATIVE GOALS AND OBJECTIVES
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- 2.5** Through the service unit plan outlined in this Area Plan, the AAA will ensure the effective provision of services under Title IIIB Supportive Services, Title III Ombudsman, Title IIIC Nutrition Programs, Title IIID Health Promotion, Title IIIE Family Caregiver Support Program, Title VIII Elder Abuse Prevention Program, as well as the Health Insurance Counseling and Advocacy Program and the Medicare Improvements for Patients and Providers Act (MIPPA) funding. Expected outcome is provision of services that meets the targets contained in the Service Unit Plan. Measurement: Documentation of ongoing service unit performance. Status: Continued
- 2.6** In conjunction with the local Ombudsman program, the AAA will develop methods to insure the inclusion of the needs of long term care facility residents in the area plan process. Expected outcome is a meaningful survey sample of long term care facilities residents. Measurement: Number of completed LTC resident surveys. Status: Continued
- 2.7** The AAA Executive Director will convene regular meetings of contracted AAA Service Providers for purposes of information sharing and training. Measurement: number of AAA service provider meetings. Status: Continued
- 2.8** The AAA Executive Director will convene regular meetings of Aging and Disabled Service Providers, which includes AAA contracted service providers as well as other community-based senior programs. Expected outcome of these meetings are improved communication across AAA and non-AAA senior service programs and coordinated advocacy strategies. Measurement: number of meetings and coordinated advocacy strategies. Status: Revised Coord
- 2.9** AAA staff will expand on efforts to connect and coordinate with organizations beyond the traditional senior service network to increase coordination and encourage innovative solutions. During 2017-18, staff will build on work begun in 2016-17 to connect with faith-based programs providing services to seniors. Expected outcome is improved coordination between faith-based senior programs and the aging services network. Measurement: Number of meetings with faith-based senior programs to ensure coordination and no duplication of effort. Status: Continued Coord

2016-20 AREA PLAN NARRATIVE GOALS AND OBJECTIVES
2017-18 UPDATE

GOAL 3: ENSURE ACCESS TO INFORMATION, BENEFITS AND PROTECTION OF RIGHTS FOR COMMUNITY LIVING SENIORS, RESIDENTS OF FACILITIES AND CAREGIVERS

Rationale: Access to information about services is the foundation of the service delivery system. Seniors and their caregivers must have accurate information about available services and benefits in order to access services. Ensuring that the rights of seniors are protected through access to services such as legal assistance, Ombudsman services and elder abuse is so essential. 40% of survey respondents said understanding Medicare or Medi-Cal benefits was a challenge, and 33% needed help understanding legal issues. 9% of respondents said they were either hurt by or felt afraid of a family member or caregiver at some point.

- 3.1** Through the provision of Title IIIB and Title IIIE information and assistance services by AAA contracted providers in both counties, seniors and their caregivers will have access to accurate, up-to-date information about senior programs and services. Services will be available by phone, through agency web pages and via agency-developed resource guides. Measurement: Number of information contacts and resource guides distributed. Status: Continued
- 3.2** The AAA Executive Director will continue to provide leadership to the Monterey Bay Aging and Disability Resource Collaborative as they work towards the goal of "no wrong door" access to information and services. ADRC partners include senior information and assistance providers in both counties, the Central Coast Center for Independent Living, and 211. Expected outcome is continued progress towards improved coordination of information services. Measurement: number of MBADRC meetings convened and improved coordination across programs. Status: Continued Coord.
- 3.3** Through a contract with Senior Citizens Legal Services, seniors in Santa Cruz and San Benito Counties will have access to quality Legal Assistance for issues such as benefits eligibility, consumer and housing issues. Measurement: Number of legal assistance hours provided with AAA funding. Status: Continued
- 3.4** Through a contract with Advocacy, Inc. the Long Term Care Ombudsman Program will provide facility-placed residents advocacy and rights protection, complaint investigation and resolution. It will also offer education, information and referrals to the community and facility staff as mandated by law. Measurement: Program performance is documented and monitored through the California Department of Aging's ODEN reporting system. Status: Continued

- 3.5** Through a contract with Advocacy Inc., Title VII Elder Abuse Prevention activities will result in greater awareness about elder abuse, including identifying and preventing elder/dependent adult abuse. Services may include: public education sessions, trainings for professionals or caregivers and support to develop a coordinated system for elder abuse prevention. Measurement: Quarterly reporting of activities to the AAA. Status: Continued
- 3.6** Through a contract with Senior Network Services Health Insurance Counseling and Advocacy (HICAP) program, Medicare and Medicare-eligible seniors will receive accurate information about Medicare enrollment, benefits and supplemental insurance options. Funds provided by the Medicare Improvements for Patients and Providers Act (MIPPA) will support HICAP to do targeted outreach to Medicare beneficiaries about the Low Income Subsidies and the Medicare Savings Program. Measurement: Documentation of performance through the Department of Aging's HICAP Database reporting system, and bi-annual narrative reports. Status: Continued.
- 3.7** The AAA will, through use of direct service Title IIIB funds, provide support to Project SCOUT to provide free tax assistance to seniors by IRS-trained volunteers, ensuring that seniors receive accurate tax preparation. Expected outcome is completion of accurate tax returns, including any refunds, and assistance with late filing as needed. Measurement: number of returns completed, total dollar amount of refunds and number of late filings prepared. Status: Continued.
- 3.8** The AAA will continue to promote awareness of the needs of LGBT seniors and works towards the creation of LGBT-friendly access to services. Measurement: completion of LGBT awareness training by contracted service providers. Status: Continued

