

Los Angeles Department of Aging PSA25

Four-Year Area Plan on Aging
July 1, 2016 to June 30, 2020

Area Plan Update
July 1, 2018 to June 30, 2019
Amendment 1

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AREA PLAN UPDATE (APU) CHECKLIST PSA 25

Check one: ☐ FY 17-18 ☒ FY 18-19 ☐ FY 19-20

Use for APUs only

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

TRANSMITTAL LETTER

2016-2020 Four Year Area Plan/ Annual Update
Check one: ☐ FY 16-20 ☐ FY 17-18 ☒ FY 18-19 ☐ FY 19-20

AAA Name: Los Angeles Department of Aging

PSA 25

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

1. Mayor Eric Garcetti

Signature: Governing Board Chair ¹

Date

2. Wendy Caputo

Signature: Advisory Council Chair

Date

3. Laura Trejo

Signature: Area Agency Director

Date

¹ Original signatures or official signature stamps are required.

SECTION 1: MISSION STATEMENT

It is the mission of California's 33 Area Agencies on Aging to "provide leadership in addressing issues that relate to older Californians" by developing community-based systems of care to provide services in support of maintaining the independence within California's interdependent society, to protect the quality of life of older persons with functional impairments, and to promote citizen involvement in the planning and delivery of services.

The mission of the Los Angeles Department of Aging, an Area Agency on Aging, is to promote a comprehensive, culturally sensitive, and socially inclusive system of older adult and caregiver community-based programs.

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

LOCATION

The City of Los Angeles, located in Southern California, is designated as Planning Service Area (PSA) 25 which is the second most populous city in the United States and the largest municipality in the State of California. Los Angeles spans 472.08 Square Miles and can easily contain the combined areas of Boston, Cleveland, St. Louis, Pittsburgh, Minneapolis, Milwaukee, San Francisco, and Manhattan. The city runs 44 miles north/south, 29 miles east/west and the length of the city boundary is 342 miles. This area has diverse urban and suburban communities, with the Pacific Ocean bordering on the West and three mountain ranges interspersed in the North and East.

The City is a port of immigration that has transformed the city into a multi-cultural mecca. The population is comprised of U.S. and foreign born peoples who self-identify as Mexican, Puerto Rican, Cuban, Central American, South American, Asian, Black, American Indian/Alaskan Native, and Native Hawaiian/Pacific Islander.

GOVERNMENT

The City of Los Angeles is a Mayor-Council-Commission form of government. The Mayor serves as the executive branch and the Council as the legislative. Members of the Commission are appointed by the Mayor, subject to confirmation by the City Council. The City Council consists of 15 Council members representing 15 districts. The Council is the governing body of the City and is responsible for ordering elections, levying taxes, authorizing public improvements, approving contracts and adopting traffic regulations. All of the Council's actions are subject to the approval of the Mayor. The Mayor can veto actions approved by the City Council, and the majority vote of the Council can override the Mayor's veto. The Council is provided technical assistance by the Chief Legislative Analyst's Office. The City government consists of 43 departments and bureaus headed by General Managers or controlling Boards or Commissions, some of which are advisory in nature. The Department of Aging (LADOA) is headed by a General Manager. The LADOA serves as administrator over programs and services for seniors in the City in its function as an Area Agency on Aging (AAA) and includes an advisory board referred to as the Council on Aging consisting of older adults from throughout the City who act as an advisory body that provides updates and feedback to the department.

ECONOMIC INFORMATION

Southern California is the largest growing region in the nation with the City of Los Angeles being the geographic and economic center for growth in the economy. The City remains a key market in the U.S. for consumer goods and services. Trade continues to be an important part of the regional economy. The Port of Los Angeles is the busiest in the country and one of the busiest in the world, generating foreign trade that continues to create demand for warehouses and industrial space.

Los Angeles is home to a variety of industries from trade, transportation, and utilities to education, health and business services. The area boasts the largest manufacturing center in the United States, employing 526,700 workers (2015). Los Angeles is also one of the leading tourist destinations in the world. The Los Angeles Convention Center and Visitor's Bureau estimated that in 2014, the Los Angeles International Airport (LAX) served 70,662,212 passengers.

Additionally, the City ranks as one of the most educated in the country with the U.S. Census reporting that one in four residents in Los Angeles has a bachelor's degree or higher. The City of Los Angeles, like the nation, has suffered the effects of a financial crisis that resulted in a contraction to the City's civilian workforce from 30,065 employees in 2009 to 23,897 employees in 2015. The economy in the City of Los Angeles has improved in recent years and the Los Angeles City Council has set a hiring goal of adding 5,000 new employees by summer 2018.

DEMOGRAPHIC INFORMATION

According to the 2016 American Community Survey 5-Year Estimates (2016 ACS 5-Y), the City of Los Angeles grew to 3,918,872 residents, an increase of 3.3% from the 2010. As of 2016, persons 60 years and older numbered 643,367 reflecting a 14.3% increase compared to the 2010 Census. This growth in the older adult population is significantly higher than that of the City's general population.

Race and Ethnicity

In 2016, Los Angeles older ethnic/racial populations were as follows: White 59.8% Hispanic or Latino 28.7%, Blacks 10.9%, Asians 15.7%, and American Indian/Alaskan Native population, the Native Hawaiian/Pacific Islander populations and those whom the census labeled as Some Other Race & 2 or more races account for about 13.7% of the total senior population.

