SENIO RS COUNCIL BOARD OF DIRECTORS

and

AREA AGENCY ON AGING ADVISORY COUNCIL

Thursday, December 2, 2021

9:30 a.m. – 12:30 p.m.

Join Zoom Meeting
https://us02web.zoom.us/j/86792192821

Meeting ID: 867 9219 2821
One tap mobile
+16699006833,,86792192821# US (San Jose)

Dial by your location
+1 669 900 6833 US (San Jose)
Find your local number: https://us02web.zoom.us/u/kbfRvxByX

AGENDA

9:30
1. Welcome, Call to Order and Introductions

2. Additions & Deletions to the Agenda

3. Receive Announcements from Board Members and/or Advisory Council members

4. Comments from Members of the Public on Items Not on the Agenda

5. CONSENT AGENDA
   1. Approve minutes of October 2021 Board Meeting
   2. Approve minutes of October 2021 AAA Advisory Council Meeting
   3. Receive & Accept Committee & Program Reports
6. Request for Proposals – Review & Action
   1. Timeline Review
   2. Overview & Funding
      a. What Are the Titles/Categories?
      b. Update on Allocations per Executive Committee

10:23

Morning Break – 7 minutes

10:30 7. 2021 & 2022 – Celebrating our Successes
   1. Area Agency on Aging
      a. Funding & Advocacy
      b. ADRC
   2. Project SCOUT
   3. Foster Grandparent Program
   4. Senior Companion Program
   5. Falls Prevention Program
   6. Seniors Council

11:45 8. State Budget, Senior Volunteerism & the Calif. Master Plan for Aging
       California Senator John Laird

12:15 9. Miscellaneous Correspondence & Other Items

12:30 10. Adjourn

Next Meetings:

AAA Advisory Council: Wednesday, January 19, 10 a.m. – 12 noon

Board of Directors: Thursday, January 20, 10 a.m. – 12 noon
Questions, Clarifications or Additional Information:

The Executive Committee requests that if you have a question or wish clarification or additional information about any agenda item or attached materials, please telephone Seniors Council Executive Director Clay Kempf at 688-0400 ext. 15 before the meeting. If you get voicemail, please leave a detailed message so that a response can be made.

Distribution of Materials:

If you have information to share with members of the Board, a table or other suitable space will be provided on which you may make it available. It is the wish of the Executive Committee that meetings not be disrupted by distribution of paperwork or other items.

Accessibility:

This organization attempts to make meeting content understandable in languages other than English. All Meeting rooms are accessible for people with disabilities. If you wish to discuss reasonable modifications or accommodations for language or disability, please contact the Seniors Council office at 688-0400 at least 48 hours before the meeting.

Seniors Council Mission Statement

It is the mission of the Seniors Council to enable older persons to function with independence and dignity in their homes and in the community to their fullest capacity.

Area Agency on Aging Mission

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 impairment; and to promote citizen involvement in the planning and delivery of services.
BOARD OF DIRECTORS
October 21, 2021
*Held by Zoom Conference Call in accordance with COVID-19 distancing requirements*

MINUTES

BOARD MEMBERS PRESENT: Rosa Apodaca, Pam Arnsberger, Tami Aviles, Barbara Canfield, Cathy Cress, Darrell Johnson, Barbara Kaiser, Mickie Luna, Steven Matzie, Wayne Norton, Antonio Rivas, Jane Schwickerath, Gwen Yeo

ABSENT: Wendy King, Creighton Mendivil

STAFF PRESENT: Clay Kempf, Executive Director; Britt Bassoni, Special Projects; Patty Talbot, AAA; Hilary Minugh, Fiscal Specialist; Cathy Colvard, Fiscal Officer; Leanne Oliveira, ADRC Coordinator; Kathryn Ramirez; Foster Grandparent/Senior Companion Program Director; Ed Santana, Project SCOUT; Chris Greenwood, Foster Grandparent/Senior Companion

OTHERS PRESENT: Ray Cancino, Community Bridges; Tara Ireland, Volunteer Center; Jesus Boroquez, Community Bridges/Lift Line; Lisa Berkowitz, Community Bridges/Meals on Wheels; Doug Underhill, Community Bridges; Tim Bratton, CA Grey Bears; Corey Acevedo, Senior Network Services; Bill Proulx, Senior Network Services/HICAP; Suzanne Stone, Advocacy, Inc.; Christina Andrade, Health Projects Center; Tanya Ridino, Senior Citizens Legal Services; Jessica Mattila, Health Projects Center

1. Welcome, Call to Order and Introductions
   Board President Wayne Norton called the meeting to order at 9:35 AM
   Those present introduced themselves.

2. Additions and Deletions to the Agenda
   None.

3. Receive Announcements from Board Members
   None.

4. Comments from Members of the Public on Items Not on the Agenda
   Ray Cancino announced that the Elderday Adult Day Health program has been awarded a $2.5M grant from Central California Alliance for Health. The funds are to purchase a property on Main Street in Watsonville that will facilitate the transition of Elderday Adult Health Center from its current location in Santa Cruz to 501 Main Street in Watsonville. They are excited to have a permanent home for this program
in a more central location in the County, with the possibility of extending services to North Monterey County and possibly San Benito County. Transportation will be provided.

5. **Consent Agenda**

   Board members were referred to minutes of the September 16th meeting. 
   **MOTION**, Rivas/Schwickerath, to approve the minutes of the September 16, 2021 as submitted. **PASSED** unanimously

6. **Committee Reports**

   6.1 **Finance Committee** – no report, did not meet this month

   6.2 **Nominating Committee** – Gwen said that the Board is now full so the committee is not actively recruiting. Planning for a training in November. Clay said trainings will be held for AAA Advisory Council, November 17, 10am-12 and Board of Directors, November 18, 10am-noon.

   6.3 **Advocacy Committee** – Clay highlighted document on page 6.3, provided by Wendy King; a good reminder that there are lots of ways to support advocacy. Also discussed was CORE. Lots of other things going on including Master Plan for Aging. Shared some highlights of some committee priorities, working on a document: ADRCs are top of the list, digital divide, coordinating with Independent Living Centers about possibility of creating Department of Community Living, looking at Older Californians Act, especially section on volunteerism. Wayne also discussed that a new CDA Director was hired.

   6.4 **Executive Committee** – no report.

7. **Area Agency on Aging Requests for Proposals**

   Clay provided an overview of the funding streams for the AAA and requirements for RFP. The AAA funding cycle is up to four years, but because CDA allowed a one-year extension, current contracts are in their fifth year. The next cycle will be three years with two one-year renewable contracts if provider remains in good standing. He reviewed the AAA Request for Proposal process and Timeline as well as currently funded services. He said that the funding environment has been flat for many years, so there is a need to balance addressing new needs without defunding existing services in the senior safety net. Staff also coordinate with other funders in the community to ensure that there isn’t any duplication of services and that they are aware of the AAA-funded services.

   **75/25 formula.** Clay reviewed the longstanding 75/25 AAA funding formula for the planning and service area, which allocates 75% of program funding to Santa Cruz County and 25% to San Benito County. By 60+ population, it is currently 83% 60+ in SC County and 17% 60+ in San Benito. This policy came about because service delivery is more challenging in rural areas, there are fewer resources in rural communities, and higher percentages of some of the target populations. Staff recommend continuing the 75/25 funding formula for the 2022-25 funding cycle.

   **AAA Direct Services.** Staff recommend continuing $50K continuing direct service funding for the AAA.
Share the pain, share the gain. Clay reviewed the history of this internal funding policy, which is a reflection of the great cooperation and coordination in the AAA service provider network. Because some transfers between Title IIIB funding and Title IIIC funding are allowed, the policy was that any increases or decreases in either funding pool would be shared equally among the IIIB and IIIC funded providers. Clay noted that in recent years it has become impossible to do this because more increases are coming in dedicated titles or directed to a specific program, like nutrition to increase the number of meals served. Also, State IIIB funding was eliminated in 2008. Clay said that the traditional transfers between IIIB and IIIC to maintain service levels are allowable and limited, and plan to continue. Staff recommends discontinuing “share the pain, share the gain,” funding policy.

RFP Process

Antonio requested that staff provide a training about the RFP before the process.

Clay referred to Page 7-6, what services are proposed for funding and how much. Wayne said outreach is a need in San Benito County. Patty said that the AAA used to fund outreach for most providers, but given the small amount of Title IIIB funding and the need to fund core services, the expectation that providers will do outreach as part of their services has been in AAA contract language for many years.

Clay referred to pages 7-19 to 7-39, the Department of Aging data dictionary which shows the full array of possible services that can be funded. As it is not possible to fund all services, each AAA starts with funding core required services and then additional services based on local needs.

Clay reviewed the following recommendations:

Shift IIIB funding out of meal site transportation in Santa Cruz County, Clay said this recommendation is because Measure D brought in $800K per year of new transportation funding.

Shift IIIB funding out of comprehensive assessment, a non-registered service. AAA contracting requirements continue to increase, making small grants unfeasible.

Augment IIIB Information and Assistance in Santa Cruz County, a core service and gateway to all senior services. Increasing complexity of need is straining resources.

Augment IIIB Residential Repair/Modification. #1 need on needs assessment survey, and consistently in the top 10 of needs identified.

In San Benito County, continue IIIB Transportation funding for transportation to senior dining sites in San Benito County. There are no new funding streams to support this service.

In San Benito County, maintain Title IIIB Information and Assistance. The new ADRC No Wrong Door project housed at Jovenes de Antaño, is providing enhanced I&A to help address more complex needs.

For both counties, Clay said that the recommendation is for proposals to provide both congregate and home-delivered meals. During the pandemic it has been important to be able to shift participants between congregate to home-delivered seamlessly.
If there was a desire to refund meal site transportation, that would come from reducing other program funding in Title IIIIB.

Clay said that the AAA also just received notice of new funding for nutrition programs, $97K just arrived for meals in Santa Cruz County and $32K for San Benito County.

Questions

- How did Clay come up with amount for new meals award for SB County? Clay said the 75/25 formula was applied.
- Antonio Rivas said he cannot support defunding meal site transportation. Clay said this was discussed at Advisory Council too. He proposed a couple of ideas to restore some of the funding including reducing total for I&A in SC County to $70K, defund home modification and have Falls Prevention allocate $10K. Clay also suggested allocating $5k of CDA vaccination grant money for transportation.
- Gwen Yeo asked if there is any possibility of taking new funding that is coming to allocate to transportation for meal sites in SC County. Clay said yes, because it is federal funding it can be transferred from IIIC into IIIIB.
- Lisa Berkowitz said she is looking at 8% increase in food costs and 140 new participants came on since September. IIIC nutrition funding is needed for the increasing demand. But it is also important for participants to have transportation to the meal without having to pay for it. Suggestion donation for a meal is $2.50, currently receiving 26 cents per meal. MOW recognizes the importance of all programs.
- Ray Cancino said requested that the impact of the transportation funding be reduced.
- Tanya Ridino said she appreciates all the work of AAA. As a new Executive Director, she amazed to see the work being done on the budget the agency has. There is no room for reductions, need to increase to meet capacity. 925% increase in calls, getting over a hundred calls a week at one point.
- Antonio said he wants to see funding put back into meal site transportation.
- Gwen asked why Measure D funds can’t be used, Pam agreed and asked this too. Ray said that Measure D dollars require a 5-year spending plan. Current plan includes into capital investments and extended service hours, and additional drivers.
- Tim Bratton asked if can Paracruz help with meal site rides. Ray said at $8-16 per round trip per day, it is not cost effective for any senior to do that daily for a meal.
- Ray said he is concerned about the optics of the AAA defunding transportation, could send a message that transportation isn’t a priority.
- Wayne said all of these programs are underfunded, all deserve more funding. Doesn’t want to decrease I&A. Home repair was number one issue. Difficult to have these conversations.
- Clay said that this is why he spends so much time on advocacy. Needs are greater than ever. Efforts are working, getting some big wins. More funding coming, just received first round, nutrition and Ombudsman increases. More for nutrition has been allocated by the State, but it hasn’t come in yet. Clay agreed that optics for AAA to defund transportation is not good, suggested shifting $20K of funding by decreasing I&A by $5K, decrease home repair by
$5k or using some of the new nutrition funding. Can also use funding for transportation for people getting vaccinations.

- Antonio said he appreciates effort to put money back into transportation.
- Tara expressed concern that if needs assessment says 59% of seniors served list home repairs as a top need, cutting $5k is a big deal.
- Jane said she will not support reducing funding for I&A or home repair.
- Wayne asked if when new money comes in can we make assurances that funding will be increased.
- Clay clarified that changes in funding are not “cutting programs” this is allocating funding.

Action items on page 7-9 were acted on as follows:

- A) MOTION, Matzie/Schwickerath to continue 75/25 funding split between Santa Cruz and San Benito Counties. PASSED unanimously
- B) MOTION, Arnsberger/Yeo, to discontinue the practice of “Share the pain, share the gain” among service providers operating programs where funding could previously be transferred. PASSED unanimously
- C) MOTION, Schwickerath/Johnson, to retain $50K in house for AAA direct services. PASSED unanimously
- D) MOTION, Schwickerath/Arnsberger, to adopt the proposed letter of intent with amounts prescribed when finalized. PASSED unanimously
- E) MOTION, Schwickerath/Luna, to adopt the proposed Request for Proposals timeline. PASSED unanimously
- F) and G) Antonio requested a motion to adopt proposed amounts for all categories. As there was discussion of shifting funding, Jane noted that this will require more conversation. MOTION, Yeo/Matzie to take recommendations to the Executive Committee (no action)
  MOTION, Schwickerath/Rivas to have the Executive Director bring proposed changes to the Executive Committee for review and discussion and bring back to the Board for final vote. PASSED, abstaining Matzie
  Clay noted that there may be adjustments to final amounts as new funding comes in, but will not change percentages.
- Tanya said it would be helpful if full budget info was given to Executive Committee.
- Cathy asked when is the time for providers to advocate? Clay said there will be an opportunity at the RFP review committee.

Undue Influence/Conflict of Interest clause. Clay recommendations is that conflict of interest clause from previous RFP be kept in. MOTION, Schwickerath/Rivas, that undue influence language info in the proposal language. PASSED Kaiser abstaining.

- Steven noted that as staff of Advocacy, Inc., a contracted service provider, he will recuse himself from any decisions affecting funding awards.
- Clay said that appointments to the RFP Committee will be made at a later time.
8. **Executive Director's Report**

Clay said that the Santa Cruz County CORE community program funding process continues to evolve. Randy Morris, new Director of Human Services, is regularly attending meetings and things are going better. Big news is that the County has decided to remove the AAA from the CORE competitive process and set aside funding for AAA funded directly by a separate contract. This is fantastic news and means the AAA won't be competing with its contracted providers for funding.

He said that the CORE process is still being finalized. He said that after 5 years of flat funding, $500K of funding being added. They are proposing $750K be set aside for a special project, which could be one agency or a collaborative. Idea is to make a focused impact. City of Santa Cruz is doing something similar with a set aside for a special project. Pam wondered if homelessness will be the special project. Clay said that seems likely, good to advocate with homeless agencies. Could Age Friendly be a special project? Clay said there is a lot going on with County efforts, including Master Plan for Aging.

The threat to the Live Oak Senior Center seems to be stopped for now. Still getting news second hand, district isn't communicating directly. The AAA Advisory Council suggested inviting the superintendent to a future meeting.

**Aging Hubs** – Clay said that CDA is putting a lot of time and effort into Aging Hubs. ADRCs are a focus in hub discussions, but AAA designation is part of this discussion. CWDA withdrew proposal for concept of all AAAs being counties. CSAC had a proposal that counties should get to decide who AAA's are. CDA is looking at changing regulations to allow counties to change AAA designation.

**Master Plan for Aging.** County of Santa Cruz has hired a consultant to work on this. Some confusion about Age Friendly and Master Plan for Aging. San Benito MPA group will be convened by Supervisor Hernandez.

**COVID-19 Reopening, Zoom Meetings, etc.** Discussions continuing. Meeting today with nutrition providers about reopening.

**ADRC** – No wrong door is moving forward. Britt reported that ADRC is live now and offering assistance to the community. Leanne (Seniors Council employee) and Kaitlyn (Jovenes employee) working out of Hollister Community Center. Britt said there are still some challenges sorting out who does what in the partnership with Jovenes, with regards to Jovenes I&A service and the ADRC services. Leanne is doing a good job and is based in the community center.

9. **Program Reports**

9.1 **Falls Prevention** – no report.

9.2 **Foster Grandparent/Senior Companion Program** – Clay as schools reopen the program is looking at ways to get volunteers re-engaged. Nationally the program was given waivers for FG/SC to continue to receive stipends during pandemic but this sunsets September 30th. It is a challenge to keep volunteers engaged and working safely so they can continue to receive their stipends. We're starting to reopen, first with Senior Companions. Chris Greenwood reported that she had two volunteers doing virtual work, and principal asking when can they come back. Kathryn Ramirez said we really need to be cautious about putting volunteers back in the classroom, has to be on a school-by-school, case-by-case basis. Still
Seniors Council Board of Directors October 21, 2021

concerned about safety of Foster Grandparents and children who are 5-11 are not yet vaccinated.

