SENIORS COUNCIL BOARD OF DIRECTORS

Thursday, January 20, 2022

10 a.m. – 12 Noon

Join Zoom Meeting
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AGENDA

10 a.m.
1. Welcome, Call to Order and Introductions

2. Additions & Deletions to the Agenda

3. Receive Announcements from Board Members

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

5. CONSENT AGENDA
   Approve minutes of December 2, 2021 Joint Meeting of Seniors Council Board and AAA Advisory Council
10:10 6. Committee Reports
  1. Finance Committee
  2. Nominating & Board Development
  3. Advocacy Committee
     a. Status of CORE Funding
     b. Live Oak Senior Center
     c. Consideration of 2022 Legislative Priorities
  4. Executive Committee

10:00 7. Discussion of 2022-25 Request for Proposals
  1. Review of Materials, Requirements, & Processes
  2. Discuss and (potential) Adoption of Categorical Recommendations
  3. Review and Adoption of Proposed Timeline

11:30 8. Executive Director’s Report
  1. California Department of Aging’s Senior Hubs/AAA 2.0
  2. Master Plan for Aging – Local Playbooks
  3. COVID-19 & Reopening Programs, Zoom Meetings, etc.

11:45 9. Program Reports (written)
  1. Falls Prevention
  2. Foster Grandparent Senior Companion Program
  3. Area Agency on Aging
  4. Project SCOUT
  5. ADRC/No Wrong Door San Benito County

11:55 10. Miscellaneous Correspondence & Other Items

12:00 11. Adjourn

\textit{Next Meeting:}

\textit{February 17, 2022}
Questions, Clarifications or Additional Information:

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. 115 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.
JOINT MEETING OF
SENIORS COUNCIL BOARD OF DIRECTORS AND
AREA AGENCY ON AGING ADVISORY COUNCIL

December 2, 2021

MINUTES

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

BOARD MEMBERS EXCUSED: Rosa Apodaca

AAA ADVISORY COUNCIL:
Lisa Berkowitz, Community Bridges/Meals on Wheels, AAA Provider Rep
Jack Dilles, City of Scotts Valley
Mary Edge, City of San Juan Bautista
Mark Johannessen, At Large/Seniors Commission
Kollin Kosmicki, San Benito County Board of Supervisors
Rick Perez, City of Hollister

AAA ADVISORY COUNCIL ALTERNATES PRESENT:
Gine Johnson, Santa Cruz County Board of Supervisors (McPherson)

AAA ADVISORY COUNCIL MEMBERS EXCUSED:
Jacques Bertrand, City of Capitola;
Sandy Brown, City of Santa Cruz;
Lowell Hurst, City of Watsonville,
Bruce McPherson, Santa Cruz County Board of Supervisors;
Greg Caput, Santa Cruz County Board of Supervisors;
Chuck Molnar, At Large/CSL;

STAFF PRESENT: Clay Kempf, Seniors Council Executive Director; Patty Talbott,
AAA Administrator; Cathy Colvard, Fiscal Officer; Hillary Minugh, Fiscal Specialist;
Maureen Hebert, Fiscal Assistant; Ed Santana, Project SCOUT; Gus Ceballos,
Companion for Life/Falls Prevention; Britt Bassoni, Special Projects Director;
Cristina Bañuelos, FG/SC Coordinator; Chris Greenwood, FG/SC Coordinator;
Lydia Ramirez, FG/SC Coordinator;

OTHERS PRESENT: Dena Taylor, SC County Seniors Commission; Lynn McKibben,
SC County Seniors Commission; Alicia Morales, Director, Aging and Adult Services
Director Santa Cruz County; Lois Sones, CB/Elderday; Tim Bratton, CA Grey Bears; Bill
Proulx, Senior Network Services/HICAP
1. **Welcome, Call to Order and Introductions**
   President Wayne Norton called the meeting to order at 9:35 AM and introductions were made.

2. **Additions and Deletions to the Agenda**
   None.

3. **Receive Announcements from AAA Advisory Council and Board members**
   Jack Dilles announced that the Scotts Valley Senior Center will reopen next week with participants required to show proof of vaccination and a masking requirement. Lisa B. announced that there's still a few tickets left for Meals from the Heart fundraiser, virtual and in person (vax, mask requirement and distancing) Mickie Luna sent her regards to Pauline Valdivia for a quick recovery.

4. **Comments from Members of the Public on Items Not on the Agenda**
   Tim Bratton said that Grey Bears is delivering 1200 holiday meals on 2 upcoming Sundays, at their Chanticleer facility and at the Watsonville senior center.

5. **Consent Agenda**
   **Meeting Minutes**
   Seniors Council Board members were referred to pages 5.1-1 to 5.1-7, minutes of the October 21, 2021 meeting. Barbara Kaiser requested that in Section 7 on page 5.1-2, first paragraph be changed to read “the next cycle will be 3 years.”
   **MOTION**, Luna/Arnsberger, to approve the minutes as corrected. **PASSED** unanimously.

   AAA Advisory Council members were referred to pages 5.2-1 to 5.2-5, minutes of the October 20, 2021 meeting. **MOTION**, Dilles/Kosmicki, to approve the minutes as submitted. **PASSED** unanimously

   **Committee Reports**
   Finance Committee – Agency-wide financials (Pages 5.3-1 to 5.3-4)

   **Program Reports**
   Foster Grandparent and Senior Companion (Pages 5.3-5 and 5.3-6)
   Project SCOUT (Page 5.3-7)
   **MOTION**, Edge/Dilles, to receive and accept Committee and Program Reports. **PASSED** unanimously

6. **2022-25 Requests for Proposals**
   Clay referred to corrected pages in agenda packet that had been distributed, pages 6-1 to 6-6, numbers had not updated and have been corrected. He also noted that the summary on page 6-11 has a concise summary of changes and is up to date.
   Clay clarified this cycle is a one year contract, renewable up to two more times. Start date is July 1, 2022, one year contract, up to two additional years renewable annually. Clay reviewed proposed timeline change from last month on page 6-8.
   Staff recommends moving the deadline for receipt of Letter of Intent moved from December 22 to January 5th.
**MOTION**, Rivas/Armsberger, to approve the staff recommendation to change of submittal date for the 2022-25 RFP Letter of Intent from December 22 to January 5th. **PASSED** unanimously

Clay said that after discussion at last month’s meeting about meal site transportation, the decision was deferred to Executive Committee. Clay referred to page 6-11, noting that $20,000 was put back into meal site transportation in Santa Cruz County. Slight increases in I&A and Case management were also made. He noted that since last meeting there has been an additional infusion of $120K of ongoing funding that is primarily for nutrition.