2016-20 AREA PLAN DRAFT NARRATIVE GOALS AND OBJECTIVES
2017-18 UPDATE

GOAL 4: PROMOTE HEALTH AND INDEPENDENCE FOR SENIORS IN SANTA CRUZ AND SAN BENITO COUNTIES

Rationale: Providing programs and supports that empower seniors to remain as healthy, independent and engaged in their communities to the greatest extent possible is the core mission of Area Agencies on Aging. A recent survey by AARP found that ¾ of survey respondents expressed a desire to stay in their current residence as long as possible. The ability to for seniors to remain engaged in the community is also very important to their well-being. 36% of AAA survey respondents reported feeling isolated or depressed.

- 4.1 The AAA Executive Director will continue to promote the effectiveness of AAA and other community-based senior programs as effective and cost-efficient means to improve the health and independence of seniors, and as effective tool to help decrease hospital readmissions. Measurement: number of meetings with elected officials, community partners, local healthcare systems or local insurance plans. **PD**
- 4.2 The AAA Planner will ensure that Title IIID Health Promotion programs are fully compliant with the highest level of evidence-based requirements. During 2017-18, Title IIID funds will be used for the continuing provision of Tai Chi for Arthritis classes and the establishment of Matter of Balance classes. Measurement: Number of classes provided. Status: Revised
- 4.3 With isolation and depression emerging as a Top 10 issues in the senior survey, the AAA will continue to provide funding for the Family Service Agency's peer counseling program, which provides benefit for both trained senior peer counselors and the recipients of service. Measurement: number of contracted service hours provided. Status: Revised.
- 4.4 The AAA Executive Director will promote senior volunteerism and encourage its contracted service providers to offer meaningful opportunities for seniors to participate in, and contribute to program operations. AAA funding will support a number of programs that utilize trained senior volunteers to provide services including: tax preparation, Ombudsmen services, minor home modifications, assistance at senior dining centers, delivery of home-delivered meals, and HICAP counseling. Measurement: Number of senior volunteers utilized in AAA-funded programs. Status: Continued
- 4.5 The AAA will also promote the use of senior volunteers through the programs of its Aging and Disability Services Collaborative. Member organizations include non-AAA funded programs that utilize large numbers of senior volunteers including the Grey Bears brown bag program, the Foster Grandparent Program and the Senior Companion Program. Measurement: Estimated number of senior volunteers in the Aging Service Collaborative. Status: Continued

- 4.6 The AAA Planner will continue to maintain liaison with, and provide technical support for, Village Santa Cruz. The first Village in the PSA, Village Santa Cruz will create opportunities for seniors to both provide services to others and receive services as increase opportunities for social and recreations activities. Expected outcome is the successful expansion of the Village while ensuring coordination and efficient use of resources. Measurement: number of contact with Village Santa Cruz staff to provide liaison and support. Status: Revised Coord
- 4.7 The AAA will explore the use of the Palo Alto Medical Foundation's linkAGES platform, utilizing the concept of time banking as a way for seniors to connect and offer support and educational and recreational opportunities. Expected outcome is expanded opportunities for seniors to connect, share their talents and have expanded learning and social opportunities. Measurement: AAA staff meeting with linkAGES representatives. Status: Continued PD
- 4.8 AAA staff will promote the importance of minor home maintenance and modifications such as installation of grab bars and hand rails as an important method to support senior's ability to remain safely independent in their homes. Expected outcome is increased funding for providers such as the Volunteer Center's Helping Hands in Santa Cruz County and Habitat for Humanity project in San Benito County. Measurement: increased funding for minor home modifications. Status: Continued PD
- 4.9 The AAA will encourage local jurisdictions to develop Age Friendly communities by utilizing tools such as AARP's Age-Friendly Communities Toolkit. Measurement: one jurisdiction will be approached in 2017-18 to pilot an Age-Friendly Communities project. Status: Continued PD

2017-18 CONTRACTED SERVICE PROVIDERS

SERVING SANTA CRUZ COUNTY ONLY

Community Bridges

Home-delivered Meals
Meals at Senior Dining Sites
Transportation to Meal Sites

Family Service Agency

Peer Counseling and Friendly Visiting

Senior Network Services

Information and Assistance
Case Management
Personal Affairs Assistance
In-Home Assessment
Family Caregiver Support Program

Vista Center for the Blind and Visually Impaired

Comprehensive Assessment for
Independent Living Skills Training

Volunteer Center

Helping Hands Home Repair Program

SERVING SAN BENITO COUNTY ONLY

Jovenes de Antaño

Information and Assistance
Home-delivered Meals
Meals at Senior Dining Sites
Transportation to Senior Dining Sites

Family Caregiver Support Program
Case Management
Personal Affairs Assistance

SERVING BOTH SANTA CRUZ AND SAN BENITO COUNTIES

Advocacy, Inc.

Ombudsman & Elder Abuse Prevention

Senior Citizens Legal Services

Legal Assistance

Senior Network Services

Health Insurance Counseling and Advocacy Program (HICAP)

AAA DIRECT SERVICES

Project SCOUT Tax Assistance
Program Development & Coordination

Outreach
Health Promotion Activities

*note: AAA Direct Services utilize less than 3% of available service funding

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