9.3 Area Agency on Aging – no additional report

9.4 Project SCOUT - Report in packet. Wayne said he is hopeful that SCOUT will expand to San Benito County.

10. Miscellaneous Correspondence - none

11. Adjournment
   The meeting was adjourned at 12:35PM
   Next meeting: Joint Meeting of AAA Advisory Council and Seniors Council Board: December 2, 9:30-12:30
   Minutes prepared by: Patty Talbott
AREA AGENCY ON AGING ADVISORY COUNCIL

October 21, 2021
(Held by Zoom in accordance with COVID-19 social distancing requirements)

MINUTES

ADVISORY COUNCIL MEMBERS PRESENT:
Lisa Berkowitz (AAA Service Provider)
Sandy Brown, Chair (City of Santa Cruz)
Greg Caput (Santa Cruz County Board of Supervisors)
Jack Dilles, Vice-Chair (City of Scotts Valley)
Peter Hernandez (San Benito County Board of Supervisors)
Lowell Hurst (City of Watsonville);
Mark Johannessen (At Large)
Kollin Kosmicki (San Benito County Board of Supervisors)
Bruce McPherson (Santa Cruz County Board of Supervisors);
Chuck Molnar (CSL Representative/At Large)
Rick Perez (City of Hollister)

ALTERNATES PRESENT: Gine Johnson, alternate (McPherson)

ADVISORY COUNCIL MEMBERS EXCUSED: Mary Edge (City of San Juan Bautista);

VACANCIES: Representative of Persons with Disabilities; At Large (2)

OTHERS PRESENT: Clay Kempf, Seniors Council Executive Director; Britt Bassoni, Seniors Council/Special Projects; Patty Talbott, Seniors Council/AAA; Corey Acevedo, Senior Network Services; Alicia Morales, County of Santa Cruz;
Tanya Riddo, Senior Citizens Legal Services; Ray Cancino, Community Bridges;
Dena Taylor, Santa Cruz County Seniors Commission

1. Welcome, Call to Order and Introductions
   Chair Sandy Brown called the meeting to order at 10:04 AM.

2. Additions and Deletions to the Agenda
   None

3. Receive Announcements from Advisory Council Members
   None.
4. **Comments from Members of the Public on Items Not on the Agenda**

Ray Cancino, CEO, Community Bridges, thanked those who provided letters of support for their grant application to the Central Coast Alliance for Health for an Elderday expansion project in Watsonville. The project was fully funded at $2.5M. He said they are excited to move forward with this project, including possible expansion into North Monterey County.

5. **Consent Agenda**

Advisory Council members were referred to Pages 5-1 to 5-4, draft minutes of the September 15, 2021 meeting. **MOTION**, Johansen/Dilles, to approve the minutes of the September 15, 2021 meeting as submitted. **PASSED unanimously**

6. **Committee Reports**

6.1 **Advocacy Committee** –

Live Oak Senior Center – Clay said the latest news being received is that the project is being stopped for now. This information is still second hand, no direct communication from the district. At this point the Live Oak Senior Center dining site is still not available for use. Meals on Wheels is preparing to reopen some sites, but may do a hot meal drive-through pickup only at Live Oak if possible. Although the immediacy of the situation is less now, Clay will still connect with the new superintendent about this, including their long term plans and building better communication. Jack suggested inviting the superintendent to a future meeting. Clay will follow up.

**CORE Funding** – County of Santa Cruz has decided to pull the AAA out of the CORE competitive process and it will be funded in HSD budget. Clay said this is what both San Benito County and the City of Hollister do. Clay thanked everyone who advocated for this as well as county staff. He also noted that CORE meetings chaired by Randy Morris seem to be going well. There is a proposal to allocate $650K of funding to one particular project, City funding contributed as well. The total funding is only being increased $500K. Possible for either one agency to do it all or a collaborative effort. Individual programs can still apply. Bruce McPherson said this is similar to what the County is doing with homeless funding, to try to have a concerted effort on one issue. Ray appreciates some of the new approaches, but does have concern about large agencies with multiple programs and how they fit into tears. Dave Bianchi said he is pleased with the transparency so far, hopeful it will result in a better process. The big project concept is a good experiment, will be interesting to see what happens. Clay it will also easier to measure the impact for a large program than the smaller individual programs.

**Development of 2022 Legislative Platform** – Clay said that it still early, but good to start thinking about it. Referred to Page 6, elements of a good advocacy plan. Clay said the Master Plan for Aging will also help drive this. Part of this is the ADRC project in San Benito County, which Britt is leading and doing a great job. ADRCs statewide is a goal. Another focus is Older Californians Act, which is not currently funded, good to look at what priorities for refunding should be. Adrian Nazarian, Chair of Assembly Committee on Aging is a strong supporter of this. Clay sees a great need to expand volunteerism, including in rural areas. This would be a good focus area. Lisa said she
Area Agency on Aging Advisory Council October 20, 2021

is pleased to hear focus on volunteerism, which allows Meals on Wheels to serve as many people as they do. Amazing to see what volunteers did during COVID. Tanya echoed this, they rely heavily on volunteer advocates. David Blanchi, all six of their programs are completely done by volunteers, they couldn’t happen without it. Mark asked if any discussion of having a central volunteer corps that could train prospective volunteers? Tanya the universities they work with to get volunteers usually have this. Dena Taylor edits the newsletter for retired public employees. Who should she refer to? Clay suggested the SC County Volunteer Center.

California Senior Legislature Report – Chuck reported that there is no change from last report. Highlighted 5 bills” AB98, AB383, AB848 and SB675 property tax payments monthly payments. CSL will be having their annual session by Zoom October 26-28. Chuck said people need to be getting the information out to the public more, he had a Senior Corner column in the Sentinel that was eliminated.

7. 2022-25 Requests for Proposals Discussion

Clay reviewed the agenda item packet materials and provided background and an overview of this process. Funding has mostly been flat over the years. The only way the AAA can do meaningful funding for something new is to take away from an existing service. Current providers are on the fifth year of the 4-year cycle because of an extension allowed by CDA due to COVID. Because of this the next funding cycle will be shortened to three years to get back on cycle.

Clay reviewed the individual funding streams and local funding policies, including funding Santa Cruz County at 75% and San Benito County at 25%. This has been the practice of the AAA for many years, and was created due to fewer resources available in more rural San Benito County and high concentrations of target populations. By 60+ population, the split is 72% to 18%. Programs that serve both counties are expected to put 25% of resources towards San Benito County.

Clay reviewed the “Share the pain, share the gain” practice between Title IIB and IIC funded programs. This process shares increases or decreases among providers in those funding streams. Staff recommends that this practice be ended because funding augmentations tend to be allocated to a specific funding stream or service now. It will also create better transparency and less confusion for staff.

The AAA also retains a very small percentage of program funds, about $50k, for direct services, including support for Project SCOUT tax assistance, outreach and others.

Staff Recommendations

1. Continue 75/25 allocations between Santa Cruz and San Benito County.
2. Stop the “Share the pain, share the gain” funding practice.
3. Continue AAA direct Services as funded.

Clay then reviewed how funding is proposed to be allocated by service. He explained that if there is only one qualified applicant for a service after outreach efforts, staff will document sole source. Also focusing on increasing contract size, too many small contracts which is not efficient with the amount of CDA contract requirements.
Clay reviewed the proposed funding recommendations.
- No longer allocate IIBB transportation for meal site transportation in Santa Cruz County due to increased transportation funding available from Measure D.
- Augment funding for peer counseling and visiting.
- Augment funding for information and assistance in Santa Cruz County, biggest need and biggest challenge, growing complexity of need.
- No longer allocate funding to comprehensive assessment as part of reducing small contracts.
- Augment funding for residential repair/modification – recommending increase to $20K. This is the top need on the last senior needs assessment and has been in the top 3 for the last several surveys.
- In San Benito County, continue funding for meal site transportation. Information and assistance is not recommended for an increase as the ADRC is active in that county and offers enhanced I&A.

**Questions from AC members**
Lowell expressed support for Falls Prevention, keeps seniors safe in their home. Lisa said it is a big advantage to be able to offer transportation to the senior dining site Jack how do we monitor two county programs? Clay said that the AAA monitors service provider performance ongoing and through site monitoring.
Patty noted that while two-county programs are expected to put 25% of resources towards service in San Benito County, it is not always feasible for them to serve at 25% level due to their unique nature. For example, HICAP targets are developed by CMS and the State HICAP office and are based on number of Medicare beneficiaries and prospective beneficiaries. Ombudsman targets are driven by number of facilities and facility beds in each county. Tanya Ridino said that Senior Citizens Legal Services provides a lot of expertise and has seen a 925% increase in telephone requests. Clay said he is seeking feedback from the Advisory Council today, while the final authority is with the Seniors Council Board. If there is a recommendation is to leave funding in meal site transportation in Santa Cruz County, it would need to reduce funding from another categories. Could also use funding allocating to home repair and use falls prevention funding instead.

Lowell said that more funding for transportation is a good idea. Ray said it is important to send a message to other funders that transportation is important. Defunding it sends the wrong message, Measure D funds cannot be used to supplant and those funds are already allocated to a 5-year plan with oversight by E&DTAC and the RTC. Measure D is currently increasing and enhancing weekend service and paying for permanent location for Lift Line. Lisa said the meal program may need to absorb more of the cost if transportation funding is reduced. Mark expressed support for reallocating funding to meal site transportation. Sandy said she supports transportation, difficult to make these decisions. Greg asked if this will impact services. Lisa said that 50% of Mow attendees have said they need transportation.
Clay said nutrition is the one category where funding is going up. There are more dollars in nutrition, but not in supportive services. Clay said the Seniors Council Board will review and discuss this tomorrow.
MOTION, Caput/ Brown, to support leaving some III B funding for meal site transportation for Santa Cruz County at a certain level and adjust other funding accordingly.  PASSED. Opposed: none.  Abstaining: Berkowitz

8. **New/Continuing Projects**
   
   ADRC San Benito County – Clay reported that the ADRC project continues to move forward, new San Benito County Resource Directory will be released soon, great resource.
   
   Master Plan for Aging – San Benito implementation group hasn’t been able to meet yet. Peter Hernandez agreed to pull the group together. Santa Cruz County is hiring a consultant to coordinate Master Plan for Aging.

9. **Executive Directors Report**
   
   COVID – Meals on Wheels planning is planning to reopen some sites in Santa Cruz County. The Foster Grandparent/Senior Companion program waiver for stipends is ending, will impact low-income volunteers. iPad project through CDA, will be supporting Senior Companions.
   
   New contracts and funding sources arriving. One possible new funding source is Alzheimer’s Day Care Resource Center. Jovenes de Antaño operated an ADCRC in San Benito County before the State defunded community-based programs. CWDA has backed off on recommendation that all AAA’s be county-based and each county have its own AAA. CSAC is recommendation that counties have a role in AAA designations. Kim McCoy-Wade, the Director of Department of Aging has accepted a position in the Governor’s office, and a new director has been hired, pending approval by the Legislature.

10. **Miscellaneous Correspondence**
    
    Pages 10-1 to 10-3: Project SCOUT report

11. **Adjournment**
    
    The meeting was adjourned at 12:11pm.

*Minutes prepared by: Patty Talbott*
### Seniors Council of Santa Cruz and San Benito Counties

#### Agency Wide Budget vs. Actual

**July through September 2021**

<table>
<thead>
<tr>
<th>Ordinary Income/Expense</th>
<th>Jul - Sep 21</th>
<th>YTD Budget</th>
<th>$ Over Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PRIOR YEAR RELEASE FROM RESTRICT</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>CFL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitoring</td>
<td>32,460.60</td>
<td>32,751.00</td>
<td>-290.40</td>
<td>131,055.00</td>
</tr>
<tr>
<td>Total CFL</td>
<td>32,460.60</td>
<td>32,751.00</td>
<td>-290.40</td>
<td>131,055.00</td>
</tr>
<tr>
<td>GRANTS REC'D (income)</td>
<td>1,076,273.82</td>
<td>988,928.75</td>
<td>87,345.07</td>
<td>3,852,735.00</td>
</tr>
<tr>
<td>LOCAL MATCH RECEIVED-JURIS.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Capitola</td>
<td>0.00</td>
<td>2,500.00</td>
<td>-2,500.00</td>
<td>10,000.00</td>
</tr>
<tr>
<td>City of Hollister</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>9,500.00</td>
</tr>
<tr>
<td>City of Santa Cruz</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>City of Scotts Valley</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>County of San Benito</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>30,000.00</td>
</tr>
<tr>
<td>County of Santa Cruz</td>
<td>40,249.00</td>
<td>45,162.50</td>
<td>-4,913.50</td>
<td>161,000.00</td>
</tr>
<tr>
<td>Total LOCAL MATCH RECEIVED-JURIS.</td>
<td>40,249.00</td>
<td>47,662.50</td>
<td>-7,413.50</td>
<td>210,500.00</td>
</tr>
<tr>
<td>LOCAL MATCH RECEIVED - OTHER</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOUNDATIONS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PENINSULA FOUNDATION</td>
<td>0.00</td>
<td>20,000.00</td>
<td>-20,000.00</td>
<td>20,000.00</td>
</tr>
<tr>
<td>NANCY BUCK RANSOM FOUNDATION</td>
<td>0.00</td>
<td>20,000.00</td>
<td>-20,000.00</td>
<td>20,000.00</td>
</tr>
<tr>
<td>SANTA CRUZ COMMUNITY CREDIT UNI</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>15,000.00</td>
</tr>
<tr>
<td>Don't use NANCY BUCK RANSOM</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>COMMUNITY FOUNDATION - San Beni</td>
<td>0.00</td>
<td>4,500.00</td>
<td>-4,500.00</td>
<td>4,500.00</td>
</tr>
<tr>
<td>HARDEN FOUNDATION</td>
<td>0.00</td>
<td>25,000.00</td>
<td>-25,000.00</td>
<td>25,000.00</td>
</tr>
<tr>
<td>COMMUNITY FOUNDATION - Santa Cr</td>
<td>0.00</td>
<td>25,000.00</td>
<td>-25,000.00</td>
<td>25,000.00</td>
</tr>
<tr>
<td>COMMUNITY FOUNDATION - Monterey</td>
<td>0.00</td>
<td>25,000.00</td>
<td>-25,000.00</td>
<td>25,000.00</td>
</tr>
<tr>
<td>FOUNDATIONS - Other</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>286.00</td>
</tr>
<tr>
<td>Total FOUNDATIONS</td>
<td>0.00</td>
<td>119,500.00</td>
<td>-119,500.00</td>
<td>134,786.00</td>
</tr>
<tr>
<td>MISC CASH DONATIONS</td>
<td>975.00</td>
<td>2,793.63</td>
<td>-1,818.63</td>
<td>12,206.34</td>
</tr>
<tr>
<td>UNITED WAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>San Benito County</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Santa Cruz County</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>5,000.00</td>
</tr>
<tr>
<td>Total UNITED WAY</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>5,000.00</td>
</tr>
<tr>
<td>LOCAL MATCH RECEIVED - OTHER - Other</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Total LOCAL MATCH RECEIVED - OTHER</td>
<td>975.00</td>
<td>122,293.63</td>
<td>-121,318.63</td>
<td>151,992.34</td>
</tr>
<tr>
<td>OTHER INCOME</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FGP / SCP 5310</td>
<td>0.00</td>
<td>29,124.94</td>
<td>-29,124.94</td>
<td>116,500.00</td>
</tr>
<tr>
<td>Seniors Council Admin</td>
<td>6,387.79</td>
<td>3,880.13</td>
<td>2,507.66</td>
<td>15,521.00</td>
</tr>
<tr>
<td>REFUNDS &amp; DEPOSITS RETURNED</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>MISC INCOME</td>
<td>750.47</td>
<td>0.00</td>
<td>750.47</td>
<td>67.85</td>
</tr>
<tr>
<td>OTHER INCOME - Other</td>
<td>805.66</td>
<td>1,212.56</td>
<td>-406.70</td>
<td>1,212.56</td>
</tr>
<tr>
<td>Total OTHER INCOME</td>
<td>7,944.12</td>
<td>34,217.83</td>
<td>-26,273.61</td>
<td>133,301.41</td>
</tr>
<tr>
<td>SHARE OF COSTS RECEIVED</td>
<td>12,888.15</td>
<td>14,250.00</td>
<td>-1,361.85</td>
<td>56,000.00</td>
</tr>
<tr>
<td>Total Income</td>
<td>1,170,890.69</td>
<td>1,240,103.51</td>
<td>-69,212.82</td>
<td>4,535,583.75</td>
</tr>
<tr>
<td>Gross Profit</td>
<td>1,170,890.69</td>
<td>1,240,103.51</td>
<td>-69,212.82</td>
<td>4,535,583.75</td>
</tr>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OFFICE FURNITURE</td>
<td>992.78</td>
<td>0.00</td>
<td>992.78</td>
<td>0.00</td>
</tr>
<tr>
<td>Service Type</td>
<td>Jul - Sep 21</td>
<td>YTD Budget</td>
<td>$ Over Budget</td>
<td>Annual Budget</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>--------------</td>
<td>------------</td>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td>WEBSITE</td>
<td>399.54</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>MEETING EXPENSE</td>
<td>2,554.17</td>
<td>1,109.78</td>
<td>1,444.39</td>
<td>4,075.06</td>
</tr>
<tr>
<td>ADMINISTRATIVE EXPENSE</td>
<td>6,387.79</td>
<td>5,143.41</td>
<td>1,244.38</td>
<td>20,574.00</td>
</tr>
<tr>
<td>Reconciliation Discrepancies</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>REFUND CUSTOMER CFL</td>
<td>55.55</td>
<td>0.00</td>
<td>55.55</td>
<td>266.62</td>
</tr>
<tr>
<td>ADMIN TRANSFER</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ADVERTISING &amp; PROMOTION</td>
<td>172.26</td>
<td>2,649.91</td>
<td>-2,477.65</td>
<td>13,551.80</td>
</tr>
<tr>
<td>BANK FEES</td>
<td>986.86</td>
<td>1,079.50</td>
<td>-92.64</td>
<td>3,959.08</td>
</tr>
<tr>
<td>CONTRACTED SERVICES</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEBSITE DESIGN / MAINTENANCE</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>SUB-CONTRACTOR</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>10,000.00</td>
</tr>
<tr>
<td>VENDORS</td>
<td>0.00</td>
<td>3,000.00</td>
<td>-3,000.00</td>
<td>12,000.00</td>
</tr>
<tr>
<td>AUDIT</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>20,000.00</td>
</tr>
<tr>
<td>CASUAL LABOR</td>
<td>0.00</td>
<td>448.00</td>
<td>-448.00</td>
<td>748.00</td>
</tr>
<tr>
<td>CONSULTANTS</td>
<td>9,182.00</td>
<td>15,508.50</td>
<td>-6,326.50</td>
<td>47,172.00</td>
</tr>
<tr>
<td>SYNERGY</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>8,000.00</td>
</tr>
<tr>
<td>TRANSLATION</td>
<td>850.00</td>
<td>1,350.00</td>
<td>-500.00</td>
<td>4,950.00</td>
</tr>
<tr>
<td>Total CONTRACTED SERVICES</td>
<td>10,032.00</td>
<td>20,306.50</td>
<td>-10,274.50</td>
<td>102,870.00</td>
</tr>
<tr>
<td>CRIMINAL RECORDS CHECK</td>
<td>0.00</td>
<td>364.94</td>
<td>-364.94</td>
<td>1,540.00</td>
</tr>
<tr>
<td>ELECTRONIC FILING</td>
<td>2,511.03</td>
<td>820.00</td>
<td>1,691.03</td>
<td>2,980.00</td>
</tr>
<tr>
<td>EQUIPMENT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOSAFE BUTTONS CFL</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>EQUIPMENT- EXPENDABLE</td>
<td>6,142.62</td>
<td>6,734.65</td>
<td>-592.23</td>
<td>23,669.00</td>
</tr>
<tr>
<td>EQUIPMENT MAINTENANCE</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>EQUIPMENT RENTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEDICAL GUARDIAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mini Guardian</td>
<td>597.00</td>
<td>1,742.00</td>
<td>-1,145.00</td>
<td>6,379.21</td>
</tr>
<tr>
<td>MG Home</td>
<td>1,979.87</td>
<td>1,800.00</td>
<td>179.87</td>
<td>7,080.79</td>
</tr>
<tr>
<td>MG Freedom</td>
<td>0.00</td>
<td>75.00</td>
<td>-75.00</td>
<td>308.22</td>
</tr>
<tr>
<td>MG Classic</td>
<td>5,929.35</td>
<td>6,996.42</td>
<td>-1,067.07</td>
<td>27,109.56</td>
</tr>
<tr>
<td>MG Active</td>
<td>2,085.04</td>
<td>3,349.94</td>
<td>-1,264.90</td>
<td>11,621.49</td>
</tr>
<tr>
<td>MEDICAL GUARDIAN - Other</td>
<td>1,257.07</td>
<td>0.00</td>
<td>1,257.07</td>
<td>0.00</td>
</tr>
<tr>
<td>Total MEDICAL GUARDIAN</td>
<td>11,848.33</td>
<td>13,963.36</td>
<td>-2,115.03</td>
<td>52,399.27</td>
</tr>
<tr>
<td>PHILIPS LIFELINE - CFL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LL M</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>GoSafe 2 existing customers</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>GoSafe 2 Wireless GPS</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>GoSafe Mobile Landline</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>GoSafe Wireless</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>PHILIPS LIFELINE - CFL - Other</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Total PHILIPS LIFELINE - CFL</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>EQUIPMENT RENTAL - Other</td>
<td>2,656.08</td>
<td>2,486.76</td>
<td>169.32</td>
<td>10,563.26</td>
</tr>
<tr>
<td>Total EQUIPMENT RENTAL</td>
<td>14,504.41</td>
<td>16,450.12</td>
<td>-1,945.71</td>
<td>62,962.53</td>
</tr>
<tr>
<td>Total EQUIPMENT</td>
<td>20,647.03</td>
<td>23,184.97</td>
<td>-2,537.94</td>
<td>86,631.53</td>
</tr>
<tr>
<td>FEES</td>
<td>15.00</td>
<td>0.00</td>
<td>15.00</td>
<td>400.00</td>
</tr>
<tr>
<td>INSURANCE</td>
<td>6,331.48</td>
<td>5,265.74</td>
<td>1,065.74</td>
<td>11,377.35</td>
</tr>
<tr>
<td>MAINTENANCE &amp; REPAIRS</td>
<td>1,953.07</td>
<td>1,074.75</td>
<td>878.32</td>
<td>4,045.00</td>
</tr>
</tbody>
</table>
### Seniors Council of Santa Cruz and San Benito Counties