Antonio said he appreciates the restoration of funding for meal site transportation, very important service. Clay said most other changes were in nutrition. $290K to $319K for meals in San Benito County, slight change in meal site transportation.

Jane said there was a lot of discussion at Executive Committee, she focused on I&A and Case Management and core services. Clay said that San Benito County I&A and CM was not recommended for increase as there has been a large influx of funding through the ADRC.

Wayne expressed support for increase in residential repair and modification, a reflection of it being a top need for many years and important use of needs assessment results. There is currently no provider for this in San Benito County. Clay said this highlights the issue about outreach and recruitment of volunteers. In Santa Cruz County minor home modifications is operating through the Volunteer Center’s Helping Hands program through the Retired Senior Volunteer Program. Clay is advocating for funding statewide for AAA’s to coordinate volunteer recruitment. Nearly all our programs rely heavily on volunteers: meals, home repair Wayne agreed with the need for a volunteer coordination agency to help with recruitment, as someone who recruited Ombudsman volunteers

**MOTION**, Kaiser/King, to approve the allocations as presented for the 2022-25 Requests for Proposals process and authorize the release of the Letter of Intent with those funding amounts. **PASSED** Abstaining Matzie

7. **Celebrating our Successes**

7.1 **Area Agency on Aging**

Advocacy and Funding - Clay very pleased to announce that after 40 years as the AAA, Santa Cruz County has pulled the AAA from competitive funding in the community program funding process. The County has now placed AAA funding as a line item in the Aging and Adult Services budget. This is alignment with what the County of San Benito and City of Hollister do. Another significant victory on the advocacy side is the award of $100K of operating funds for all AAAs in the state. The combination of these two stabilize our AAA and solidifies our role.

Wayne said the founding idea of Older Americans Act was that the whole community is responsible to take care of older adults, local match is a recognition that this is an issue that everyone needs to participate in.

Lisa Berkowitz acknowledged and thanked the efforts of everyone on the Advocacy Committee and Clay's leadership. The successes like increases of nutrition funding are the fruition of years of advocacy efforts. Antonio acknowledged Clay and all the advocacy work and Alicia Morales for all their work. Clay thanked everyone for the support and highlighted the advocacy efforts on page 7.1-3.
ADRC Britt Bassoni said that the greatest success of the ADRC so far has been providing increased access and information to consumers about services to expanded access will help more people get the services they need. Key accomplishments were enumerated including opening a hub site at the Hollister Community Center, staffed by staff from Seniors Council, Jovenes and Central Coast Center for Independent Living. Use of integrated IP phone system with emergency backup if power fails. Establishment of a fully functioning ADRC website www.SanBenitoADRC.org. Creation of a new comprehensive resource directory for San Benito County in English and Spanish. Creating partnerships with San Benito County Veterans Services, Health Projects Center, and Hazel Hawkins Hospital. Will continue to amplify and provide training for person-centered systems and build relationships. Mickie thanked Britt for his report and encouraged him to communicate with the cities and Board of Supervisors in San Benito County. Looking forward to hearing more.

7.2 Project SCOUT — Ed Santana provided an overview of Project SCOUT and the success in bringing preparing returns. COVID presented many challenges and he reviewed the ways those challenges were met with remote assistance and drop offs and discussed exciting new options such as facilitated self-assistance options. Steven commended Eddie for helping the spouse of a facility resident to prepare their taxes. Jack thanked Ed for being so successful in such challenging times. How do you collaborate with libraries and senior centers?

7.3 Foster Grandparent Program — Cristina Banuelos announced that Kathryn Ramirez has left the FG/SCP program, she is Interim Director of the Foster Grandparent Program. During COVID, it has been allowable for volunteers to do alternative activities. Purchased tablets to do tech training. SWYs are declining due to lack of regular duties, this is a challenge. All volunteers vaccinated with just a couple of exception due to health challenges, also working on boosters. CNCS funding with tablets and Chromebooks, partnered with Loaves and Fishes to get training for the volunteers. Teaching volunteers all the basics. The program is financially stable, a $10k grant from San Benito Community Foundation will be used to partner with the ADRC for San Benito volunteers receive tech training.

Conference Room at new office in Aptos next door will be available for more tech training. When schools reopen, look forward to start putting volunteers back in the classroom. Mickie thanked Cristina and said as Board member of SB Community Foundation, she is glad to hear that their funding is supporting this project.

7.4 Senior Companion Program — Chris Greenwood reported on Senior Companion Program, which provides one-on-one visitation and support for vulnerable seniors. COVID presented challenges, but have been able to maintain contact through phone calls, face time, and those who had computers, Zoom. Holding monthly Zoom meetings with FG and SC to maintain contact with guest speakers until in person inservices can resume. SCs also did meal delivery, prescription delivery, shopping and helping them get connected available in the community. Senior Companions were volunteer testers for Meals on Wheels program. Trial period of reopening for three largest stations with very specific safety guidelines and PPE, hopefully will be able to open completely. Biggest challenges for companions and clients and increased isolation. Technology learning curve has been a big challenge, but also exciting. Opportunities – volunteers can access more resources on the internet and increase their skill.
7.5 Falls Prevention Program - Gus Ceballos, Program Coordinator for Falls Prevention Program. 3 programs – Companion for Life emergency response systems, Matter of Balance workshops, In-Home Safety Assessments with education, resources and modification equipment. Falls Prevention done in coordination with Britt. Transition to Medical Guardian for CFL has been successful. Medical Guardian allows them to provide someone without a landline an affordable option. 45 at risk individuals with cell based services, at a discount. In person Matter of Balance classes unable to be provided. A virtual pilot was approved for use. 3 staff members and a volunteer were trained to be coaches and two classes were held. With senior centers reopening, looking forward an eventual return to in person classes. In home assessments – outreach for Falls Prevention awareness, 50 in home assessments sent out. With funding from this program, have provided emergency response system, motion sensor nightlights, home ramps, raised toilet seats, etc, to over a dozen low-income seniors.

7.6 Seniors Council – Clay said staff had a presentation from our agency’s 403(b) retirement program. Very proud of the agency’s 5% contribution. Have been able to maintain health benefits – full health for staff and 50% dependents. Clay also acknowledged the contributions and commitments of the Board and AAA Advisory Council members are tremendous. More funding is coming through different streams including American Rescue Plan Act.

Jane commended the work of agency’s building of financial reserves. Wayne said he is really excited about the work happening on the ADRC in San Benito County and would like to see us move forward with one in Santa Cruz County.

Jack happy to hear that the finances are doing well, especially about creating reserves for the various programs. Mickie commended Jane for her persistence on the plan for reserves. Wayne said he is excited about Project SCOUT coming to San Benito County and possibly an Alzheimer’s Day Care Resource Center. Plenty to do and we’ve got great people to do the work.

Clay all this work will require more staff - recruiting for assisting for Ed for Project SCOUT, will also expand to assistance for Calfresh. Also creating a new staff position to support fiscal.

Lisa Berkowitz said that Community Bridges did receive a successful grant of $2.5m to purchase a building in Watsonville to provide Elderday services and expand to north Monterey County and San Benito County.

It was noted that there will be a need to recruit volunteers for all the programs as things opens up.

8. State Budget, Senior Volunteerism and the Master Plan for Aging

Clay introduced State Senator John Laird, who has a long history in Santa Cruz County in both leading nonprofits and elected office.

John said that the Seniors Council was set up as a non-profit, he was appointed as Chair of AAA Advisory Council as elected officials. Seniors are the directors and electeds advise the Board. Glad to see San Benito County folks here too. John ran the SC AIDS Project during the height of the pandemic. Over 50% of people with HIV are now over the age of 50, he has successfully advocated for HIV over 50 as a priority population for OAA services. Looking at Master Plan for Aging, but not a heavy amount of dollars allocated to it.
Clay said that he and Karen Delaney of the Volunteer Center SC County have talked about the need to expand volunteer recruitment and coordination resources. San Benito County doesn’t have a volunteer center. Senator Mello’s idea was to set up pilot projects like MSSP. SC City has more per capita homeless than Oakland, SF, etc. but per capita funding doesn’t make a dent. John advocated for a chunk to help move it forward. Pam said the number of elderly volunteers involved in helping the homeless is large, and the level of commitment and skill to do these jobs is enormous. Also things like doing taxes, helping with Medicare, Ombudsman, etc. Lots of programs require volunteers, but don’t have the resources to support them. Mickie thanked John for all his work and his advocacy on behalf of the county. Clay said for housing and homelessness, he consistently sees plans that don’t recognize seniors as part of the homeless population. John said he sees it, but it isn’t getting the attention. Need old-fashioned organizing and telling stories. There’s so many things about aging that people don’t think about. Clay said he appreciates feedback on how best to implement Master Plan for Aging. John we’ll need to work on that. Would appreciate a good outline with specifics of what is needed. Jane said there was a time that seniors received free education at community colleges, would like to see that, and free bus transportation. John said that community colleges used to be more lifelong learning focused and are now more on transferring to colleges. Alicia Morales mentioned disaster response for persons with disabilities or functional needs as an important need. John said he is well aware and working on it.

Will have Seniors Council Advocacy committee communicate with John’s staff. Consider a pilot project for Volunteer Center in San Benito County. Mary, Kollin and Wayne agreed. Kollin is willing to talk to SB Community Foundation. Clay wants to build on conversation with Karen Delaney about expanding. Wayne noted that it is difficult for SC based organizations to come to San Benito County. ADCRC still needed in San Benito County defunded in 2008 cuts. Lisa said that those displaced or newly retired during the pandemic can be a good resource for volunteers. Wayne said the pandemic highlighted a lot of the issues that have been there for a long time, like broadband. It is helping us to think about things in a new way, need to be thoughtful about how we want to spend money and what do we want to do differently. New levels of cooperation. Trying times has taught us valuable lessons, let’s not forget them when good times come back.

9. **Miscellaneous Correspondence**
   None

10. **Adjournment**
    Adjourned at 12:28pm

Minutes prepared by: Patty Talbott
Date: 1-14-22

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
We continue to move forward on our current Request for Proposals (RFP) processs for our Older Americans Act (OAA) and Older Californians Act (OCA) funding. Today’s discussion and packet include:
   1. An Updated Timeline (to reflect what’s in front of us);
   2. Discussion of appointments to the RFP Review Panel;
   3. Responses to our Letter of Intent;

The timeline is a good referral tool to view what activities are in process, and when action needs to be taken.

ACTIONS FOR TODAY
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
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.

BACKGROUND & THE OLDER AMERICANS ACT & OLDER CALIFORNIANS ACT FUNDING TITLES & CATEGORIES
For the sake of brevity, background material contained in previous Board & Advisory Council packets is not repeated here. Much of that material is contained
as a preamble to the full RFP document, and staff assumes that less material is more helpful that too much material for today’s discussion

ADOPTED LOCAL PRACTICES
1. Allocation of 25% of available funding to services in San Benito County. The purpose of this allocation is the realization that San Benito County faces unique challenges in serving a rural community, including having access to fewer community resources than its neighbors in Santa Cruz County. Additionally, rural seniors are one of our required priority service groups.

2. Due to limited funding and economies of scale, certain services are provided via one contract for two counties, with each provider expected to expend 75% of their funding in Santa Cruz County, and 25% in San Benito County. These two-county services include Ombudsman, Legal Services, and HICAP. Other providers have the option of submitting two-county proposals, but those combined proposals are not be a requirement.

3. The Seniors Council retains approximately $50,000 for the provision of services directly, as described in our Area Plan. These currently include:
   a. Program Development & Coordination (Title IIIB), ~$7,000;
   b. Health Promotion and Disease Prevention (Title IIID) ~$18,000;
   c. Outreach (Title IIIB), ~$2,500;
   d. Supportive Services via Project SCOUT (Title IIIB), ~$16,500;
   e. Registered Dietician /Menu Review (Title IIIC) ~$5,000

   Adjustments within these individual categories are made at times, and we expect that to continue in the upcoming RFP cycle, but recommend retaining a similar amount for direct services.