**Agency Wide Budget vs. Actual**

**July through September 2021**

<table>
<thead>
<tr>
<th>Description</th>
<th>Jul - Sep 21</th>
<th>YTD Budget</th>
<th>$ Over Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEALS</strong></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>MEMBERSHIPS</strong></td>
<td>8,811.42</td>
<td>6,934.00</td>
<td>1,877.42</td>
<td>10,980.50</td>
</tr>
<tr>
<td><strong>OFFICE SUPPLIES</strong></td>
<td>8,666.83</td>
<td>7,124.26</td>
<td>1,542.57</td>
<td>21,051.89</td>
</tr>
<tr>
<td><strong>PERSONNEL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BENEFITS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>403b</td>
<td>9,841.14</td>
<td>9,516.81</td>
<td>324.23</td>
<td>35,076.83</td>
</tr>
<tr>
<td>HEALTH INSURANCE</td>
<td>42,752.73</td>
<td>52,173.12</td>
<td>-9,420.39</td>
<td>174,621.09</td>
</tr>
<tr>
<td>WORKERS COMP INSURANCE</td>
<td>3,652.99</td>
<td>1,247.76</td>
<td>2,405.21</td>
<td>2,569.45</td>
</tr>
<tr>
<td><strong>Total BENEFITS</strong></td>
<td>56,246.86</td>
<td>62,937.81</td>
<td>-6,690.95</td>
<td>212,267.37</td>
</tr>
<tr>
<td><strong>PAYROLL - WAGES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payroll Expenses</td>
<td>164.54</td>
<td>102.38</td>
<td>62.16</td>
<td>410.77</td>
</tr>
<tr>
<td>P/R TAX EXPENSE</td>
<td>13,965.64</td>
<td>16,754.96</td>
<td>-1,789.32</td>
<td>58,272.37</td>
</tr>
<tr>
<td><strong>PAYROLL - WAGES - Other</strong></td>
<td>207,679.47</td>
<td>206,276.98</td>
<td>1,402.49</td>
<td>758,478.18</td>
</tr>
<tr>
<td><strong>Total PAYROLL - WAGES</strong></td>
<td>222,008.65</td>
<td>222,134.32</td>
<td>-124.67</td>
<td>817,161.32</td>
</tr>
<tr>
<td><strong>Total PERSONNEL</strong></td>
<td>278,256.51</td>
<td>286,072.13</td>
<td>-8,815.62</td>
<td>1,029,428.69</td>
</tr>
<tr>
<td><strong>POSTAGE</strong></td>
<td>2,231.32</td>
<td>2,441.04</td>
<td>-209.72</td>
<td>6,004.78</td>
</tr>
<tr>
<td><strong>PRINTING &amp; REPRODUCTION</strong></td>
<td>1,911.35</td>
<td>2,964.05</td>
<td>-1,052.70</td>
<td>12,158.27</td>
</tr>
<tr>
<td><strong>SPACE COSTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DEPOSIT</strong></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>220.00</td>
</tr>
<tr>
<td><strong>JANITORIAL</strong></td>
<td>586.00</td>
<td>570.60</td>
<td>14.40</td>
<td>2,376.30</td>
</tr>
<tr>
<td><strong>OFFICE RENT</strong></td>
<td>16,350.00</td>
<td>15,544.70</td>
<td>805.30</td>
<td>63,173.92</td>
</tr>
<tr>
<td><strong>STORAGE RENT</strong></td>
<td>807.00</td>
<td>800.00</td>
<td>7.00</td>
<td>3,204.65</td>
</tr>
<tr>
<td><strong>TRAINING FACILITIES</strong></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>UTILITIES</strong></td>
<td>1,149.47</td>
<td>1,164.36</td>
<td>-14.89</td>
<td>4,886.25</td>
</tr>
<tr>
<td><strong>Total SPACE COSTS</strong></td>
<td>18,891.47</td>
<td>18,099.66</td>
<td>791.81</td>
<td>73,865.12</td>
</tr>
<tr>
<td><strong>STAFF RECOGNITION</strong></td>
<td>433.43</td>
<td>1,165.01</td>
<td>-731.58</td>
<td>3,275.05</td>
</tr>
<tr>
<td><strong>SUBSCRIPTIONS &amp; PUBLICATIONS</strong></td>
<td>0.00</td>
<td>275.00</td>
<td>-275.00</td>
<td>399.00</td>
</tr>
<tr>
<td><strong>TELEPHONE</strong></td>
<td>17,826.45</td>
<td>5,590.68</td>
<td>12,235.77</td>
<td>20,831.28</td>
</tr>
<tr>
<td><strong>TOTAL GRANTS PAID (Expense)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FARMERS’ MARKET NUTRITION PROG</td>
<td>0.00</td>
<td>15,000.00</td>
<td>-15,000.00</td>
<td>15,000.00</td>
</tr>
<tr>
<td>GRANTS PAID (Expense)</td>
<td>637,816.00</td>
<td>526,965.58</td>
<td>110,850.42</td>
<td>2,083,520.00</td>
</tr>
<tr>
<td>GRANT RELATED INCOME (Expense)</td>
<td>86,589.00</td>
<td>112,749.94</td>
<td>-26,160.94</td>
<td>451,000.00</td>
</tr>
<tr>
<td>MATCH CASH</td>
<td>43,027.00</td>
<td>167,399.91</td>
<td>-124,372.91</td>
<td>669,600.00</td>
</tr>
<tr>
<td>MATCH IN-KIND</td>
<td>32,554.00</td>
<td>25,137.38</td>
<td>7,416.62</td>
<td>100,550.00</td>
</tr>
<tr>
<td>NON MATCH CASH</td>
<td>155,068.00</td>
<td>86,674.88</td>
<td>68,393.12</td>
<td>346,700.00</td>
</tr>
<tr>
<td>NON MATCH IN-KIND</td>
<td>6,000.00</td>
<td>5,499.94</td>
<td>500.06</td>
<td>22,000.00</td>
</tr>
<tr>
<td>LESS MATCH</td>
<td>-323,236.00</td>
<td>-397,462.41</td>
<td>74,224.41</td>
<td>-1,589,850.00</td>
</tr>
<tr>
<td><strong>Total TOTAL GRANTS PAID (Expense)</strong></td>
<td>637,816.00</td>
<td>541,965.22</td>
<td>95,850.78</td>
<td>2,088,520.00</td>
</tr>
<tr>
<td><strong>TRAINING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEES</td>
<td>118.00</td>
<td>637.94</td>
<td>-519.94</td>
<td>2,239.00</td>
</tr>
<tr>
<td>LODGING</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>TRAINING - Other</strong></td>
<td>0.00</td>
<td>120.00</td>
<td>-120.00</td>
<td>670.00</td>
</tr>
<tr>
<td><strong>Total TRAINING</strong></td>
<td>118.00</td>
<td>757.94</td>
<td>-639.94</td>
<td>2,909.00</td>
</tr>
<tr>
<td><strong>TRAVEL-STAFF</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REIMBURSEMENTS</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>TRAVEL-LOCAL</td>
<td>1,139.60</td>
<td>4,205.20</td>
<td>-3,065.60</td>
<td>16,951.13</td>
</tr>
<tr>
<td>TRAVEL-LONG DISTANCE</td>
<td>0.00</td>
<td>4,300.00</td>
<td>-4,300.00</td>
<td>5,800.00</td>
</tr>
<tr>
<td></td>
<td>Jul - Sep 21</td>
<td>YTD Budget</td>
<td>$ Over Budget</td>
<td>Annual Budget</td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------------</td>
<td>------------</td>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td>TRAVEL-STAFF - Other</td>
<td>30.92</td>
<td>0.00</td>
<td>30.92</td>
<td>0.00</td>
</tr>
<tr>
<td>Total TRAVEL-STAFF</td>
<td>1,170.52</td>
<td>8,505.20</td>
<td>-7,334.68</td>
<td>22,751.13</td>
</tr>
<tr>
<td>VOLUNTEERS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHER VOL COSTS</td>
<td>150.00</td>
<td>748.69</td>
<td>-598.69</td>
<td>9,407.00</td>
</tr>
<tr>
<td>MEALS</td>
<td>3,153.20</td>
<td>14,043.75</td>
<td>-10,890.55</td>
<td>56,175.00</td>
</tr>
<tr>
<td>PHYSICAL EXAMS</td>
<td>0.00</td>
<td>150.00</td>
<td>-150.00</td>
<td>600.00</td>
</tr>
<tr>
<td>RECOGNITION</td>
<td>240.00</td>
<td>0.00</td>
<td>240.00</td>
<td>16,877.00</td>
</tr>
<tr>
<td>STIPENDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEMPORARY ALLOWANCE</td>
<td>109,182.75</td>
<td>110,000.00</td>
<td>-817.25</td>
<td>110,000.00</td>
</tr>
<tr>
<td>COORDINATORS</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>TAX ASSISTORS</td>
<td>2,988.00</td>
<td>3,036.00</td>
<td>-48.00</td>
<td>12,264.00</td>
</tr>
<tr>
<td>STIPENDS - Other</td>
<td>51,170.25</td>
<td>120,775.02</td>
<td>-69,604.77</td>
<td>538,192.08</td>
</tr>
<tr>
<td>Total STIPENDS</td>
<td>163,341.00</td>
<td>233,811.02</td>
<td>-70,470.02</td>
<td>657,456.08</td>
</tr>
<tr>
<td>TRAINING</td>
<td>0.00</td>
<td>300.00</td>
<td>-300.00</td>
<td>1,200.00</td>
</tr>
<tr>
<td>TRAVEL</td>
<td>7,444.17</td>
<td>47,119.50</td>
<td>-39,675.33</td>
<td>188,478.00</td>
</tr>
<tr>
<td>Total VOLUNTEERS</td>
<td>174,328.37</td>
<td>296,172.96</td>
<td>-121,844.59</td>
<td>930,193.08</td>
</tr>
<tr>
<td>Total Expense</td>
<td>1,203,500.23</td>
<td>1,238,086.65</td>
<td>-34,586.42</td>
<td>4,484,638.23</td>
</tr>
<tr>
<td>Net Ordinary Income</td>
<td>-32,609.54</td>
<td>2,016.86</td>
<td>-34,626.40</td>
<td>50,945.52</td>
</tr>
<tr>
<td>Other Income/Expense</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTEREST INCOME</td>
<td>48.57</td>
<td>70.98</td>
<td>-22.41</td>
<td>235.95</td>
</tr>
<tr>
<td>Total Other Income</td>
<td>48.57</td>
<td>70.98</td>
<td>-22.41</td>
<td>235.95</td>
</tr>
<tr>
<td>Other Expense</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Penalties</td>
<td>1,110.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BAD DEBT</td>
<td>179.90</td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>Total Other Expense</td>
<td>1,289.90</td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>Net Other Income</td>
<td>-1,241.33</td>
<td>70.98</td>
<td>-1,312.31</td>
<td>235.95</td>
</tr>
<tr>
<td>Net Income</td>
<td>-33,850.87</td>
<td>2,087.84</td>
<td>-35,938.71</td>
<td>51,181.47</td>
</tr>
</tbody>
</table>
**Project Name:** Seniors Council Foster Grandparent Program  
**Grant Year:** 7/1/21 - 6/30/22