THE PROPOSAL REVIEW COMMITTEE
A key component of our RFP Process has always been the establishment of a Proposal Review Committee. The Committee is tasked with interviewing applicant agencies, reviewing and scoring all applications, and developing a comprehensive funding recommendation to the Board of Directors and the AAA Advisory Council. The Board is the final authority in the decision-making process, but relies heavily on the input from the Committee. Committee members are encouraged to attend Board and Advisory Council meetings where RFP discussions occur.
Staff recommends three members of the Board of Directors, two members of the AAA Advisory Council, two community members, and two staff be appointed to the Review Committee. The AAA Advisory Council will choose their representatives at the upcoming Advisory Council meeting for Board approval.

The Board of Directors Nominating Committee recommends the following slate for the Committee:

**Staff:**
- Clay Kempf
- Patty Talbott

**Board:**
- Wayne Norton (San Benito County)
- Pam Arnsberger (Santa Cruz County)
- Jane Schwickerath (Santa Cruz County)

**Advisory Council:** To Be Nominated by Advisory Council

**Community Members:**
- Alicia Morales Aging & Adult Services Director, Santa Cruz County
- Katie Núñez, City of Watsonville Parks & Rec Aging Services Coordinator

*This is an Action Item*

**LETTER OF INTENT RESPONSES**

Ten organizations responded to our LOI process, covering a number of categories within our offering (LOI from last month is included in your packet). Areas in which only one applicant expressed interest include all three of our multi-county programs (HICAP, Senior Legal Services, and Ombudsman, and virtually all services in San Benito County, with the exception of a $600 request from VISTA Center. Title IIE, was uncontested in both counties, although each county had a unique applicant.

Contested areas of the RFP include *Senior Nutrition* in Santa Cruz County (two applicants), *Mealsite Transportation* in Santa Cruz County (two applicants), and *Peer Counseling, Visiting, Case Management, and Information & Assistance* in Santa Cruz County.

Applicants for Information and Assistance seemed to be unclear that the RFP is for one provider to maintain a county-wide directory of older adult services and serve as the primary triage point of entry for older adults. Our RFP/LOI does not explicitly state that our intent is to only fund one I & A provider in each county, but the Scope of Work
describes that model, including requiring 5-day per week service, broad dissemination of information to a large number of older adults rather than an intensified focus on specific populations, and maintaining a county-wide database about senior services & resources.

Additionally, CDA has been very explicit about AAA’s creating no more than one I & A Provider in each County of operations. CDA prefers there being only one I & A provider per PSA, but will make exceptions in multi-county AAA’s such as ours. Staff is currently contacting various applicants to discuss these and other parameters of the LOI and RFP process among applicant organizations.

Staff and the Board of Directors have expressed a desire to set minimum contract amounts to improve the impact of the funds and make sure they translate into a reasonable split between administrative management and direct service delivery. All contracts require a minimum amount of fiscal & data management and administrative overhead regardless of contract size. It is our goal and that contracts be $15,000 or larger, and we recommend setting a minimum contract size of no less than $10,000 per year.

Discussion of these issues regarding the Letters of Intent received are intended to drive discussion and lead to Board Action in the next item in this report.

THE FORMAL APPLICATION
Included in the packet is the formal application for services in which there are competitive letters of intent. The Advisory Council and Board are asked to review this document, suggest and discuss changes, and direct staff to modify and release the final product as part of an Invitation to Apply for Funding to the organizations that meet the intended criteria for these contracts and show the capacity and ability to deliver quality services under the funds in their Letters of Intent.
AAA LETTER OF INTENT FORM

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**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, the Older Californians Act, and any and all related requirements of contracting with the Seniors Council of Santa Cruz & San Benito Counties

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**Service(s) Applying For:**

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*Family Caregiver sub-categories & amounts*

- Caregiver I&A- distinct from IIB I&A
- Caregiver Public Information
- Caregiver Community Information
- Caregiver Assessment
- Caregiver Respite
- Caregiver Training
- Caregiver Case Management
- Supplemental Services including respite registry, assistive devices, modifications
### San Benito County Services:

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

**Title IIIC-1 Congregate Dining & Title IIIC-2**
- Home Delivered Meals (one contract) $319,000

**Title IIIE Family Caregiver Support (Total)** $34,000

*Family Caregiver sub-categories & amounts*
- Caregiver I&A - distinct from IIIB I&A
- Caregiver Public Information
- Caregiver Community Information
- Caregiver Assessment
- Caregiver Respite
- Caregiver Training
- Caregiver Case Management
- Supplemental Services including respite registry, assistive devices, modifications

### Services in both Santa Cruz & San Benito Counties:
- **Title IIIB & VIIA Ombudsman Services** $177,000
- **Title IIIB Legal Assistance** $92,000
- **HICAP (Health Insurance Counseling & Advocacy Program)** $293,000
REQUEST FOR PROPOSALS

Title III- VII Funding

AREA AGENCY ON AGING OF
SANTA CRUZ & SAN BENITO COUNTIES

2022-2025
Procedural Guide & Application

Release Date: January 25, 2022

Final Date for Submission: 4 p.m., February 22, 2022
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List of Attachments

1. Proposal Checklist
2. Proposal Coversheet
3. Statement of Project Requirements and Assurances
4. Assurance of Compliance with all Federal, State, and Local Contractual Requirements
5. Budget Forms
6. General Definitions and Requirements for Older Americans Act Programs
7. Demographics & Targeting
8. 2019 Needs Assessment Summary
9. 2021-2025 Area Plan Excerpts
10. Sample Service Provider Contract (available upon request)
PROPOSAL FOR FUNDING

2022-2025

1. BACKGROUND

The Seniors Council serves as the Area Agency on Aging (AAA) for Santa Cruz and San Benito Counties. As such, it receives federal and state funds under the authority of the Older Americans Act and the Older Californians Act. The Seniors Council awards contracts to provide direct services to residents of Santa Cruz and San Benito Counties who are 60 years of age or older.

2. MULTI-YEAR PROCESS

Under federal law, the AAA must conduct an area-wide senior needs assessment and Request For Proposals (RFP) at least every four years. The California Department of Aging requires submittal of a four-year Area Plan on Aging, based on needs assessment results and describing services to be provided. Each AAA has the discretion to issue an RFP annually or at other increments within the four years. The Seniors Council has elected to conduct a complete RFP process for the years 2022-25.

A. Goal of RFP

The goal of the RFP is to identify agencies that can most effectively provide services to the targeted population and address the unmet needs in the community, with the expressed purpose of entering into a contractual agreement with the selected agency/agencies for delivery of those services.

Applicant organizations selected for contracts and funds in the 2022-25 RFP process will receive contracts for fiscal year 2022-23, with the understanding that the general intent is to continue those contracts for another two years. It is to be understood that each annual contract is subject to change in scope of service, funding level and terms and conditions. A contractor may terminate the contract at any time, as provided in the contract terms. The Seniors Council Board of Directors retains the same right to terminate a contract, as also provided in the contract terms.

B. Format of Proposal

All applications shall be submitted as described throughout this document. Proposals shall be computer generated, using a minimum of a 12-point font. The Proposal
Narrative (Section 3) can be of any length, however, brevity is strongly encouraged. All sections of the proposals shall be labeled with the same headings used in this RFP.

C. Evaluation Criteria

The Board of Directors of the Seniors Council of Santa Cruz and San Benito Counties shall appoint a Proposal Review Committee to assess the relative merits of the applications. The Committee will score each individual proposal and forward its funding recommendations to the AAA Advisory Council for comment prior to submitting the recommendations to the Board of Directors. The Board of Directors shall be the final authority in awarding the contract.

The Proposal Review Committee shall use the following criteria in ranking the proposals:

1. Effectiveness Of Meeting Priority Service Needs: (25%)
2. Cost / Cost-Efficiency: (25%)
3. Targeted Service Populations: (15%)
4. Service Delivery: (30%)
5. Miscellaneous: (5%)

3. SUBMITTAL DATE

The final date and time for 2022-25 service proposals to be received by the Seniors Council in order to be considered in this process is:

4:00 P.M., WEDNESDAY, FEBRUARY 22, 2022

The Seniors Council office is located at 234 Santa Cruz Ave., Aptos, CA.

Applicants will be required to submit by the deadline:

1 original proposal, with original signatures;
1 complete copy, including budgets, attachments and exhibits;
11 additional copies containing only proposal narrative & budgets

Double-sided copies are encouraged.

Additional materials or documentation may be requested by the Proposal
Review Panel. In such case, a reasonable amount of time will be allowed for the applicant to provide such information, within parameters of the review, recommendation and allocation process.

4. AWARD PROCESS TIMETABLE

AREA AGENCY ON AGING
REQUEST FOR PROPOSALS TIMELINE

December 2021

Dec 8  Availability of Funds and Letter of Intent Notice released

January 2022

Jan 5  Deadline for receipt of Letter of Intent – 12 noon

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, 1 p.m.)

Feb 22  Proposals due to Seniors Council Office by 4 p.m. (Tuesday)
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 29 2021-2022 Area Plan Update on Aging submitted to CDA.

May 2022

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
5. DISQUALIFICATION OF APPLICANTS FOR INAPPROPRIATE CONDUCT

Any agency's application for service may be ruled ineligible by the Seniors Council Board of Directors as a result of conduct seen as inappropriate to the delivery of services to seniors. Special attention is drawn to the area of exerting undue influence on the RFP process. All applicants should review the following section and become familiar with it. If you have any questions regarding its interpretation, please contact the Seniors Council Executive Director (Clay Kempf) or the AAA Administrator (Patty Talbott), at (831) 688-0400.

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 Advisory Council and Board of Directors meetings, at the discretion of the chairs.

"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.

**6. AVAILABLE FUNDING**

Funding offered in this RFP is based on estimates at the time of its release. Final awards may be adjusted upwards or downwards depending on actual funds available at the time of contract execution.

The estimated funding excludes the minimum required local matching funds (which vary by title), and voluntary participant contributions for which all contracted service programs
must provide opportunity. Applicants need to identify their source of local match in their proposals.

Applicants can use attachment 7 as a rough guideline for anticipated service levels by category. However, the Seniors Council is open to new and innovative approaches to service delivery, and encourages applicants to submit proposals to this effect.

A. **Funding by County:**

California’s Planning and Service Area (PSA) #13 consists of San Benito and Santa Cruz Counties. Santa Cruz County has a long history of a wide array of services and programs benefiting older individuals. By contrast, San Benito County has historically had very few services supporting its senior population, particularly those with greatest social and economic need. It is the policy of the Seniors Council that at least one-fourth of available resources will be allocated to provide services in San Benito County. Applicants may request funds to provide services in either San Benito County or in Santa Cruz County or in both counties.

B. **Basic Funding Categories and Definition Of Service Units:**

Federal and state funds are awarded to the Seniors Council in specific service categories, each with clear definitions of what qualifies as a legitimate unit of service. The funds available in this RFP are part of Title III-B Supportive Social Services, Title IIIC-1 Congregate Nutrition, and Title IIIC-2 Home-delivered Meals. Other AAA service categories, such as Title IIIIE Family Caregiver Support Program, are not part of this RFP.

7. **APPEAL PROCESS**

An applicant agency wishing to challenge the decision based on procedural misconduct by the Seniors Council or its appointed committees must do so in writing by the dates listed on the enclosed RFP timeline. Contact Seniors Council staff for a copy of the Appeal Form. Appeals (if any) will be reviewed according to the RFP Timeline.

8. **REQUIREMENTS & ASSURANCES**

Included in the attachments is a list of Requirements and Assurances to be performed during the duration of the program operation. The signature of the Agency’s Executive Director or Board President committing to these articles is required.
9. **FUNDING CONTINGENCY PLANS**

All funds are subject to change as related to funding changes in state and federal allocations to Older Americans Act Programs. Adjustments to these funding allocations shall be made on the following basis:

1) Initial awards will be based on the Seniors Council’s best estimate of available funds at the time the Proposal Review Panel meets;
2) Decreases to available funding will be adjusted equally among all selected providers within a funding title to the maximum extent possible, unless regulations prevent the Seniors Council from transferring funds between categories.
3) Additional funding is sometimes available due to state or federal budget action, pandemic response funding, or other sources. Existing contractors will be made aware of any opportunities to apply for supplemental funding.

10. **NUTRITION INFRASTRUCTURE**

Applicants for Senior Nutrition Programs must describe their plan for kitchen location and use, and delivery system for food and meals.