<table>
<thead>
<tr>
<th>Month</th>
<th>Cumulative Hours Actual</th>
<th>Cumulative Hours Goal</th>
<th>Monthly VSY Hours Actual</th>
<th>Monthly VSY Hours Goal</th>
<th>Monthly FY 21-22 Vols. Actual</th>
<th>Monthly FY 21-22 Vols. Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>11,535</td>
<td>7,751</td>
<td>11.05</td>
<td>11,535</td>
<td>7,454</td>
<td>10,420</td>
</tr>
<tr>
<td>August</td>
<td>23,998</td>
<td>17,163</td>
<td>11.94</td>
<td>12,463</td>
<td>9,052</td>
<td>15,602</td>
</tr>
<tr>
<td>September</td>
<td>86,252</td>
<td>31,101</td>
<td>59.63</td>
<td>62,254</td>
<td>13,405</td>
<td>17,299</td>
</tr>
<tr>
<td>October</td>
<td>101,202</td>
<td>46,646</td>
<td>11.94</td>
<td>14,951</td>
<td>14,951</td>
<td>15,852</td>
</tr>
<tr>
<td>November</td>
<td>117,089</td>
<td>63,164</td>
<td>59.63</td>
<td>15,887</td>
<td>15,887</td>
<td>17,531</td>
</tr>
<tr>
<td>December</td>
<td>138,055</td>
<td>84,964</td>
<td>14.32</td>
<td>20,966</td>
<td>20,966</td>
<td>20,346</td>
</tr>
<tr>
<td>January</td>
<td>155,688</td>
<td>103,297</td>
<td>15.22</td>
<td>17,632</td>
<td>17,632</td>
<td>13,637</td>
</tr>
<tr>
<td>February</td>
<td>170,928</td>
<td>119,143</td>
<td>14.60</td>
<td>15,241</td>
<td>15,241</td>
<td>10,828</td>
</tr>
<tr>
<td>March</td>
<td>184,482</td>
<td>133,235</td>
<td>12.98</td>
<td>13,554</td>
<td>13,554</td>
<td>12,513</td>
</tr>
<tr>
<td>April</td>
<td>204,589</td>
<td>154,142</td>
<td>19.26</td>
<td>20,107</td>
<td>20,107</td>
<td>11,806</td>
</tr>
<tr>
<td>May</td>
<td>219,554</td>
<td>169,702</td>
<td>14.33</td>
<td>14,965</td>
<td>14,965</td>
<td>11,112</td>
</tr>
<tr>
<td>June</td>
<td>230,014</td>
<td>173,682</td>
<td>10.02</td>
<td>10,460</td>
<td>10,460</td>
<td>9,011</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>182,700</strong></td>
<td><strong>254.92</strong></td>
<td></td>
<td><strong>230,014</strong></td>
<td><strong>173,675</strong></td>
<td><strong>165,957</strong></td>
</tr>
</tbody>
</table>

**September Averages**  
- Hours /Day & Hours /Week:  
  - 445 hrs per vol  
  - 22 days in mth  
  - 20 avg hrs/day  
  - 4.40 days in week  
  - 88.93 avg hrs/week

**OVER/UNDER**  
- HOURS 56,332  
- STIPEND $168,996.25  
- VSYs 53.96

**21-22 VSY Goal 175**  
July through September data includes CNCS approved Temporary Stipend Allowance hours. October on include Alternative Service Hours

**VSY Actual to Target (Cumulative)**

[Graph showing cumulative volunteer hours tracking against target]

- Varying months from July to June are plotted, showing actual vs. target volunteer hours.
Project Name: Seniors Council Senior Companion Program
Grant Year: 7/1/21 - 6/30/22

<table>
<thead>
<tr>
<th>Month</th>
<th>Cumulative Hours Actual</th>
<th>Cumulative Hours Goal</th>
<th>Monthly VSY Actual</th>
<th>Monthly Hours Actual</th>
<th>Monthly Hours Goal</th>
<th>FY 21-22 Actuhrs</th>
<th>Monthly Vols. Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>2,169</td>
<td>2,243</td>
<td>2.37</td>
<td>2,169</td>
<td>2,820</td>
<td>2,177</td>
<td>18</td>
</tr>
<tr>
<td>August</td>
<td>4,102</td>
<td>4,480</td>
<td>2.49</td>
<td>1,933</td>
<td>2,542</td>
<td>2,577</td>
<td>18</td>
</tr>
<tr>
<td>September</td>
<td>6,508</td>
<td>6,732</td>
<td>2.10</td>
<td>2,407</td>
<td>2,252</td>
<td>2,529</td>
<td>18</td>
</tr>
<tr>
<td>October</td>
<td>9,200</td>
<td>9,424</td>
<td>2.34</td>
<td>2,692</td>
<td>2,692</td>
<td>2,177</td>
<td></td>
</tr>
<tr>
<td>November</td>
<td>12,100</td>
<td>12,195</td>
<td>2.43</td>
<td>2,900</td>
<td>2,900</td>
<td>2,340</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>15,088</td>
<td>15,183</td>
<td>2.13</td>
<td>2,988</td>
<td>2,988</td>
<td>2,450</td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>18,153</td>
<td>18,247</td>
<td>2.23</td>
<td>3,065</td>
<td>3,065</td>
<td>2,140</td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>21,005</td>
<td>20,370</td>
<td>1.98</td>
<td>2,852</td>
<td>2,852</td>
<td>1,735</td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>23,850</td>
<td>22,493</td>
<td>2.13</td>
<td>2,845</td>
<td>2,845</td>
<td>1,964</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>26,176</td>
<td>24,819</td>
<td>2.53</td>
<td>2,326</td>
<td>2,326</td>
<td>1,854</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>28,581</td>
<td>27,100</td>
<td>2.68</td>
<td>2,405</td>
<td>2,405</td>
<td>1,824</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>31,259</td>
<td>29,119</td>
<td>2.68</td>
<td>2,678</td>
<td>2,678</td>
<td>2,732</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>29,119</td>
<td>28.08</td>
<td>31,259</td>
<td>32,364</td>
<td>26,499</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

21-22 VSY Goal 31

July through September data includes CNCS approved Temporary Stipend Allowance hours. October on include Alternative Service Hours

September Averages

<table>
<thead>
<tr>
<th>Hours /Day &amp; Hours /Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>134 hrs per vol</td>
</tr>
<tr>
<td>22 days in mth</td>
</tr>
<tr>
<td>6 avg hrs/day</td>
</tr>
<tr>
<td>4.40 days in week</td>
</tr>
<tr>
<td>26.40 avg hrs/week</td>
</tr>
</tbody>
</table>

OVER/UNDER

HOURS 2,139
STIPEND $6,417.47
VSYs 2.05
PROJECT SCOUT
End of 2021 Report

Project SCOUT completed the month of November by completing as many clients as possible before the E-Filing deadline of Saturday November 20th. As no taxes can be electronically processed and tracked by us until late January 2022, the focus for the remainder of the year is to delineate services for 2022, training and recruitment of volunteers, and setting up and getting the technological infrastructure in place for VITA/TCE services in 2022.

Current clients start the tax-preparation process via phone email and can be fully assisted by dropping-off tax documents at our offices in Watsonville or Aptos, and by sending info via email, by Zoom appointment, or via meeting at their place of residence if homebound following health and safety protocols.

Production totals (end of NOVEMBER, 2021)

SCC TCE program:
- Number of Federal returns prepared – 681
- Dollar Amount of Total refunds – $445,272.00
- Dollar Amount of Federal EITC Claimed – $30,981.00
- Requesting Direct Deposit – 290
- Primary or Secondary 60+ - 565

SCC VITA program:
- Number of Federal returns prepared – 461
- Dollar Amount of Total refunds – $500,304.00
- Dollar Amount of Federal EITC Claimed – $150,128.00
- Requesting Direct Deposit – 205
- Primary or Secondary 60+ - 60

TOTAL:
- Number of Federal returns prepared – 1142
- Dollar Amount of Total refunds – $945,576
- Dollar Amount of Federal EITC Claimed – $181,109
- Total Dollar Amount put back in Client’s wallets due to avg. return cost of $188.00 - $1,341,381
Date: 11-21-21

To: Seniors Council Board of Directors
Area Agency on Aging Advisory Council

From: Clay Kempf, Executive Director

RE: 2022-25 Request For Proposals Update

BACKGROUND

Older Americans Act regulations require us to put all of our services out to bid at least once every four years. Our current funding cycle concludes on June 30, 2022. Viewing our entire funding and planning cycle involves three key pieces, starting with our Senior Needs Assessment, followed by the development of our four-year Area Plan on Aging, and concluding with allocating our Older Americans Act and Older Californians Act funds to contracted service providers (or, to ourselves, in the case of direct services).

Due to the COVID-19 emergency crisis and its extreme impacts on older adults and older adult service providers, the California Department of Aging authorized AAA’s to delay conducting new RFPs for service for the current year. Consequently, we’re approaching this cycle as a three-year cycle; the original year (2022-23) with the option for two one-year renewals, ending in 2024-25.

The process involves giving notice of the RFP throughout the community, forming a committee comprised of Board, Advisory Council and community experts to review the proposals and make funding recommendations, and formal Board action, which then serves as our baseline for funding over the coming four years.

Our previous discussions have led to the conclusion that the most effective distribution of our funding is to allocate categorical amounts and request proposals by category in this RFP cycle. All parties (including staff) believe this would be the most effective approach for several reasons, including creating a fair comparison of proposals received; providing clarity in the services we’re targeting; and streamlining the process to ensure
the maximum amount of resources are focused on providing services rather than applying for them.

OLDER AMERICANS ACT & OLDER CALIFORNIANS ACT FUNDING TITLES & CATEGORIES

Our funding comes to us in a variety of Titles, with various options and service units for each. Complying with the guidelines and requirements of these two landmark Acts, and the agency that is charged with monitoring this compliance (the California Department of Aging) is at the core of our operations. For your reference, the California Department of Aging’s Data Dictionary – containing all recognized service categories - is attached to this report. The main titles and funding categories are:

• TITLE IIB Supportive Services
• TITLE IIC Nutrition
• Title III-D Health Promotion - Provided as AAA Direct service, with vendors sought as needed.
• Title III-E Family Caregiver Support Program
• Title VII Elder Abuse Prevention

Some limited flexibility for transferring funding between different titles exists. This option has been expanded during the federally declared COVID-19 emergency crisis, but is intended to address that emergency only. Consequently, the practice is not incorporated into this RFP. Under normal circumstances, the following rules apply

Funding That Cannot be Transferred
III-D Health Promotion (currently AAA Direct)
III-E Family Caregiver Support Program
Long Term Care Ombudsman/Elder Abuse Prevention
Health Insurance Counseling and Advocacy Program

Limited transfers Allowable
IIB Supportive Services
IIC Nutrition

OUR GOALS (and challenges)

Balancing Emerging Needs and the Importance of Maintaining and Supporting Local Senior Service Social Safety net
Through its investment in contracted service providers and direct services, the Area Agency on Aging of Santa Cruz & San Benito Counties supports the existence of culturally competent social safety net services as an essential function - so that people have access to the basic necessities of life - food, physical safety, health, shelter, and a reasonable level
of financial & social resources. Programs that help older adults access sufficient resources to meet the goals of the Older Americans and Older Californians Acts and/or achieve the mission of the Seniors Council are part of the senior safety net.

While it is important that we respond to new and emerging community needs and support creative service models that effectively meet those needs, it is equally important that we NOT undermine the existing fabric of local services that are essential to our community. Investing in new services at the expense of existing services isn’t effective without assuring that no harm is done to the existing safety net.

Unfortunately, the availability of new funding that goes beyond adjustments for inflation is rare. Our primary strategy for new & emerging needs is to work closely with our provider network and seek additional funding where it is most needed, regardless of whether or not it flows through the AAA Network. The good news is that besides new money for Senior Nutrition Programs, a variety of services potentially or directly benefitting older adults are in the queue, including housing, internet access, falls prevention, ADRCs, income, etc. Guidelines and contracts for these expanded programs are under discussion with the California Department of Aging, and therefore are NOT included in this RFP.

Matching Funds and Avoiding Duplication of Services
The vast majority of local services are provided via a wide variety of funding sources, including but not limited to the AAA. Local Match is required as a condition of receiving funding from the AAA, in varying amounts depending on the funding Title. Other sources of funding include local government, private foundations, individual fundraising, donations, etc. In-kind contributions, be they volunteerism, free rent, donation of goods, various gifts or other strategies all come together to create a rich tapestry to service providers in our region. To ensure local funds are used most effectively and have the biggest impact, part of our RFP process takes into account those contributions and that our funding enhances those efforts and existing programs rather than competing with them.

Ensuring Programs and Services Are BOTH High-Quality and Cost Efficient
Part of our role and function is to review and monitor how our contracted service providers function. Regular written reports (both financial and operational) are provided by each of our contractors and reviewed by our staff) and occasional on-site reviews are required. Our contracts are for the duration of one year only, with the intent of renewing each contract for two subsequent years, provided that the contracting organization meets their contract terms and meets reasonable standards of quality and quantity of service.
ACTIONS TAKEN IN OCTOBER

The Seniors Council Board of Directors took the following actions at the October meeting:

- Confirmed the continued practice of allocating Title III-VII funding via the historical 75/25% splits between Santa Cruz & San Benito Counties;
- Discontinued the past practice of Share-the-Gain Share-the-Pain among service providers operating programs where funding could previously be transferred;
- Voted to retain approximately $50,000 annually for direct services, as described;
- Adopted the proposed Letter of Intent (LOI) form, with the amounts prescribed to be adjusted pending the final amounts allocated by category;
- Adopted Proposed RFP Timeline (with any proposed changes);
- Authorized the Executive Committee to take final action on minor adjustments of the RFP process;
- Authorized the Executive Committee to adjust the designated amounts for the services to be categorically released for proposals, including the addition of funding Mealsite Transportation as part of the allocation.

RECOMMENDED ALLOCATIONS BY SERVICE CATEGORY

Included in your packet are two attachments that depict 1) current funding levels; and 2) service unit levels for each provider/category. Consideration of these allocations and results will hopefully assist in your decision-making process and consider how we will maintain our existing senior safety net.

Staff has reviewed these documents, and per internal discussion, program review, data analysis and ongoing community comments, is recommending the announcement and invitation to submit letters of intent for services in the following categories at the stated funding levels:

Santa Cruz County Services:

<table>
<thead>
<tr>
<th>Title IIIB Supportive Services</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meal site Transportation</td>
<td>$20,000*</td>
</tr>
<tr>
<td>Peer Counseling</td>
<td>$7,500</td>
</tr>
<tr>
<td>Visiting</td>
<td>$7,500</td>
</tr>
<tr>
<td>Case Management</td>
<td>$23,500</td>
</tr>
<tr>
<td>(includes some funds previously under visiting)</td>
<td></td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>$77,500</td>
</tr>
</tbody>
</table>
Comprehensive Assessment $0
Home Repair/Modification $25,000

Title IIIC-1 & Title IIIC-2 Congregate Dining Home and Delivered Meals (combined contract to maximize flexibility between types) $937,000

Title IIIE Family Caregiver Support (comprehensive) $101,000

**San Benito County Services:**

**Title IIIB Supportive Services**
- Case Management $5,000
- Information & Assistance $20,000
- Mealsite Transportation $23,000

Title IIIC-1 & Title IIIC-2 Congregate Dining Home and Delivered Meals (combined contract to maximize flexibility between types) for flexibility between types $319,000

Title IIIE Family Caregiver Support (comprehensive) $34,000

**Services in both Santa Cruz & San Benito Counties:**

- Title IIIB & VIIA Ombudsman Services $177,000
- Title IIIB Legal Assistance $92,000
- Health Insurance Counseling & Advocacy (HICAP) $293,000

All of these funding amounts are estimates based on our current funding levels. We know adjustments will be needed prior to issuing actual contracts for service.

**Changes from the October Board Meeting via the Executive Committee**

Included in this packet is a one-page chart that depicts the original RFP amounts proposed by staff, along with the REVISED PROPOSED ALLOCATIONS developed by the Executive Committee. Also included in the chart are comparisons of the proposals to our 2017 RFP, and comparisons to our contracted allocations from the 2019-2020 fiscal year original budgets.

The Executive Committee’s recommendations include the additional $130,000 per year that was recently added to our baseline funding. This amount was verbally reported
during the October meeting but wasn’t included in the written proposals (the amount wasn’t known at the time of the packet preparation).

The $130,000 of additional funds is allocated primarily to our senior nutrition programs in both Santa Cruz ($67,000) & San Benito ($29,000) Counties. Additionally, $20,000 is allocated to mealsite transportation in Santa Cruz County, and $4,000 to San Benito County. Small increases of $5,000 or less are added to other programs, as one can see on the funding chart.

**ADVISORY COUNCIL AND BOARD ACTION**

The AAA Advisory Council & the Seniors Council Board of Directors should review and discuss the updated RFP Timeline and the revised RFP allocation recommendations, and accept any input received from current and/or potential service providers and/or staff and any members of the public.

Since this is a joint meeting, it is expected that the AAA Advisory Council input will be via the open discussion. As the official governing body of the agency, the Board of Directors needs to take action to formally adopt the updated RFP Timeline, and finalize the amounts to be contained in the RFP release documents.
2022-2025
AREA AGENCY ON AGING
REQUEST FOR PROPOSALS TIMELINE

September 2021

Board of Directors and Advisory Council reviews 2020-21 funding allocations and prepares questions for October meetings.

October 2021

Board of Directors and Advisory Council reviews 2021-25 & comments on draft Title III-VII timeline. Discussion of categorical funding allocation amounts begins. (public meeting)

Oct 20 AAA Advisory Council reviews process, discusses RFP content, evaluation committee makeup; discusses proposal evaluation criteria, and Letter of Intent. Advisory Council makes recommendations regarding categorical funding allocations (public meeting)

Oct 21 Board of Directors reviews process, discusses RFP content, evaluation committee makeup; discusses proposal evaluation criteria. Board reviews and adopts Letter of Intent process. Board adopts categorical funding allocations to service categories. (public meeting)

October Staff continues development of RFP, Letter of Intent, selection criteria, publicity material, revises timelines, etc.

November 2021

Nov Staff develops publicity to potential applicants about RFP. Public notices prepared. Notices of Letter of Intent developed.

December 2021

Dec 2 Board & Advisory Council review & adopt final RFP guidelines, LOI release, and other related material. Timeline adjusted if needed.
Dec 8  Availability of Funds and Letter of Intent Notice released

Dec 22  **Deadline for receipt of Letter of Intent**

**January 2022**

Jan 5  Deadline for receipt of Letter of Intent

Jan 19  **AAA Advisory Council** reviews staff recommendations regarding LOI’s received and makes final recommendations to RFP text, criteria, and weighting. AC appoints Proposal Review Panel representatives (*public meeting*)

Jan 20  **Board of Directors** reviews staff recommendations regarding LOI’s received, and gives final approval to RFP text, criteria, weighting. Board makes final appointments of Proposal Review Panel members. (*public meeting*)

Jan 25  Staff issues Request for Proposals (RFP), containing approved proposal review timeline & proposal review criteria. Proposals distributed to interested applicants. (Tuesday)

**February 2022**

Feb 1  Bidders Conference held. (Tuesday)

Feb 21  Proposals due to Seniors Council Office by 4 p.m. (Wednesday)

Feb 24  Staff checks all references included in proposals. Proposal Review Panel members read proposals & prepare draft individual evaluations, using established criteria.

2-28 – 3-10  Proposal Review Panel meets to discuss content of proposals. (*closed session*)

Proposal Review Panel conducts question-and-answer session with applicant agencies.

Proposal Review Panel meets to make preliminary recommendations for award of contracts & funding levels. (*closed session*)
March 2022

Mar 14  Staff issues notice to all applicants regarding panel recommendations.

Mar 16  **AAA Advisory Council** certifies process to date & reviews recommendations. *(public meeting)*

Mar 17  **Board of Directors** reviews recommendations of Proposal Review Panel & Advisory Council.  
Board receives comments from the public.  
Board hears any inquiry, protest, objection or complaint about proposal review process.  
Board makes preliminary decision regarding contracts & funding. *(public meeting)*

Mar 21  Staff issues notice to all applicants regarding Board's preliminary decision & advises applicants of opportunity to appeal decisions.

March 31  Any appeal of Board decisions must be received in writing by 4 p.m.

April 2022

- Staff finishes draft 2022-23 Area Plan Update, based on Planning Committee recommendations, preliminary funding decision of Board, & community input

- Staff compiles all data for Area Plan Update submittal to CDA

April 1-17  Appeals Review Panel meets to hear any appeals.

April 20  **AAA Advisory Council** reviews & approves funding recommendations & draft Area Plan objectives & certifies process to date. *(public meeting)*

April 21  **Board of Directors** makes final decision on services to be funded, award of four-year contracts, including conditionally-approved contracts, subsequent RFP in the event of unacceptable proposals, adopts contingency plans, internal budget. *(public meeting)*

April 30  2017-2018 Area Plan Update on Aging submitted to CDA.

May 2022

6-9
May 2  date to submit any appeal to CDA.

May 18  **AAA Advisory Council** reviews contract terms & specifications. *(public meeting)*

May 19  **Board of Directors** gives final approval to service contracts, including terms & specifications. *(public meeting)*

May 23  Staff issues notice to all applicants regarding Board’s final action.

**June 2022**

Seniors Council staff issues contracts for service  

*Updated 11-24-21*
### 2022-23 ORIGINAL PROPOSED RFP ALLOCATIONS

<table>
<thead>
<tr>
<th>Santa Cruz County Services</th>
<th>2022-23 RFP Allocation</th>
<th>Change from 2017 RFP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mealsite Transportation</td>
<td>$7,500</td>
<td>$2,807</td>
</tr>
<tr>
<td>Peer Counseling</td>
<td>$7,500</td>
<td>$1,275</td>
</tr>
<tr>
<td>Visiting (up to two programs)</td>
<td>$7,500</td>
<td>$1,275</td>
</tr>
<tr>
<td>Case Management</td>
<td>$21,000</td>
<td>$9,213</td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>$75,000</td>
<td>$16,803</td>
</tr>
<tr>
<td>Comprehensive Assessment</td>
<td>$75,000</td>
<td>$4,638</td>
</tr>
<tr>
<td>Residential Repair/Modification</td>
<td>$20,000</td>
<td>$14,569</td>
</tr>
<tr>
<td>Congregate Dining Home and Delivered Meals</td>
<td>$870,000</td>
<td>$263,109</td>
</tr>
<tr>
<td>Family Caregiver Support</td>
<td>$101,000</td>
<td>$13,925</td>
</tr>
</tbody>
</table>

### San Benito County Services:

<table>
<thead>
<tr>
<th>Services in both Santa Cruz &amp; San Benito Counties:</th>
<th>$</th>
<th>-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ombudsman</td>
<td>$177,000</td>
<td>$97,911</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>$92,000</td>
<td>$(1,088)</td>
</tr>
<tr>
<td>Health Insurance Counseling &amp; Advocacy (HICAP)</td>
<td>$293,000</td>
<td>$40,665</td>
</tr>
<tr>
<td>Direct Services</td>
<td>$50,000</td>
<td>-</td>
</tr>
</tbody>
</table>

**GRAND TOTAL** $2,082,000 $502,402

### REvised PROPOSED ALLOCATIONS

<table>
<thead>
<tr>
<th>Santa Cruz County Services</th>
<th>2022-23 RFP Allocation</th>
<th>Change from 2017 RFP</th>
<th>Change from 2019 20 Contracts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mealsite Transportation</td>
<td>$20,000</td>
<td>$(19,283)</td>
<td>$(18,124)</td>
</tr>
<tr>
<td>Peer Counseling</td>
<td>$7,500</td>
<td>$2,807</td>
<td>$2,964</td>
</tr>
<tr>
<td>Visiting (up to two programs)</td>
<td>$7,500</td>
<td>$(1,275)</td>
<td>$(4,160)</td>
</tr>
<tr>
<td>Case Management</td>
<td>$23,500</td>
<td>$11,713</td>
<td>$11,100</td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>$77,500</td>
<td>$19,303</td>
<td>$24,308</td>
</tr>
<tr>
<td>Comprehensive Assessment</td>
<td>$75,000</td>
<td>$(4,638)</td>
<td>$(4,595)</td>
</tr>
<tr>
<td>Residential Repair/Modification</td>
<td>$25,000</td>
<td>$19,569</td>
<td>$19,880</td>
</tr>
<tr>
<td>Congregate Dining Home and Delivered Meals</td>
<td>$937,000</td>
<td>$330,109</td>
<td>$329,378</td>
</tr>
<tr>
<td>Family Caregiver Support</td>
<td>$101,000</td>
<td>$13,925</td>
<td>$301</td>
</tr>
</tbody>
</table>

### San Benito County Services:

<table>
<thead>
<tr>
<th>Services in both Santa Cruz &amp; San Benito Counties:</th>
<th>$</th>
<th>-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ombudsman</td>
<td>$177,000</td>
<td>$97,911</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>$92,000</td>
<td>$(1,088)</td>
</tr>
<tr>
<td>Health Insurance Counseling &amp; Advocacy (HICAP)</td>
<td>$293,000</td>
<td>$40,665</td>
</tr>
<tr>
<td>Direct Services</td>
<td>$50,000</td>
<td>-</td>
</tr>
</tbody>
</table>

**NEW GRAND TOTAL** $2,212,000 $519,198

*NEW TOTAL includes additional $130,000 awarded by state after initial recommendation*
| **Agency Name:** |  |
| **Street Address:** |  |
| **Mailing Address (if different):** |  |
| **Executive Officer:** |  |
| **e-mail & phone #:** |  |
| **Additional Contact(s) & e-mail addresses:** |  |

**Agency Certification Statement:** I certify that I have legal authority to commit this agency to a contractual agreement. I have reviewed the sample contracts and am aware of the requirements contained therein. I certify that the agency is capable of and willing to meet all the required provisions of the Older Americans Act, Older Californians Act, and Any and all related requirements of contracting with the Seniors Council.

| **Name & Title (typed):** |  |
| **Signature:** | **Date:** |
### Service(s) Applying For:

<table>
<thead>
<tr>
<th>Check Box if Applying</th>
<th>Santa Cruz County Services:</th>
<th>Available Funds</th>
<th>Amount Proposed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Title IIB Supportive Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mealsite Transportation</td>
<td>$20,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peer Counseling</td>
<td>$7,500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Visiting</td>
<td>$7,500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Case Management</td>
<td>$23,500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Information &amp; Assistance</td>
<td>$77,500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Residential Repairs/Modification</td>
<td>$25,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Title IIIC-1 Congregate Dining &amp; Title IIIC-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Home Delivered Meals (one contract)</td>
<td>$937,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Title IIIE Family Caregiver Support (total)</td>
<td>$101,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Information and Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Public Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Community Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Respite</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Case Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TITLE IIIE May also include:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Caregiver Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Supplemental Services including respite registry, assistive devices, modifications</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6-13
<table>
<thead>
<tr>
<th>Service(s) Applying For:</th>
<th>Available Funds</th>
<th>Amount Proposed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>San Benito County Services:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Title IIB Supportive Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Management</td>
<td>$5,000</td>
<td></td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>$20,000</td>
<td></td>
</tr>
<tr>
<td>Mealsite Transportation</td>
<td>$23,000</td>
<td></td>
</tr>
<tr>
<td><strong>Title III-C-1 Congregate Dining &amp; Title III-C-2</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Delivered Meals (one contract)</td>
<td>$319,000</td>
<td></td>
</tr>
<tr>
<td><strong>Title III-E Family Caregiver Support (Total)</strong></td>
<td>$34,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Information and Assistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Public Information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Community Information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Respite</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Case Management</td>
<td></td>
</tr>
<tr>
<td><strong>TITLE III-E May also include:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Caregiver Training</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Supplemental Services including respite registry, assistive devices, modifications</td>
<td></td>
</tr>
<tr>
<td><strong>Services in both Santa Cruz &amp; San Benito Counties:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Title IIB &amp; VIIA Ombudsman Services</strong></td>
<td>$177,000</td>
<td></td>
</tr>
<tr>
<td><strong>Title IIB Legal Assistance</strong></td>
<td>$92,000</td>
<td></td>
</tr>
<tr>
<td><strong>HICAP (Health Insurance Counseling &amp; Advocacy)</strong></td>
<td>$293,000</td>
<td></td>
</tr>
</tbody>
</table>
Undue Influence:

The Seniors Council has established a process by which proposals are submitted requesting funding for services to meet identified senior needs. By the very act of submitting a proposal for funding, the applicant is hoping to influence the outcome of the proposal review and funding award process.

Proper attempts to influence the proposal review and funding award process will include those described in the Seniors Council's timeline and Request For Proposals. They will include, but not necessarily be limited to, attendance at a Bidders' Conference; request from Seniors Council staff for information or appropriate technical assistance; preparation and submittal of a proposal for funding; solicitation of a limited number of references for inclusion in the written proposal; attendance at open meetings at which the process or individual proposals are discussed; participation in a public session conducted by the Proposal Review Panel for the purpose of acquiring additional information; and participation at Area Plan Public Hearings.

"Undue influence" shall be defined by the Seniors Council as meaning any improper attempt to influence the Request For Proposals process, the impartial review of proposals, the recommendation of the Proposal Review Panel or the AAA Advisory Council, or the decision of the Seniors Council Board of Directors.

Undue influence is what any reasonable person would consider as an attempt to influence the recommendation or decision of an individual, based on some factor other than those set forth to be applied equitably to all applicants. It includes, but is not limited to, any constraint placed by an applicant or representative of an applicant organization upon a member of the Proposal Review Panel, the AAA Advisory Council, or the Seniors Council Board of Directors; any influence which deprives or attempts to deprive the individual influenced of his or her free agency; taking advantage of a person's weakness, infirmity or distress to change that person's actions or decisions; misuse of a position of confidence; threat; or action which would constitute or which is designed to create bias.

Applicants are admonished that there will be negative consequences in response to any attempt to tamper with the process.
**Disqualification of Applicants:**

Any attempt by an applicant or anyone acting on behalf of an applicant organization, outside the established process of a written application and public meetings, to influence unduly the recommendation of the Proposal Review Panel or the AAA Advisory Council or the decision of the Board of Directors will be considered by the Board of Directors at its next regular meeting, or at a special meeting called by the President, and may constitute grounds for disqualification of the application for any consideration.

In the event a member of the Proposal Review Panel, the AAA Advisory Council, or the Seniors Council Board of Directors reports an attempt to apply undue influence, the nature of the violation shall be defined and clarified, either by the individual making the report or by the agency Executive Director. The Board of Directors will make a determination as to whether the violation was sufficiently serious to warrant disqualification of the applicant from consideration for funding. A negative decision by the Board may be appealed to the agency's Appeals Review Panel, whose decision shall be final at the local level.

General parameters to be used in considering disqualification of an applicant are as follows:

1. That the attempt to influence the process was intentional on the part of the applicant organization or a representative thereof.

2. If the attempt was carried out by someone other than the applicant organization or its official representative, that the applicant instigated the attempt or was aware of the attempt and did not take action to stop or discourage the attempt.

3. That a collection of circumstances exists, none of which by itself would constitute undue influence, but which collectively appear to establish a pattern intended to influence the funding decision.
DEFINITION OF "UNDUE INFLUENCE"

Advisory Council, Board and staff members have expressed considerable concern about assuring that this year's Request For Proposals process is fair, equitable, and unbiased. Several measures have been recommended and/or adopted to facilitate a smooth, untainted process. One element of these is the concept of "undue influence." Staff was requested to obtain a definition used in contracting or procurement processes elsewhere.

County of Santa Cruz:

County Counsel has indicated that there is no single definition used in its General Services process for procurement of goods or services.

California Department of Aging:

Chisorom Okwuosa, Chief Counsel, referred to findings in two recent appeals of funding decisions made by Area Agencies on Aging. She said each AAA must define for itself what it will consider as undue influence. Essentially, she said, it is what any reasonable person would consider as an attempt to influence the recommendation or decision of an individual, based on some factor other than those set forth as the criteria to be applied to all applicants. She cautioned that the agency must inform all applicants in the Request For Proposals of the consequences of their attempts to tamper with the process.

Ms. Okwuosa consulted Black's Law Dictionary and offered the following:

"Any improper or wrongful constraint..."

"Influence which deprives the individual influenced of free agency or destroys freedom of his will and renders it more the will of another than his own."