Additional funds will be available for nutrition program infrastructure such as kitchen equipment, delivery vehicles, dining center tables, etc. Non-removable structural items are not allowed under this category. Available amounts and use details are unavailable at this time, but are anticipated to be in excess of $100,000 for Santa Cruz County.

11. **CONTRACT PERIOD AND POTENTIAL RENEWAL**

Within the contract cycle of 2022-25, contracts will be awarded in one-year increments. Contracts for 2022-2025 are expected to be issued in June of 2022, pending the passage of California’s budget and the allocation of contract funds. They will become effective July 1, 2022 and -- unless otherwise noted or terminated for cause or other circumstances prior to the end of the fiscal period – expect to be renewed annually until June 30, 2025.

The Seniors Council Board of Directors retains the right to terminate a contract mid-year for cause, or not to renew a contract at the end of the one-year period without cause. However, it is the intent of the Seniors Council -- barring a significant change in the amount of federal and state funds available to the Seniors Council, or barring a change in the needs of local seniors -- to renew for two additional one-year periods those contracts awarded in 2022-23, except where the contractor has failed to adhere to the terms of the contract.
12. **PROPOSAL NARRATIVE**

Complete the following Proposal Narrative. The Seniors Council recognizes the great variety among potential applicant agencies, and acknowledges this organizational diversity by not restricting the length of your narrative response. However, the Seniors Council strongly encourages brevity, and far prefers clarity over verbosity and volume.

*Applicants applying for assorted Title IIIB funds are encouraged to label responses that apply to only one funding type under a separate header within that section. For example, responses for Information & Assistance should be clearly demarcated from Case Management.*

**A. TYPE OF SERVICE:**

1. Complete the Proposal Cover Sheet Form (included in the packet as Attachment 2)

2. Project Summary: Please provide a one-to-two page narrative summary of your proposal, briefly describing your agency and the services to be provided. For agencies applying for more than one program, submit a separate page for each.

**B. EFFECTIVENESS OF MEETING PRIORITY SERVICE NEEDS: (25%)**

1. Describe the geographic area to be served by proposed services:
   
   ___ Both San Benito and Santa Cruz Counties
   ___ San Benito County
   ___ Santa Cruz County
   ___ Portion of one county: ____________________________

2. Does your agency, organization or business now provide services in San Benito and/or Santa Cruz County? If so, state how long it has provided services in the area.

3. What process have you used to identify the needs of seniors in the community to be served?

4. Describe how the program(s) proposed in this application address(es) the highest overall priority needs of the majority of local older people (see Attachment 10 for more detail):
   
   (a) Housing: affordable housing, home maintenance, home repairs or renovations
   (b) In-Home Services: support to remain independent at home, including housework
   (c) Health Care: affordable health care and dental care, understanding Medicare/Medi-Cal
(d) Economic Security: income protection/maintenance to meet essential needs
(e) Food Security
(f) Legal and Protective Services
(g) Transportation, including transportation-related expenses
(h) Mental Health, including isolation, depression
(i) Access to services: Knowing what services are available, getting linked with services, finding reliable help, help with paperwork

5. Does (do) your proposed program(s) foster participant independence and/or enable people to live at home? If so, please describe how it does so.

6. How does (do) your proposed program(s) enhance the quality of life for participants?

7. Does (do) your proposed program(s) result in any financial benefit to participants? If so, in what way? How much financial benefit?

8. How do you measure the effectiveness of your program in meeting specific needs?

C. COST / COST-EFFICIENCY: (25%)

Numbers provided in Section C must be consistent with the budget submitted. As with other sections of this RFP, if you have questions regarding the forms or the application, feel free to contact AAA staff.

1. Cost per Service Unit: Delineate the service categories proposed in this application, the service activities and specific proposed number of service units. For each service category, list the cost per unit of service to be delivered, delineating total cost per service unit, and amount per service unit that is funded by Seniors Council/AAA.

2. Total Funds Requested: Show the amount of Seniors Council/AAA funds requested, and the sources and amounts of other funding to be used in carrying out service delivery.

3. Administration: What percent of total funding will be allocated for administration and what percent for direct service provision? If that percentage differs from the rest of the agency, what is the agency-wide percentage? Failure to list any administrative expenses will result in a negative score.

4. Non-duplication of services: Describe how your organization works with the community and other service providers to avoid duplication of services.

5. Paid staff: Describe the paid positions and hours of each involved in delivery of these services at the proposed levels. Provide summary resumes for key personnel in your agency, including their human service experience. Include an agency and/or program organizational chart.
6. **Use of volunteers:** Describe your agency’s use of volunteers, including number of volunteers, hours donated, duties performed, and training provided, etc.

7. **Project Budget:** Submit a complete program budget, using the forms in the Attachment 5 or a computer-generated facsimile.

**D. TARGETED SERVICE POPULATIONS:** (15%)

Describe your agency’s outreach and targeting ability to reach populations typically disenfranchised from service. Include past performance, percentages to be served, and methods used to insure success. *Include efforts to reach each of the following categories:*

1. **Low-income seniors:**
2. **Ethnic minority seniors:**
3. **Seniors with limited-English Proficiency:**
4. **Frail elderly and individuals with disabilities:**
5. **Rural or otherwise isolated individuals:**
6. **Persons with Alzheimer’s disease or related disorders (and their caregivers):**
7. **Gay, lesbian, bi-sexual and/or transgendered seniors:**
8. **HIV+ seniors:**
9. **Other specific groups your agency targets, such as those at risk of institutionalization, homelessness, etc.**

**E. SERVICE DELIVERY:** (30%)

Use this section to describe the effectiveness of the services your agency provides. Answer each sub-category, addressing the issues listed and/or any others that are relevant to the topic.

1. **Accessibility:** Describe how seniors are able to access your services, including available transportation, wheelchair accessibility, language & vision accommodations, physical relevance of location, items of cultural interest, provision of in-home services, etc.

2. **Involvement of participants and the community:** Outline how service recipients and the community provide feedback into the operation of your program. Include the
background of your Board of Directors and any relevant advisory councils or committees, participant feedback or evaluations forms, process for policy changes, or other involvements of participants in the program(s) operations.

3. **Participation in Community-based System of Care**: Describe the agency’s history and future plans regarding its participation in local community systems of care. List agency participation on local commissions or other committees or advisory bodies related to senior services, coalitions of senior care which you are a part of, and any organized advocacy efforts affecting seniors which your organization feels would enhance your ability to deliver services in your service area.

4. **Program Infrastructure & Location**: Tell us where the central location is from where services originate and are delivered? Describe the offices, kitchen(s), mealsites, or other locations to be used, and the stability or alternate plan for such locations should they be subject to change.

**F. MISCELLANEOUS: (5%)**

Describe any other factors which especially qualify your organization to provide services to seniors under contract with the Seniors Council.

1. Provide information about any outstanding attributes of your organization in general, your structure, or your personnel.
2. Provide information about any outstanding elements of your organization’s experience.
3. Describe anything else you think may help your application.
Date: 1-14-22

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

From: Clay Kempf, Executive Director

RE: Executive Director’s January Report

COVID-19
COVID-19 continues to be at the forefront of all programs serving seniors, including our own agency. Re-opening progress of our agency, our contracted service providers, senior centers and other organizations serving older adults suffered a setback with the emergence of the Omicron variant. Santa Cruz County senior dining sites have closed again as a result, and all of our programs and contracted providers are compromised in their ability to operate. We continue our practice of requiring in person visitors to provide proof of vaccination, confirmation of being symptom free, and practicing safe distancing and masking as a condition of interacting with our staff. Officially, our offices remain closed to the public. Exceptions under the above conditions are made to SCOUT and Falls Prevention clients or specialized vendors (e.g., auditors) by appointment only.

GOVERNOR’S BUDGET RELEASE
Governor Newsom released the first iteration of the 2022-23 California Budget on Monday. The economic outlook continues to be bright, but not much was included specific to senior program funding. It is expected that advocacy efforts will result in much more older adult specificity by the time of his May Revise. The big surprise was a $10 million allocation to the Foster Grandparent/Senior Companion Programs under his volunteer section (see page 225 of the budget). Discussion of the next steps and our targeted areas will be under the Advocacy Committee report.

The full budget summary can be seen here: https://ebudget.ca.gov/

CDA Aging Senior Hubs Initiative: AAA 2.0
No specifics about this initiative is included in the Governor’s Budget, and its current
status is in limbo. The No-Wrong Door/ADRC model is being widely embraced as an ideal, person-centered approach to easy access, triage, and open access, and we’re every enthusiastic and excited about those prospects. Re-designation and re-mapping of existing AAA service areas has not been a topic of discussion in any significant way of late. HOWEVER, part of that is undoubtedly tied to the transition in CDA leadership. We’re keeping our ears to the ground and trying to stay on top of any emerging developments. C4A is on record multiple times to request detailed dialogue with the Department of Aging about possible models being proposed, but with changes in C4A leadership as well as CDA changes, surprises might occur. I haven’t convened any recent meetings of non-profit and rural AAAs, but it might be time to do so soon.

*Master Plan For Aging* is mentioned numerous times in the Governor’s Budget, which is encouraging and should work nicely in our advocacy efforts.

*Master Plan For Aging – Local Playbooks*

The County of Santa Cruz has been working closely with us to bring together staff representatives of each of our four local cities to continue discussion of creating a Master Plan for Aging (MPA) local playbook. Many of you will attended our Local Playbook kickoff meeting [https://youtu.be/ 7haf3j-hpw](https://youtu.be/ 7haf3j-hpw) that provided an overview of the MPA and the local playbook concept.

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. Our initial full meeting will review the findings of our 2019 Senior Needs Assessment as background information regarding San Benito County unmet needs.

*Age-Friendly Communities* efforts are expected to be incorporated into Master Plan for Aging planning.

**STAFF RECRUITMENT & NEW POSITION**

We continue our recruitment efforts for two open positions, with a few applicants being scheduled for interviews for both positions. These include a Program Specialist for Project SCOUT, and a Foster Grandparent/Senior Companion Program Director.

We’re also starting the recruitment process for a new position, tentatively titled
Administrative Services Manager. The person would be responsible for all non-fiscal administrative operations of the agency, including communications, social media, human resources and contract management. The position is desperately needed in light of numerous factors, and while concerns have been expressed about finding an individual with the requisite skills in a variety of areas is legitimate, the reality is that right now we are adding these duties onto a variety of positions as an added duty to non-related roles.

Financially speaking, both our Administrative Services Division and the AAA have budget surpluses and have met their goals for program reserves. Fiscal staff and I have reviewed our budgets in detail to assure adequate resources exist. Funds from both the AAA and Admin will contribute to the new position. My primary goal is to provide relief from work overload in Fiscal and a bottleneck on work that comes from me. Additionally, we should have better quality work being performed by making these someone’s primary responsibility rather than another thing to pile onto already overloaded to do lists. Investing in training support for the new position is also considered in our analysis.
DATE: January 14, 2022

TO: Seniors Council Board of Directors

FROM: Gus Ceballos, Program Director

RE: Falls Prevention Program, December 2021 report

Companion for Life

Medical Guardian is currently rolling out new products and upgrading their HOME (in-home cellular) systems. Once testing the new products, we will make a decision whether to add them to our inventory. At first glance, the HOME is nothing more than a cosmetic upgrade the only major difference to the regular HOME system is a button that helps a subscriber troubleshoot problems, which is something I can do remotely from my computer. Finally, the shutdown of 3G service did not affect any of our subscribers; all of MG cellular-based equipment runs on 4G/LTE.

End of December totals:

Subscribers: 303
Monitoring Fees from Subscribers: $9,700 (estimated)
Medical Guardian Monitoring costs: $3,900 (estimated)
Net total to use on expenses: $5,800 (estimated) for December 2021

A Matter of Balance

The London Nelson Center in Santa Cruz and Mid-County Senior Center in Capitola have both expressed a desire for us to return to present classes for their senior members. We are currently working on scheduling in-person dates and making the Virtual Workshop an option for those not comfortable with in-person classes. We are also working on presenting a new virtual class to FGP-SC volunteers who missed the two previous classes.
In-Home Risk Assessment

We are working on our most pressing issue: finding and hiring a contractor/handyman to perform simple in-home repairs and installations. Although we have been able to provide various resources, we have not been able to install grab bars and handrails as part of falls prevention due to covid-19 putting a lot of volunteer programs we have partnered with on hold. We currently have a line on two individuals are very interested in helping the program in Santa Cruz County. Once we determine if our partnership will work, we will gauge their interest in working in San Benito County as well.
### Monthly Volunteer Hours