"Taking advantage of a person's weakness, infirmity or distress to change improperly that person's actions or decisions."
"Misuse of a position of confidence." "Threat." "Action which would constitute bias." "The injection into the process of factors otherwise not included in the process."
<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Care</td>
<td>1 Hour</td>
<td>Personal assistance, stand-by assistance, supervision or cues. (such as with eating, bathing, toileting, transferring in/out of bed/chair, walking, dressing, grooming).</td>
<td>Cluster 1 service: Reporting requirements include unduplicated client counts by characteristic, ADLs/IADLs and service units.</td>
<td>NAPIS 1</td>
<td>NAPIS Div 4000 Unit 20</td>
<td>Title III B</td>
<td>Yes</td>
<td>Registered</td>
</tr>
<tr>
<td>Homemaker</td>
<td>1 Hour</td>
<td>Assistance such as preparing meals, shopping for personal and household items, managing money, using the telephone or doing light housework.</td>
<td>Cluster 1 service: Reporting requirements include unduplicated client counts by characteristic, ADLs/IADLs and service units.</td>
<td>NAPIS 2</td>
<td>NAPIS Div 4000 Unit 50, Unit 27</td>
<td>Title III B</td>
<td>Yes</td>
<td>Registered</td>
</tr>
<tr>
<td>Chore</td>
<td>1 Hour</td>
<td>Assistance such as heavy housework, yard work or sidewalk and other home maintenance for a person.</td>
<td>Cluster 1 service: Reporting requirements include unduplicated client counts by characteristic, ADLs/IADLs and service units.</td>
<td>NAPIS 3</td>
<td>NAPIS Div 4000 Unit 5</td>
<td>Title III B</td>
<td>Yes</td>
<td>Registered</td>
</tr>
<tr>
<td>Home-Delivered Meals</td>
<td>1 Meal</td>
<td>A meal provided to an eligible individual in his or her place of residence, that meets all of the requirements of the Older Americans Act and State/Local laws, assures a minimum one-third of the current Dietary Reference Intake, and shall comply with Dietary Guidelines for Americans.</td>
<td>Cluster 1 service: Reporting requirements include unduplicated client counts by characteristic, ADLs/IADLs and service units.</td>
<td>NAPIS 4</td>
<td>NAPIS Div 4000 Unit 51</td>
<td>Title III C-2</td>
<td>No</td>
<td>Registered</td>
</tr>
<tr>
<td>Adult Day Care / Adult Day Health</td>
<td>1 Hour</td>
<td>Personal care for dependent elders in a supervised, protective, and congregate setting during some portion of a day. Services offered in conjunction with adult day care/adult day health typically include social and recreational activities, training, counseling, and services such as rehabilitation, medications assistance and home health aide services for adult day health.</td>
<td>Cluster 1 service: Reporting requirements include unduplicated client counts by characteristic, ADLs/IADLs and service units.</td>
<td>NAPIS 5</td>
<td>NAPIS Div 4000 Pr 5, Pr 11, Pr 17</td>
<td>Title III B</td>
<td>Yes</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Management</td>
<td>1 Hour</td>
<td>Assistance either in the form of access coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers. Activities of case management include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required.</td>
<td>Cluster 1 service: Reporting requirements include unduplicated client counts by characteristic, ADLs/IADLs and service units. NAPIS 6 NAPIS Div 4000 Pr 3 Title III B Yes Registered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assisted Transportaiton</td>
<td>1 One Way Trip</td>
<td>Assistance and transportation, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.</td>
<td>Cluster 2 services: Reporting requirements include unduplicated client counts by characteristic and service units. For FCSP, ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only NAPIS 7 NAPIS Div 4000 Unit 10 Title III B No Registered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Congregate Meals</td>
<td>1 Meal</td>
<td>A meal provided to an eligible individual in a congregate group setting, that meets all of the requirements of the Older Americans Act and State/Local laws, and assures a minimum one-third of the Dietary Reference Intake, and shall comply with Dietary Guidelines for Americans.</td>
<td>Cluster 2 services: Reporting requirements include unduplicated client counts by characteristic and service units. For FCSP, ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only NAPIS 8 NAPIS Div 4000 Pr 20 Title III C-1 No Registered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nutrition Counseling</td>
<td>1 Session Per Participant</td>
<td>Individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illnesses, or medications use, or to caregivers. Counseling is provided one-on-one by a registered dietitian, and addresses the options and methods for improving nutrition status. Nutrition counseling may be made either in person or by any other means deemed appropriate (e.g., telephone, emails, etc.)</td>
<td>Cluster 2 services: Reporting requirements include unduplicated client counts by characteristic and service units. For FCSP, ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only NAPIS 9 NAPIS Div 4000 Unit 53 Title III C-1 C-2 No Registered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------</td>
<td>----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>----------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Transportation</td>
<td>1 Way Trip</td>
<td>Transportation from one location to another. Does not include any other activity. May include travel vouchers and transit passes.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 10</td>
<td>NAPIS Div 4000 Pr 12</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>1 Hour</td>
<td>Legal advice, counseling and/or representation by an attorney or other person acting under the supervision of an attorney.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 11</td>
<td>NAPIS Div 4000 Pr 14</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Nutrition Education</td>
<td>1 Session Per Participant</td>
<td>A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants, caregivers, or participants in a group or individual setting overseen by a dietitian or individual of comparable expertise. Methods of education may include demonstrations, audio-visual presentations, or small group discussions for congregate program participants. Handout materials may be used, but not limited to, as the sole education component for home-delivered meal program participants.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 12</td>
<td>NAPIS Div 4000 Unit 51</td>
<td>Title III C-1 C-2</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Information and Assistance</td>
<td>1 Contact</td>
<td>A service that; (A) provides individuals with information on services available within the communities; (B) links individuals to the services and opportunities that are available within the communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures. Internet web site &quot;hits&quot; are to be counted only if information is requested and supplied, and (C) is satisfied. Maximum extent practicable includes offering a follow-up call to all individuals who were linked to a service. Individuals can remain anonymous and refuse a follow-up call.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 13</td>
<td>NAPIS Div 4000 Pr 1</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Outreach</td>
<td>1 Contact</td>
<td>Interventions (one-on-one contacts) with individuals initiated by an agency or provider for the purpose of identifying potential clients (or their age 60+ caregivers) and encouraging their use of existing services and benefits.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 14</td>
<td>NAPIS Div 4000 Unit 19</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>----------------------------</td>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>-----------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Health Promotion</td>
<td>1 Contact</td>
<td>An evidence-based health promotion program, including programs related to the prevention and mitigation of the effects of chronic disease (including, but not limited to, osteoporosis, obesity, diabetes, and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight loss and control, stress management, falls prevention, physical activity, and improved nutrition. For a list of ACL approved Evidence-Based programs, please visit the National Council on Aging website at <a href="https://www.ncoa.org/resources/ebpchart">https://www.ncoa.org/resources/ebpchart</a>.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 16 - Health Promotion</td>
<td>Older Americans Act Sec 102 (14)</td>
<td>Title III D</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Alzheimer's Day Care Services</td>
<td>1 Day of Attendance</td>
<td>Day of attendance (four hours minimum) at a licensed Adult Day Care or Adult Day Health Care Center that provides Alzheimer's or dementia services.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 6</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Cash / Material Aid</td>
<td>1 Assistance</td>
<td>Arrange for and provide assistance to participants in the form of commodities, surplus food distribution, emergency cash assistance, and vouchers.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Unit 15</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Community Education</td>
<td>1 Activity</td>
<td>Educating groups of older persons, their families, friends, and community organizations/facility staff on rights, benefits, entitlements, and health and wellness information for older persons either residing at home or in an institutional setting.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Unit 9</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Comprehensive Assessment</td>
<td>1 Hour</td>
<td>Evaluating a person's physical, psychological, and social needs, financial resources, and the strengths and weaknesses of their informal support system and the immediate environment as a basis for determining current functional ability and potential improvement in order to develop the appropriate services needed to maximize functional independence.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Unit 32 CCR 7112</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Disaster Preparedness Materials</td>
<td>1 Product</td>
<td>Assemble and distribute disaster preparedness materials such as File of Life or preparedness kits that will assist seniors in the event of an emergency.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>No reference</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>----------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Elder Abuse Prevention, Education and Training</td>
<td>1 Session</td>
<td>Public education and training of professionals to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation). This includes training for Title III E caregivers.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 22</td>
<td>Title VII B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Elder Abuse Prevention Educational Materials</td>
<td>1 Product</td>
<td>Educational materials and guidance kits distributed for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 22</td>
<td>Title VII B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Employment</td>
<td>1 Activity</td>
<td>Activities designed to maintain or obtain part-time/full-time employment for older persons or to assist them in selecting and entering into a second career. This can be accomplished through activities including but not limited to career counseling, recruitment, assessment, training, job club, and job development.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 15</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Health</td>
<td>1 Hour</td>
<td>Activities such as, non-evidence-based medication management, health screening, physical fitness, therapy, and hospice to assist older individuals to improve or maintain physical health and secure necessary medical, preventive health, or health maintenance services. Health screening, therapy, and hospice must be provided by a licensed health professional or by a paraprofessional supervised by a licensed health professional. Does not include services covered by Medicare, Medi-Cal, or other health insurance. Medication management means activities that facilitate safe and effective use of prescription and over-the-counter drugs. These activities may include medication screening and education to an individual and/or the caregiver to prevent incorrect medication administration and adverse drug reaction. Primary activities are normally on a one-to-one basis; if done as a group activity, each participant shall be counted as one contact unit.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 9, Unit 13, Unit 21, Unit 29, Unit 37</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Housing</td>
<td>1 Hour</td>
<td>Assistance in locating adequate housing through referral or placement.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 4</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Interpretation / Translation</td>
<td>1 Contact</td>
<td>Provide interpretation/translation services for older individuals and their caregivers.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Unit 4</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Mobility Management Activities</td>
<td>1 Hour</td>
<td>Activities related to increasing transportation and mobility options for older adults by providing assistance, information, travel training, trip planning, coordination of service public or private transit operators, scheduling, access to transit information, creation of new models of service such as volunteer driver programs and shuttles.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td></td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Mental Health</td>
<td>1 Hour</td>
<td>Provide services such as screening, assessment, therapy, counseling, follow-up, and referral to maintain or improve the mental health of older individuals. Mental Health services must be provided by a licensed health professional or by a paraprofessional supervised by a licensed health professional. Does not include services covered by Medicare, Medi-Cal, or other health insurance.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 10, Unit 11, Unit 23, Unit 29</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Peer Counseling</td>
<td>1 Hour</td>
<td>Use the skills and/or life experiences of trained volunteers, under qualified supervision, to provide advice, guidance, and support in a self-help approach in order to enhance well-being and enable clients to make informed choices.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Unit 7</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Personal Affairs Assistance</td>
<td>1 Contact</td>
<td>Provide assistance in writing letters and with the completion of financial forms, including tax forms, and other written or electronic documents.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Unit 12, Pr 16</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Personal / Home Security</td>
<td>1 Product</td>
<td>Services for the security and safety of their home environment, by providing safety features such as: medical alert, alarms, assistive devices (including provision of assistive technology services and assistive technology devices).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 7</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Public Information</td>
<td>1 Activity</td>
<td>Contact with multiple current or potential clients or caregivers through publications, publicity campaigns, and other mass media campaigns including Internet websites.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>NAPIS</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure ¹</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference ²</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered ³</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>-------------------------------------</td>
<td>-----------------------</td>
<td>-----------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Registry</td>
<td>1 Hour</td>
<td>Recruit workers, maintain a current list of qualified workers, refer workers to clients or clients to workers, and follow-up to assure that service was received.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000, Unit 41</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Residential Repairs / Modifications</td>
<td>1 Modification</td>
<td>Residential modifications of homes that are necessary to facilitate the ability of older individuals to remain at home and that are not available under other programs. Includes minor repairs/renovations in order to meet safety, health issues, and code standards.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000, Unit 1, Unit 48</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Respite Care</td>
<td>1 Hour</td>
<td>Arrange for relief of the relatives or other caregivers of the frail elderly living at home by the coordination or direct provision of supportive services to the older person(s) while the primary caregiver is temporarily absent (includes Adult Day Care as a respite service for families).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 18, Unit 45</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Senior Center Activities</td>
<td>1 Hour</td>
<td>Services designed to enable older individuals to retain and/or maintain physical and mental well-being such as recreation, music, creative arts, physical activity, education, leadership development and other supportive services not covered under other service categories. Development and provision of new volunteer opportunities and services, and creation of additional services and programs to remedy gaps and deficiencies in existing services. Entertainment costs such as tickets to shows or sporting events, meals, lodging, rentals, transportation and gratuities, are not allowable.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000 Pr 13, OMB A-87</td>
<td>Title III B</td>
<td>No</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Telephone Reassurance</td>
<td>1 Contact</td>
<td>Telephone a client to provide contact and safety checks to reassure and support older individuals.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000, Unit 28</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Visiting</td>
<td>1 Hour</td>
<td>Visit a client to provide contact and safety checks to reassure and support older individuals.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS 15 - Other</td>
<td>Div 4000, Unit 31</td>
<td>Title III B</td>
<td>Yes</td>
<td>Non-Registered</td>
</tr>
</tbody>
</table>
## FCSP - Caregiver Caring for Elderly
### Support Services

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregiver Assessment (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Support Service conducted by persons trained and experienced in the skills required to deliver the service that should result in a plan that includes emergency back-up provisions and is periodically updated; and will explore options and courses of action for caregivers by identifying their: (A) willingness to provide care; (B) duration and care frequency preferences; (C) caregiving abilities; (D) physical health, psychological, social support, and training needs; (E) financial resources relative for caregiving; and (F) strengths and weaknesses within the immediate caregiving environment and (caregiver's) extended informal support system.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Counseling (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided to a caregiver by a person appropriately trained and experienced in the skills required to deliver the level of support needed for stress, depression, and loss as a result of caregiving responsibilities. This service (A) may involve his or her informal support system; (B) may be individual direct sessions and/or telephone consultations, and (C) may address caregiving-related financial and long-term care placement responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Peer Counseling (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided by experienced volunteers on the condition that appropriate training and qualified supervision protocols are in place.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit of Measure</td>
<td>Definition</td>
<td>Reporting Requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>----------------</td>
<td>------------</td>
<td>------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caregiver Training (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FSCP Support Service provided by a person who is trained and experienced in the skills that are required to coordinate and monitor the provision of formal caregiver-related services in circumstances where caregivers are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.</td>
<td>FSCP Registered services include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL information required for Caregivers is served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caregiver Case Management (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FSCP Support Service provided by a person who is trained and experienced in the skills that are required to coordinate and monitor the provision of formal caregiver-related services in circumstances where caregivers are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.</td>
<td>FSCP Registered services include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL information required for Caregivers is served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Group (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FSCP Support Service provided to a group of 3-12 caregivers that is led by a competent facilitator, conducted at least monthly within a supportive approach for the purpose of sharing experiences and ideas to ease the stress of caregiving, and to improve decision-making and problem-solving skills related to their caregiving responsibilities.</td>
<td>FSCP Registered services include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL information required for Caregivers is served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Definition / Historical Reference</td>
<td>NAPS Service Matrix for Caregivers</td>
<td>NAPS Service Matrix for Caregivers</td>
<td>NAPS Service Matrix for Caregivers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Funding Source</td>
<td>OAA 373(b)(3)</td>
<td>OAA 373(b)(3)</td>
<td>OAA 373(b)(3)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered on</td>
<td>Title I-E</td>
<td>Title I-E</td>
<td>Title I-E</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## FCSP - Caregiver Caring for Elderly
### Respite Care

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregiver Respite In-Home Supervision (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes the provision of care receiver day and/or overnight supervision and friendly visiting by an appropriately skilled provider or volunteer in order to prevent wandering and health or safety incidents.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Homemaker Assistance (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes the provision of care receiver assistance with meal preparation, medication management, using the phone, and or light housework (along with care receiver supervision) by an appropriately skilled provider or volunteer.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite In-Home Personal Care (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes the provision of care receiver assistance with eating, bathing, toileting, transferring, and or dressing (along with care receiver supervision and related homemaker assistance) by an appropriately skilled provider.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Home Chore (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes an appropriately skilled provider or volunteer assisting a caregiver with heavy housework, yard work, and or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/ADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure ¹</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference ²</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered ³</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------</td>
<td>-------------</td>
<td>------------------------</td>
<td>----------------</td>
<td>--------------------------------------</td>
<td>-----------------------</td>
<td>----------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Caregiver Respite Out-of-Home Day Care (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service where the care receiver attends a supervised/protective, congregate setting during some portion of a day, and includes access to social and recreational activities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Out-of-Home Overnight Care (Caring for Elderly)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service where the care receiver is temporarily placed in a supervised/protective, residential setting for one or more nights, and may include access to nursing and personal care.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
</tbody>
</table>

**FCSP - Caregiver Caring for Elderly Supplemental Services**

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure ¹</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference ²</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered ³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistive Devices for Caregiving (Caring for Elderly)</td>
<td>1 Device is 1 Occurrence</td>
<td>An FCSP Supplemental Service that involves the purchase, rental and/or service fee of any equipment or product system (ranging from a lift chair or bathtub transfer bench to an electronic pill dispenser or emergency alert fall prevention device) in order to facilitate and fulfill caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL Information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>------------------</td>
<td>-----------------------------------</td>
<td>-----------------------</td>
<td>-----------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Home Adaptations for Caregiving</td>
<td>1 Modification is 1 Occurrence</td>
<td>An FCSP Supplemental Service that makes any minor or major physical change to the home (ranging from installation of grab bars or replacement of door handles to construction of an entrance ramp or roll-in shower) in order to fulfill caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>(Caring for Elderly)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caregiving Services Registry</td>
<td>1 Hour is 1 Occurrence</td>
<td>An FCSP Supplemental Service that recruits, screens, and maintains a listing of dependable, qualified self-employed homemaker or respite care workers who may be matched with caregivers willing to use personal resources to pay for assistance with their caregiving responsibilities. Both the caregiver and the self-employed worker will be: (A) advised about appropriate compensation and workplace performance expectations; and (B) provided with follow-up to ensure the match is functioning effectively.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>(Caring for Elderly)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caregiving Emergency Cash / Material Aid</td>
<td>1 Assistance is 1 Occurrence</td>
<td>An FCSP Supplemental Service that arranges for and provides assistance to caregivers in the form of commodities, surplus food, emergency cash, transit passes, meals, and vouchers that will help meet identified needs associated with an individual caregiver's responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information is required for Care Receivers served in &quot;Caregiver Caring for Elderly&quot; component only.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Caregiver Outreach (Caring for Elderly)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance service involving interventions (one-on-one contacts with individuals) initiated by an agency or provider for the purpose of identifying caregivers and encouraging their use of existing caregiver support services (e.g., Caregiver InfoVan staff contacts outside of local markets).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Caregiving Information and Assistance (Caring for Elderly)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance service that: (A) provides caregivers with information on services available within the communities, including caregiving information related to assistive technology and caring for older individuals at risk for institutional placement; (B) links caregivers to the services and opportunities that are available within the communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures (caregiver may remain anonymous and refuse follow-up contact).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Caregiver Interpretation / Translation (Caring for Elderly)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance Service for the provision of bilingual communication assistance to a caregiver in order to access assistance and receive support for his or her caregiving responsibilities (e.g., staff interpreting dialogue between caregiver and care consultant staff translating an elder’s prescription drug label for his caregiver).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Caregiver Legal Resources (Caring for Elderly)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance Service involving one-to-one guidance provided by an attorney (or person under the supervision of an attorney) in the use of legal resources and services when assisting a caregiver with caregiving-related legal issues.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
</tbody>
</table>
### FCSP - Caregiver Caring for Elderly
#### Information Services

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Information on Caregiving (Caring for Elderly)</td>
<td>1 Activity</td>
<td>An FCSP Information Service designed to provide information about available FCSP and other caregiver support resources and services by disseminating publications, conducting media campaigns, and maintaining electronic information systems (e.g., quarterly newsletter).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP Information Sv 5</td>
<td>OAA 373(b)(1) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Community Education on Caregiving (Caring for Elderly)</td>
<td>1 Activity</td>
<td>An FCSP Information Service designed to educate groups of current or potential caregivers and those who may provide them with assistance about available FCSP and other caregiver support resources and services (e.g., booth at a health fair).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP Information Sv 5</td>
<td>OAA 373(b)(1) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
</tbody>
</table>

---

### FCSP - Grandparent Caring for Child
#### Support Services

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregiver Assessment (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided to a caregiver by a person appropriately trained and experienced in the skills required to deliver the level of counseling service, which may range from guidance with caregiving responsibilities to therapy for stress, depression, and loss; and (A) may involve his or her informal support system; (B) may be individual direct sessions and/or telephone consultations, and (C) may address caregiving-related financial and long-term care placement responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 1 Support Sv 5</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Counseling (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided to a caregiver by a person appropriately trained and experienced in the skills required to deliver the level of support needed for stress, depression, and loss as a result of caregiving responsibilities. This service (A) may involve his or her informal support system; (B) may be individual direct sessions and/or telephone</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 1 Support Sv 5</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>--------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Caregiver Peer Counseling (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided by experienced volunteers on the condition that appropriate training and qualified supervision protocols are in place.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Support Group (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided to a group of 3 - 12 caregivers that is led by a competent facilitator; conducted at least monthly within a supportive setting or via a controlled access, moderated online or teleconference approach; for the purpose of sharing experiences and ideas to ease the stress of caregiving, and to improve decision-making and problem-solving skills related to their caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Training (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Support Service consisting of workshops or one-on-one individually tailored sessions, conducted either in person or electronically by a skilled and knowledgeable individual, to assist caregivers in developing the skills and gaining the knowledge necessary to fulfill their caregiving responsibilities; and shall address the areas of health, nutrition, and financial literacy.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Case Management (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Support Service provided by a person who is trained and experienced in the skills that are required to coordinate and monitor the provision of formal caregiver-related services in circumstances where caregivers are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 1 Support Svs</td>
<td>OAA 373(b)(3) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Caregiver Respite In-Home Supervision (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes the provision of care receiver day and/or overnight supervision and friendly visiting by an appropriately skilled provider or volunteer in order to prevent wandering and health or safety incidents.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Homemaker Assistance (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes the provision of care receiver assistance with meal preparation, medication management, using the phone, and or light housework (along with care receiver supervision) by an appropriately skilled provider or volunteer.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite In-Home Personal Care (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes the provision of care receiver assistance with eating, bathing, toileting, transferring, and or dressing (along with care receiver supervision and related homemaker assistance) by an appropriately skilled provider.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Home Chore (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service that includes an appropriately skilled provider or volunteer assisting a caregiver with heavy housework, yard work, and or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Out-of-Home Day Care (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service where the care receiver attends a supervised/protective, congregate setting during some portion of a day, and includes access to social and recreational activities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiver Respite Out-of-Home Overnight Care (Caring for Child)</td>
<td>1 Hour</td>
<td>An FCSP Respite Care service where the care receiver is temporarily placed in a supervised/protective, residential setting for one or more nights, and may include access to nursing and personal care.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 2 Respite Care</td>
<td>OAA 373(b)(4) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
</tbody>
</table>
# FCSP - Grandparent Caring for Child
## Supplemental Services

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistive Devices for Caregiving (Caring for Child)</td>
<td>1 Device is 1 Occurrence</td>
<td>An FCSP Supplemental Service that involves the purchase, rental and/or service fee of any equipment or product system (ranging from a lift chair or bathtub transfer bench to an electronic pill dispenser or emergency alert fall prevention device) in order to facilitate and fulfill the caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Home Adaptations for Caregiving (Caring for Child)</td>
<td>1 Modification is 1 Occurrence</td>
<td>An FCSP Supplemental Service that makes any minor or major physical change to the home (ranging from installation of grab bars or replacement of door handles to construction of an entrance ramp or roll-in shower) in order to facilitate and fulfill caregiving responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiving Services Registry (Caring for Child)</td>
<td>1 Hour is 1 Occurrence</td>
<td>An FCSP Supplemental Service that recruits, screens, and maintains a listing of dependable, qualified self-employed homemaker or respite care workers who may be matched with caregivers willing to use personal resources to pay for assistance with their caregiving responsibilities. Both the caregiver and the self-employed worker will be: (a) advised about appropriate compensation and workplace performance expectations; and (b) provided with follow-up to ensure the match is functioning effectively.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Caregiving Emergency Cash / Material Aid (Caring for Child)</td>
<td>1 Assistance is 1 Occurrence</td>
<td>An FCSP Supplemental Service that arranges for and provides assistance to caregivers in the form of commodities, surplus food, emergency cash, transit passes, meals, and vouchers that will help meet identified needs associated with an individual caregiver's responsibilities.</td>
<td>FCSP Registered services: Reporting requirements include unduplicated client counts by characteristic and service units for Caregivers.</td>
<td>NAPIS FCSP 3 Supplemental Svs</td>
<td>OAA 373(b)(5) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Registered</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>Reporting Requirements</td>
<td>NAPIS Reference</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>-------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Caregiver Outreach (Caring for Child)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance service involving interventions (one-on-one contacts with individuals) initiated by an agency or provider for the purpose of identifying caregivers and encouraging their use of existing caregiver support services (e.g., Caregiver InfoVan staff contacts outside of local market).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Caregiving Information and Assistance (Caring for Child)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance service that: (A) provides caregivers with information on services available within the communities, including caregiving information related to assistive technology and caring for older individuals at risk for institutional placement; (B) links caregivers to the services and opportunities that are available within the communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures (caregiver may remain anonymous and refuse follow-up contact).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Caregiver Interpretation / Translation (Caring for Child)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance service for the provision of bilingual communication assistance to a caregiver in order to access assistance and receive support for his or her caregiving responsibilities (e.g., staff interpreting dialogue between caregiver and care consultant staff translating an elder’s prescription drug label for his caregiver).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Caregiver Legal Resources (Caring for Child)</td>
<td>1 Contact</td>
<td>An FCSP Access Assistance service involving one-to-one guidance provided by an attorney (or person under the supervision of an attorney) in the use of legal resources and services when assisting a caregiver with caregiving-related legal issues.</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 4 Access Assistance</td>
<td>OAA 373(b)(2) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
</tbody>
</table>
### FCSP - Grandparent Caring for Child
#### Information Services

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure 1</th>
<th>Definitions</th>
<th>Reporting Requirements</th>
<th>NAPIS Reference</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Information on Caregiving (Caring for Child)</td>
<td>1 Activity</td>
<td>An FCSP Information Service designed to provide information about available FCSP and other caregiver support resources and services by disseminating publications, conducting media campaigns, and maintaining electronic information systems (e.g., quarterly newsletter).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 5 Information Svs</td>
<td>OAA 373(b)(1) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
<tr>
<td>Community Education on Caregiving (Caring for Child)</td>
<td>1 Activity</td>
<td>An FCSP Information Service designed to educate groups of current or potential caregivers and those who may provide them with assistance about available FCSP and other caregiver support resources and services (e.g., booth at a health fair).</td>
<td>Non-Registered services: Reporting requirements include estimated unduplicated client counts and service units.</td>
<td>NAPIS FCSP 5 Information Svs</td>
<td>OAA 373(b)(1) NAPIS CDA FCSP Service Matrix</td>
<td>Title III E</td>
<td>N/A</td>
<td>Non-Registered</td>
</tr>
</tbody>
</table>

### Fiscally Allowable Administrative Activities

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Unit Measure 1</th>
<th>Definitions</th>
<th>NAPIS Reference</th>
<th>Reporting Requirements</th>
<th>Definition / Historical Reference</th>
<th>Primary Funding Source</th>
<th>Priority Service</th>
<th>Registered or Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Development</td>
<td>N/A</td>
<td>Activities that either establish a new service or expand or integrate existing services.</td>
<td>Non-NAPIS</td>
<td>Fiscally allowable administrative activities</td>
<td>CDA Standard Agreement Exhibit A</td>
<td>Title III E</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>Coordination</td>
<td>N/A</td>
<td>Activities that involve the active participation of the AAA staff to include liaison with non-OAA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.</td>
<td>Non-NAPIS</td>
<td>Fiscally allowable administrative activities</td>
<td>CDA Standard Agreement Exhibit A</td>
<td>Title III E</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>CARS / Data Reporting Systems</td>
<td>N/A</td>
<td>The purchase, development, and maintenance of software designed to meet the requirements of the California Aging Reporting System (CARS). Maintenance includes system patches and upgrades. Activities include training staff on data collection and systems.</td>
<td>Non-NAPIS</td>
<td>Fiscally allowable administrative activities</td>
<td>CDA Standard Agreement Exhibit A</td>
<td>Title III E</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>Service Category</td>
<td>Unit Measure</td>
<td>Definitions</td>
<td>NAPIS Reference</td>
<td>Reporting Requirements</td>
<td>Definition / Historical Reference</td>
<td>Primary Funding Source</td>
<td>Priority Service</td>
<td>Registered or Non-Registered</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>------------------------------</td>
<td>----------------------------------</td>
<td>------------------------</td>
<td>------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Emergency Preparedness</td>
<td>N/A</td>
<td>Develop long-term emergency plans.</td>
<td>Non-NAPIS</td>
<td>Fiscally allowable administrative activities</td>
<td>Title III B</td>
<td>No</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Senior Center Staffing</td>
<td>N/A</td>
<td>Assist with the operation of the multipurpose senior center by meeting all or part of the costs of compensating professional and technical personnel required for the operation of the center.</td>
<td>Non-NAPIS</td>
<td>Fiscally allowable administrative activities</td>
<td>Div 4000 Unit 42</td>
<td>Title III B</td>
<td>No</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1 AAAs must track the actual time services provided in their local database (i.e. minutes, fractions). All service units that are measured in hours must be reported as whole numbers (no fractions/partial units can be reported). When exporting this data to the California Aging Reporting System (CARS) the AAA’s software system must round total service units for each client by month and by service category to the nearest integer (i.e. can round up or down). This should not affect the actual data in the AAA database, only the service unit totals in the CARS export files. Due to rounding, CDA expects minor service unit discrepancies (not to exceed 10 percent) between the AAA database and CARS. Also see “CARS Overview and Guidance” document.

2 All references to Division 4000 and CDA FCS Service Matrix are for historical reference only.

3 In addition to reporting service units, AAAs must also report unduplicated client enrollments/estimated audience size (see the color key above for further information).
Service Categories and Data Dictionary:
Glossary of Terms and Acronyms
AAA: Area Agency on Aging
ADL: Activities of Daily Living
IADL: Instrumental Activities of Daily Living
AoA: United States Administration on Aging  http://www.aoa.gov/
CARS: A multi-phased, multi-year project started in June 2007 which will transform the existing Older Americans Act (OAA) and Older Californians Act (OCA) aggregate reporting system into a new web-based system capable of providing the State with client-level data from the Aging Services network.
The complete project envisions web-based access to one common database (standardized data specification across programs) on OAA and OCA fiscal, program performance (utilization), and client-level demographic profile data (Registered services only; a number of Non-Registered services remaining are aggregated data).
It will allow the California Department of Aging (CDA) to compare data across all programs, as opposed to having silos of data that are not comparable to one another.
CCR: California Code of Regulations  http://www.oal.ca.gov/ccr.htm
CDA: California Department of Aging  http://www.aging.ca.gov/
DIV: Division (as in a section of law)
Division 4000: Division 4000 is used to specify the Other Title III B and Title III D services not defined in NAPIS, as well as elder abuse prevention activities related to Title VII. With the implementation of the Service Category and Data Dictionary Matrix, definitions from this source will no longer be used.
Estimated Unduplicated Client Count: The Administration on Aging has not provided a method to estimate an Unduplicated Count of Clients. Each AAA must supply its own methodology.
FCSP: Family Caregiver Support Program -- same as Title III E. FCSP provides support to (1) unpaid family caregivers of older adults and (2) grandparents or other older relatives with primary caregiving responsibilities for a child through five broad categories of services (see FCSP 1-5)
FCSP 1: Support Services means the provision of caregiver assessment, caregiver counseling, caregiver peer counseling, caregiver support groups, caregiver training, and (if necessary) caregiver case management.
FCSP 2: Respite Care means a brief period of relief or respite from caregiving responsibilities, and is provided to caregivers on an intermittent, occasional, or emergency basis in a manner that responds to the individual needs and preferences of the caregivers and their care receivers, rather than a pre-established set amount offered on a “first come, first served” waiting list basis.
FCSP 3: Supplemental Services means caregiver-centered assistance offered on a limited basis to support and strengthen the caregiving efforts.
FCSP 4: Access Assistance means the provision of caregiving information and assistance, caregiver outreach, caregiver interpretation/translation, and caregiver legal resources; and links caregivers to the opportunities and services that are available.
FCSP 5: Information Services means the provision of public information on caregiving and/or community education on caregiving, including information about available services.

InfoVan: A specialized vehicle used by Area Agencies on Aging and their providers for outreach and education on services and information via oral communication and written information such as flyers, brochures, etc. [http://www.cda.ca.gov/aaa/reporting_instructions/info_van.asp](http://www.cda.ca.gov/aaa/reporting_instructions/info_van.asp)

NAPIS: The National Aging Program Information System (NAPIS) through which the State Program Report (SPR) is reported annually. The report contains statistical compilation of performance data and expenditures for programs administered by CDA with OAA Title III and Title VII funds. The data is collected and reported by service providers, AAAs, and State Units on Aging (for California, CDA) (for State on quarterly basis) on an annual basis in CARS. Statistical data is reported to AoA per federal guidelines by January 31 of each year by CDA.

Non Registered Services: Non-registered services are those services where it is not practical to collect client specific information or where requiring the client to register may serve as a barrier to receiving a service (see Service Categories and Data Dictionary document).

OAA: The Federal Older Americans Act: Congress enacted in 1965 to promote and provide assistance in the development of programs of benefit to the elderly and to provide funding for such programs through State Units and Area Agencies on Aging. [http://www.aoa.gov/AoARoot/AoA_Programs/OAA/index.aspx](http://www.aoa.gov/AoARoot/AoA_Programs/OAA/index.aspx)

OCA: In 1974, the Burton Act established the California Department of Aging (CDA) as a department within the Health and Welfare Agency. Initially the CDA was known as the Office on Aging. The Burton Act also established the California Commission on Aging (CCoA) as an advisory body to the Governor, Legislature, Department of Aging and other state departments, as well as provided funding and staffing.

Pr: Refers to "Program" type under Division 4000

Registered Services: Means data collection and reporting requirements include unduplicated client counts by characteristic, units of service, including in some cases ADLs/IADLs (see Service Categories and Data Dictionary document). Registered Services are client specific data using participant identification numbers for each client.

Service Categories and Data Dictionary: See Service Categories and Data Dictionary section.

Title III B: Title III B of the Older Americans Act that provides funding for supportive services such as, but not limited to, Information and Referral Services, In-home Services, Legal Services, Outreach, Respite Care/Respite Care Registries, and Transportation.

Title III C-1: Title III C-1 of the Older Americans Act that provides funding for the provision of Congregate Meals.

Title III C-2: Title III C-2 of the Older Americans Act that provides funding for the provision of Home Delivered Meals.

Title III D: Title III D of the Older Americans Act that provides funding for the provision of Disease Prevention and Health Promotion Services.

Title III E: See FCSP

Title VII B: Elder Abuse Prevention
Date: 11-24-21
To: Area Agency on Aging Advisory Council
    Seniors Council Board of Directors
From: Clay Kempf, Executive Director
RE: 2021 Area Agency on Aging Highlights

FUNDING

Without a doubt, new funding was the highlight of the past year for the AAA. Our increases related to COVID-19 including Families First Act, CARES Act, American Rescue Plan Act, the California Home & Community Based Services plan focusing on the use of health care dollars, Federal Budget increases, and new state dollars.

Two events were especially significant to the agency. The first, was the annual $100,000 increase to AAA administration, accomplished through the proposal that we brought forth through the California Association of Area Agencies on Aging (C4A) and covering not only our organization, but every AAA in California. In addition to all of our elected state legislators in this allocation, behind the scenes thanks are owed to recently retired C4A Executive Director Derrell Kelch, C4A lobbyist Kathy Mossburg, and my C4A legislative co-chair, Jamie Sharma. This is the first dedicated increase to AAA operations since the 1980s.