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### December Average Hours

- **Volunteer Hours**: 18
- **Days in Work**: 22
- **Days in Shift**: 18
- **Actual Hours**: 216.49
- **VSY**: 21
- **Goal**: 31
- **Cumulative Hours**: 21

### Other Notes
- **Days with Holiday**: 6
- **Cumulative Hours**: 18
- **Cumulative Goal**: 31
ADRC of San Benito County
Staff Report – January 2022

As shared with Seniors Council’s Board and Advisory Council membership on January 4, 2022 via e-mail, the ADRC of San Benito County became one of nine new designated ADRCs for FY21/22! The new designations bring the total number to 15 ADRCs statewide. Along with the prestige related to being a part of this elite group, we are also eligible to receive on-going State funding support for the effort, securing at least in part the sustainability of the model and associated activities and services. The continued funding also provides additional breathing room for us to be able to pursue other avenues of sustainability and deepen the relationships and trust needed to deliver on the promise of true community-based long term services and supports options for those we serve.

Also in that same e-mail sharing the good news, was the acknowledgement that there is still much work to be done, both in refining systems and growing additional partnerships, as well as the on-going work of meeting the LTSS needs of San Benito County residents. There is work to be done in promoting and supporting person-centered approaches to service planning and delivery; important work which prioritizes the individual and their unique strengths and resources, and which serves to inform and support their own decision-making relative to the help they need, and how, where, and from whom those supports are received.

That said, no one organization can meet all the needs and provide all the support needed to meet the LTSS needs of San Benito County residents, and that is where the on-going work of building mutually informed and supportive partnerships with an array of county-based human and social service providers is key. So, in addition to the broader adoption of person-centered approaches, the ADRC is tasked with building more provider relationships that are both stronger and deeper, for the benefit of all the consumers whom the partnerships serve. The work will continue to be nuanced and complex, as systems growth and enhancement always is, but we have achieved some recent notable successes; successes that otherwise might not have resulted in such transformational outcomes without the approach, and without the skill, time, and attention of dedicated staff working together, across organizations, and in concert with consumers, to achieve desired goals.

Developing relationships and on-going collaborative work with both San Benito County Adult Protective Services and Hazel Hawkins Memorial Hospital Medical Social Workers and HHMH Home Health services have resulted in targeted and expanded community based service supports for a modest but growing number of at-risk community-living older adults in crisis, as well as for high-needs patients being discharged from the hospital, back to home. In both efforts, the ADRC is meeting and will strive to continue meeting the needs of individuals at the greatest risk of institutionalization, with both short term service coordination and transition assistance, delivered with an eye toward maintaining the dignity and self-determination of the individual, reducing risk, and promoting full participation in the communities in which consumers live. This work is typically multifaceted and labor intensive, but data seem to suggest that it produces better and more lasting outcomes.

And, finally - in support of our on-going designation status - - we will be challenged to learn and know more, and to support access to a vast array of needed services, not only in San Benito County, but in adjacent counties where residents may need to travel for additional supports. ADRC staff will need to continue to enhance their skills and knowledge to recognize and screen for eligibility, advocate on behalf of those challenged to do so for themselves, and understand where service gaps exist and how key supports can be developed or even improved upon for the benefit of consumers, caregivers, and
families. ADRC staff need to know more than everyone else to serve as a safety net of information in long term services and supports options counseling and decision-making, and we need to be problem-solvers - - always in partnership with the consumers we serve - - to address particularly confounding situations and complex service needs for diverse populations.

The ADRC San Benito County Resource Directory, a first of its kind for the County, is currently available in both English and Spanish, at https://sanbenitoadrc.org/resource-directory/. We will also have the spiral-bound printed version of both available in a couple of short weeks for the 2022 service year ahead. We plan on using them as our organizational calling card, sharing them broadly and liberally across partner organizations and throughout the County. We will also be mailing a printed copy to all San Benito County-based members of both the Board and Advisory Committee in hopes that you see yourselves as a community resource and source of information for those seeking assistance . . . . a small but mighty extension and projection of our ADRC network in the County! We hope you too find it a welcome and indispensable guide to local community-based LTSS services.

Lastly, the ADRC of San Benito County has been invited to highlight a success related to the impact and value of person-centered ADRC services, and provide an example of a truly meaningful consumer outcome which has grown out of such supports during the upcoming statewide ADRC Advisory Committee Meeting on January 20, 2022. The invitation is a great opportunity to shine light on how smaller ADRC supported counties can enjoy successes comparable, as sometimes even qualitatively distinct, from those of much larger and better funded and resourced counties.
Announcing the 2022 Designated and Emerging ADRCs

Welcome to the ADRC Family! We are pleased to announce the Designated and Emerging ADRCs that will help kick off the 2022 New Year.

These ADRC partnerships, new and established, will assist in the development of a more integrated, person-centered system for older adults and persons with disabilities to access the available services in their communities. Through their efforts, ADRCs will serve roughly one half of the state’s population.

California’s ADRCs are:

**Designated (15):**
- Central South Los Angeles (New)
- Kern County (New)
- Marin County
- Monterey County (New)
- Mother Lode (Amador, Calaveras, Mariposa, Tuolumne Counties) (New)
- Nevada County
- Orange County
- Placer County (New)
- Riverside County
- San Benito County (New)
- San Bernardino County (New)
- San Francisco County
- Ventura County
- Yolo County (New)
- Yuba and Sutter Counties (New)

**Emerging (9):**
- Alameda County
- Butte and Glenn Counties (New)
- Central Coast (Santa Barbara and San Luis Obispo) (New)
- Humboldt County (New)
- Imperial County (New)
- Sacramento County (New)
- San Mateo County (New)
Solano County (New)
Sonoma County

Thank you to our current ADRC partnerships and congratulations to our newest ADRC partnerships.

Designated ADRCs are established partnerships of local Area Agencies on Aging (AAA) and Independent Living Centers (ILC), and other core partners if applicable, that have satisfactorily met a robust set of specified key indicators. Emerging ADRCs are partnerships in development that have demonstrated meeting key building blocks seen as foundational in developing ADRC core functions. For more information, please go to the Aging and Disability Resource Connection webpage or contact ADRC@aging.ca.gov.