Secondly, the County of Santa Cruz has joined the County of San Benito and the City of Hollister and separated our annual allocation of $131,000 from the Community Programs/CORE application process and part of the County Budget. This has been a goal of the organization as long as I can remember, and it not only simplifies our process for getting local match to our CDA allocations, but it solidifies our funding for the future, along with our status as the local AAA.

Our state advocacy efforts and partnership with C4A continued to produce results, with our proposal to increase annual state funding for senior nutrition by $35 million per year successful. Assemblyman Adrin Nazarian encouraged and led us in receiving an additional $40 million in one-time only funding to upgrade nutrition infrastructure.
Coupled with our work on Governor Newsom's Master Plan for Aging (MPA), programs such as the No Wrong Door/Aging & Disability Resource Center and the Falls Prevention Program continue to receive ongoing or expanded state funding. Equally as important, the MPA lays a solid foundation for increased attention to aging policy and budget allocations for the future. Five years ago our rallying cry in our advocacy committee was that we were trying to "elevate the conversation about older adults". We got there; with the crowning moment for me being when State Senator Richard Pan used that very phrase when describing the work of the Senate Budget Subcommittee on Health & Human Services.

**CDA AGING SENIOR HUBS INITIATIVE: AAA 2.0**

Efforts and momentum for re-designating AAA’s and AAA service areas has quieted down somewhat, headed by the withdrawal of the County Welfare Directors proposal to create a separate AAA in every county under county control. At this point, it appears the focus is on specific AAA’s that are self-seeking changes to their planning and service area. Nevertheless, it is a topic we need to be diligent about, and one that consumed a substantial amount of our time and the time of other AAA staff and Boards around the state.

**MASTER PLAN FOR AGING – LOCAL PLAYBOOKS**

The County of Santa Cruz has hired Diane Kaljian, former AAA Director of Sonoma County, as their consultant to lead County efforts to create their Local Playbook. Contract details are in process, and they’ll be shared with us upon completion. Aging & Adult Services Director Alicia Morales is in regular communication about the project and is excited to get started.

Last month, San Benito County elected representatives on the AAA Advisory Council committed to forming a workgroup to move forward efforts on the creation of the San Benito County playbook. Supervisor Peter Hernandez volunteered to convene that workgroup, consisting of fellow County Supervisor Kollin Kosmicki, Hollister City Councilman Rick Perez, San Juan Bautista Councilwoman Mary Edge, and myself. Seniors Council Board members from San Benito County have also volunteered to participate. Supervisor Hernandez and I met and discussed our next steps in detail, deciding to start with a small group presentation of our last needs assessment. Pam Arnsberger has agreed to lead that presentation.
ADVOCACY EFFORTS IN THE COMING YEAR
Narratives for our state advocacy projects are being finalized this month, but the key efforts will include:

**Nutrition** – seek additional funding to expand the baseline state funding of meals programs, to at least match the current funding levels temporarily augmented by COVID-19 relief funding.

Seek a partnership with Alzheimer’s Association and Caregiver Resource Centers to provide **support to families & Individuals with Alzheimer’s and Related Dementia**

**Housing Navigation Assistance and Services for Older Adults at Risk of Homelessness**- Allocate state funding to support Title IIIIB programs that address housing and homeless services, including shared housing programs and navigation of other senior services.

**Senior Volunteer Recruitment and Coordination**- Provide every AAA with resources to either directly operate or subcontract a coordinator to facilitate the recruitment, training, and retention of volunteers who support existing programs.

**Administration Baseline Increase**- Additional funds for AAA Administration, to address continued increases in the older adult population, support to the implementation of the Master Plan for Aging Local Playbooks, and development of special projects related to older adults.
ADRC of San Benito County Program Successes, Challenges and Opportunities

The ADRC of San Benito County can point to the hiring and on-boarding of Leanne Oliveira, as well as the hire and designation of dedicated FTE from Jovenes de Antaño and Central Coast center for Independent Living as major milestones and successes with the ADRC Infrastructure Development Grant. The addition of qualified and dedicated ADRC staff enables the ADRC to carry out some of the most basic and important functions required of a Designated ADRC, and has meant that the ADRC project now has capacity and expertise to deliver Enhanced I&A/R, Person-Centered Options Counseling, Short Term Care Management, and Transition Assistance.

Additionally, the launch of a stand-alone and independent ADRC information and support website, as well as the completion of a comprehensive Resource Directory for San Benito County are additional successes that provide local older adults, individuals living with disability, and family caregivers with much needed information and supports around community living options for all ages and abilities, as well as streamlined access to easily contact knowledgeable individuals and organizations regarding specific needs and community-based living supports to prevent unnecessary institutionalization.

And, finally, the slow but steady growth and awareness in the number of extended partners to grow the No Wrong Door network and to help support the core activities and functions of the ADRC has also been a success that will continue to grow in both numbers and overall network ability and capacity to serve community service needs. Partnership are at the heart of the ADRC’s success in working with the populations it serves, and a continual increase in the number of partners, as well as their awareness regarding ADRC core supports, is key in generating more and better quality referrals.

As for challenges, there have been many and they have varied significantly over time and with various aspects of the project. The nearly universally challenges posed by a worldwide pandemic and the associated community and public health precautions adopted and implemented over the past couple of years has made for a difficult environment within which to roll out a new service support and generate more interest and attention, as has been the limited ability to outreach to potential partners in an effort to build and strengthen the network. Capacity has certainly also been a challenge that has been more recently resolved with additional staffing. Additional challenges around being a new resource in a rural county with limited resources and long established systems have also proved to be challenges to building trust and promoting enhanced and expanded network approaches to service delivery.

Finally, opportunities also abound! Within more complex and challenging systems there is always room for individuals and organizations who can provide clarity, empower access, and problem solve with consumers in a way that supports informed decision-making and better outcomes. We are looking to develop essential and extended partnerships and expertise to be able to participate and bill for services under California Advancing and Innovating MediCal (CalAIM) and Enhanced Care Management (ECM) to help address many of the complex challenges facing California’s most vulnerable residents, including the State’s growing aging population. We are working together with healthcare locally in San Benito County, including a new partnership with Hazel Hawkins Memorial Hospital Home Health and Medical Social Workers there at the hospital to provide patient/consumers greater clinical and community service integration and better opportunities for safe and successful return to community after hospitalization or rehabilitation.
Project SCOUT Deltas:
- Continued pandemic limited the scope of services throughout the county.
- Most sites remained closed during 2021.
- Many volunteers did not help this year due to COVID concerns.
- Many clients could not get through due to massive amounts of requests coming in from beyond county borders.
- Many clients could not be assisted due to not having technology at home to do online tax prep.
- Our ability to do drop-off/pick-ups of tax info was limited.

Project SCOUT Pluses:
- Set up of cloud-based, client service system to assist clients from all over Santa Cruz count and beyond.
- Set up “Ad-Hoc” sites throughout the county allowing for those who lacked technology to be assisted close to home.
- Volunteers who signed up to assist helped from places as far as Hawaii, Oklahoma, and Texas. Their assistance was invaluable with setting up appointments and tax preparation.
- Local volunteers assisted primarily with online tax preparation with few sites open for drop-offs.
- We had up to 6 volunteers assisting with the massive amounts of phone requests; invested in new telephone system to alleviate this issue in the future.
- Many clients were assisted through new approaches that will be utilized from here on out such as drop-offs, and virtual appointments.
- We also instituted a Facilitated Self Assistance Program in which tax clients could do their taxes using our software and could connect with one of our volunteers for assistance if they found themselves not able to finish their return or having questions.

Project SCOUT Opportunities:
- As senior sites and community centers begin to open and as people become vaccinated, Project SCOUT foresees the ability to have more “ad-hoc” sites in 2022.
- We expect a higher number of volunteers for 2022.
- Due to high demand for services in San Benito County, we will open up an “ad-hoc” site at Jovenes de Antano Senior Center in Hollister.
- Investment in new phone system as well as partnership with United Way’s 2-1-1 program should alleviate the logistical puzzle of setting up appointments.
- Working on having spaces where clients can come in and do taxes using our Facilitated Self Assistance, with “lab-hours” to connect with “live volunteers” to assist with questions.
- Greater ability to service clients through drop-offs, online, and Zoom approaches, with an streamlined approach for clients to return and pick-up returns.
Foster Grandparent Program

Challenges

Tech Training has been slow. Coordinators have been training volunteers individually or in small groups of 6 or less at a time. Training volunteers has been a challenge because they are all at different levels of learning and using technology.

Volunteer Service Years (VSY) are declining due to delayed reentry into the schools and re-opening of partnered programs. The longer volunteers are out of their assignments the less active they are and find it hard to get back to their old active routines. Many volunteers have expressed interest in retiring due to the slowdown caused by the pandemic. We for see this occurring really soon.

Successes

Most volunteers have gotten their vaccine shot for Covid19, there are a few volunteers with medical exceptions that are pretty serious. Many have taken or signed up to take the booster shot.

Using CNCS funds we have given many of our volunteers Tablets and Chromebooks. FGP/SCP partnered with Loaves and Fishes Computers to help us train many of our Monolingual Spanish speaking volunteers on the use of the devices they were given.

Kathryn our previous director left the program financially stable, and all our grants have been funded. We recently received a $10,000 grant from San Benito Community Foundation, this is a new grant to our program. We have partnered with the AAA, Britt Bassoni and Leanne Oliveira Program Coordinator of ADRC where we will be able to give San Benito volunteers and other seniors iPad’s and train them how to use the device and build their technical capacity and to be tech ready.

Opportunities/Looking Forward

Now that we have the conference room at the Seniors Council offices, we will soon be providing on-site technology training to volunteers in Santa Cruz County and any volunteer who is willing to travel to the office.

Now that schools and partnered programs are reopening and allowing volunteers back on campuses, we will begin working to place volunteers back in the classroom.

Please enjoy these pictures of our Seniors learning Technology:
## Foster Grandparent Program

Monterey County Foster Grandparents learning how to use their Seniors Council issued Chromebooks. In this session they are learning the basics of a Chromebook and how to navigate around the computer Training provided by Loaves and Fishes Computers in Salinas, CA.

Santa Clara County Foster Grandparents learning how to use their Seniors Council issued Chromebooks. In this session they are learning the basics of a Chromebook and how to navigate around the computer Training provided by Lydia Ramirez, Coordinator.
Seniors Council Board of Directors Annual Meeting
December 2, 2021

Presentation on the Senior Companion Program

Successes
In spite of the limitations that the COVID pandemic placed on our Senior Companion volunteers, the Program also had several successes. Our Senior Companions maintained contact with their clients on a regular basis through telephone and FaceTime calls. They also supported the health and well-being of their clients by: doing grocery shopping and deliveries; prepared meal delivery; picking up and delivering prescriptions; and connecting them with community services. By providing our volunteers with Samsung tablets and training, we helped them alleviate their own isolation and that of their clients through internet access and Zoom capability. In addition, they were able to participate in Meals on Wheels new meals tasting and evaluation program. The Seniors Council just approved a re-opening trial for our three largest Senior Companion stations to allow in-person visits to resume -- with clear safety guidelines in place.

Challenges
The greatest challenge of the past year was the isolation of our Senior Companions and their clients. Due to their close relationships and inter-dependence, they were increasingly frustrated with not being able to connect in person. The situation also made it extremely difficult to assign new clients to our volunteers, since building trust without being able to meet in person was too challenging. Lack of in-person meetings with supervisors and client families also made clear communication more difficult. The Program had to adapt existing guidelines to the situation during Covid, while keeping our volunteer’s safety a priority. While acquiring new technology was a benefit, the learning curve for volunteers, clients and coordinators was a formidable challenge.

Opportunities
Many opportunities also presented themselves during the past year. Most Senior Companions now have increased comfort and knowledge of technology tools – especially with Zoom, due to our monthly volunteer Zoom in-service meetings. They will continue to expand their ability to do research and learning via the internet. They can strengthen their familiarity with community resources for isolated seniors. Many of our Senior Companions are also using this time to assess their personal preferences regarding client characteristics, locations, and needs that they can apply when the Program is fully open again.
Monterey County Senior Companions learning how to use their Seniors Council issued tablets. This session they are learning how to login to Zoom and use the application to participate in future monthly in-services. Training provided by Loaves and Fishes Computers in Salinas, CA.
Seniors Council Falls Prevention Program Successes, Challenges and Opportunities

It has been a little over a year since Seniors Council Falls Prevention Program finished its Companion for Life (CFL) equipment and monitoring services transition from Phillips Lifeline to Medical Guardian. The transition is one great success that the program can point to over the past year as consumers have enjoyed a greater selection of better quality equipment, an improved and expanded pricing structure bringing the products to more consumers at lower prices, and more streamlined and responsive administrative support for program management.

An additional success has been the expansion of the Falls Prevention Program to include those services and supports offered through the California Department of Aging’s Dignity at Home Falls Prevention Program. These funds allowed Seniors Council to create its own comprehensive wrap-around Falls Prevention Program, adding to the Companion for Life and A Matter of Balance programming to include community information and educational presentations, home safety and behavioral assessments, the purchase of home safety and adaptive devices to address the risk of falls, and for small home repairs and modifications to assist individuals with living more fully and more safely at home. We are excited about these successes, as well as about the opportunities which expanded service offerings present, including a recent geographical expansion of services into San Benito County.

Among the opportunities that have presented themselves over the past year, the possibility of being able to partner with local healthcare providers seems most promising. Providing additional community-based supports to individuals being discharged home after a fall, or working with individuals identified as being at high risk of falling, will create opportunities for new referrals, better care integration, and a more proactive approach to addressing the problem of repeated and very dangerous falls. Eventually it could also result in service contracts with hospitals and health plans to reduce the number of repeated falls-related injuries and hospitalizations. Of even greater importance, however, is the opportunity to help address the chronic public health crisis of accidental falls in the United States today, impacting millions of people and costing tens of billions of dollars annually. We think we have an opportunity to really make a difference.

Despite the overwhelming success of the past year, we have also experienced some challenges and setbacks, especially around the delivery of evidence-based falls prevention programming. The worldwide pandemic challenged us to pivot to and generate interest for virtual programming utilizing Zoom and an approved distance-learning curriculum for what had traditionally been in-person A Matter of Balance classes. Although the materials were well thought out and developed, we were challenged to turn out interested individuals for the classes, and felt additionally challenged to create a sharing community virtually and with so few participants. We are excited to be able to offer classes using alternate means, but have yet to master being able to fill the classes with an equal number of people and an equal degree of excitement. However, like all challenges, therein also lay opportunities to address areas of needed professional growth, improved tools and approaches, and additional knowledge and expertise.
Date: 11-24-21

To: Area Agency on Aging Advisory Council
   Seniors Council Board of Directors

From: Clay Kempf, Executive Director

RE: Seniors Council Celebrations & Upcoming Challenges

COVID-19
COVID-19 continues to be at the forefront of all programs serving seniors, including our own agency. The past year has certainly been unique and challenging as a result.

Overall, our staff managed to stay COVID-19 free (with the lone exception of myself), and our Board & Advisory Council members, contracted service providers, and volunteers have been by and large remained healthy, with only a few exceptions.

We adopted a mandatory vaccination policy for everyone working with or volunteering for the Seniors Council. A pathway to seek an exemption for health or religious reasons was created as part of that policy. I was very happy that all of our staff are fully vaccinated without exception, and the tracking of booster shots is underway. Thanks, congratulations to all, and wishing for good health in the future.

The silver lining is that the pandemic has brought unprecedented attention to older adults in our country, and with that, there has been a lot of new funding for our services.

OFFICE SPACE & STAFFING
Project SCOUT and Falls Prevention have successfully moved their offices next door at 236 Santa Cruz Ave., taking some of the pressure off of our limited office space. In part due to the pandemic, we have not taken much advantage of the new conference room. Our traditional office at 234 Santa Cruz Ave. has been a challenge, with plumbing only working off and on for the past seven months. Had we not had bathroom access at the new space, we would have needed to close the office several
times. Hopefully, the issue is behind us and won’t be a problem in the future. The additional funding we’re receiving has allowed us to begin the process of increasing our staff. Leanne Oliveira has been thriving while filling our new ADRC position and working in Hollister at Jovenes de Antaño.

Project SCOUT is in the process of hiring a new Program Specialist, whose immediate tasks will be to assist Eddie Santana in this coming tax season. The Program Specialist will be funded via several grants Ed has received and through the allocation of ARP (American Rescue Plan Act – good for three years) funding once that is received. In September, we will be receiving funding for assisting seniors in completing CalFresh applications, and that will provide another $35-40K per year in ongoing funds for the position.

We are also developing a new position or two to support the overall challenges of an expanding organization, including the ability to manage the finances and ever-increasing demands on tracking the payment of and reporting on the new funds we’re receiving. Also being explored are ways to transfer Human Resources away from the fiscal office (thereby freeing up some of their time); creating an agency communications director and outreach coordinator, and having a dedicated webmaster.

Additional staff is exciting to work on, but with it comes the need for additional space, so we’ll be trying to figure that out as well. But it sure is a LOT more fun to figure out how to expand our staff and services than it is to respond to another round of cuts!