Regional Differences

A unique asset of the City of Los Angeles is its racial, ethnic and cultural diversity. The diverse composition of its inhabitants provides Angelenos with unique opportunities to experience the cuisine, music, practices and history of multiple cultures. The City is also internationally known as the entertainment capital of the world with good weather, eclectic activities and traffic congestion.

Income/Poverty

In 2016, the number of older adults at or below the poverty level was 16.2%. The average Social Security income increased from \$15,212 in 2010 to \$17,117 in 2016, an increase of 12.5%. Also, 5.5% of the PSA 25's older adult households receive food stamp/SNAP benefits while 2.6% receive cash public assistance income.

The percentage of older adult households (364,702) with earnings from wages, salaries and self-employment income has increased from 49.2% in 2006 to 54% in 2016. From 2006 to 2016, the percentage of older adult households that receive social security income declined from 68.8% to 65.5% while the percentage of retirement income for older adults also declined from 29.8% to 28.2%. Since the fastest growing age groups in the older adult population are the "60 – 64" and "65 – 69" year old age groups, these labor and retirement income statistics may be an indication that more older adults are choosing to defer retirement and stay in the workforce longer.

Employment Status

31.9% of the City's older adults are participating in the civilian labor force, an increase from 2010 when 30.4% participated in the civilian labor force. Of those wanting or needing to work, 2.3% are unemployed while 29.6% are actively employed in the labor market.

Marital Status

The marital status of the older adult population varied slightly from 2010 when statistics showed that 48.8% of older adults were married, 22.1% widowed, 15% divorced, 3% separated, and 11% never married. In 2016, 48.6% of older adults were married, 19.7% widowed, 15.3% divorced, 3.2% separated and 13.1% never married.

Living Arrangement

Of the 364,702 households headed by an older adult (aged 60+) in PSA 25, 41.4% were comprised of older adults who lived by themselves. An additional 53.6% of older adults lived in family households, including 38% who lived in a married-couple family and 11.8% who lived as a female householder in a family with no husband present.

Household Participation

In 2016, of the estimated 1,356,311 households in the City of Los Angeles, 26.9% included one or more people aged 60+ years old. Of the 136,912 households that receive food stamps, 14.7% were households of 60+ population.

Education

Among older adults, 19.7% were high school graduates or equivalent, 22.8% had some college or received an Associate's Degree, and 29.8% had a Bachelor's Degree or higher. However, 27.5% of older adults had not graduated from high school, which had declined from 28.7% in 2010.

Housing

Of the 364,702 older adult 60+ households (occupied housing units), 56.1% owned their own home. The remaining 43.9% of older adult households rented their housing unit. 63.8% of renters and 39.6% of owners spent more than 30% of the household income on gross rent. Spending more than 30% of household income on rent / owner costs has been traditionally viewed as an indication of a housing affordability problem.

Language

47.9% of those 60+ speak English-only, which has declined from 52% in 2010. 37.3% speak English less than very well, an increase from 2010, when it was 35.5%. In the greater Los Angeles Metropolitan Area the top languages spoken in households are English, Spanish, Chinese, Tagalog, Korean, Armenian, Vietnamese, Farsi, Japanese and Russian.

Migration

Of the 643,367 older adults aged 60+ that reside in the City of Los Angeles, 329,968 or 51.3% are foreign born. 2.5% of foreign born older adults entered the City populous in 2010 or later, 9.1% entered from 2000 to 2009 and 88.4% entered before 2000. 72.7% of the foreign born older adult population are naturalized U.S. citizens while 27.3% are currently not U.S. citizens.

Disabilities

There were 207,179 seniors, 32.8% of the older adult population aged 60+, reported having one or more disabilities in 2016. 27.3% reported living with an ambulatory difficulty, 21% reported living with an independent living difficulty, 13.5% reported living with a hearing difficulty, 13% reported living with a self-care difficulty, 12.2% reported living with a cognitive difficulty and 8.7% reported living with a vision difficulty.

Health

Nationally, from 2011 to 2013, the most frequently occurring conditions among older persons were: hypertension (71%), diagnosed arthritis (49%), all types of heart disease (31%), any cancer (25%), diabetes (21%).

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

The City of Los Angeles was designated an AAA by the California Department of Aging and established in the Mayor's Office as the Office on Aging in 1975. It is the only City in the State of California designated as an AAA. In 1977 the Office on Aging was incorporated into the Community Development Department as one of that department's divisions. The Los Angeles Department of Aging (LADOA) became operative as a Council-controlled Department of the City of Los Angeles in 1983, and is identified as Program Service Area 25 (PSA 25) within the State of California's aging network.

The LADOA is responsible for the administration of all programs, services and activities for seniors and caregivers that are funded by the Older Americans Act, Older Californians Act, Community Development Block Grants and Proposition A Transportation Subsidy grants. The LADOA also receives City General Fund dollars and is the recipient of services from other City departments including transportation (vehicles and servicing); access to public access television (Channel 35) for broadcast services; benefits and retirement funding for staff; legal advice and representation; information management; telecommunication services; and printing services.

As a department within the City of Los Angeles, all activities of the LADOA including policy mandates, must be reviewed and approved by the City Council with Mayoral concurrence. The LADOA also maintains an advisory board, the Council on Aging (COA), which makes recommendations to the department on all matters relating to the planning and delivery of services to older adults and caregivers living in the City of Los Angeles. The COA is composed of senior volunteers and serves as an advocacy body for older persons.

AAA LEADERSHIP ROLES

The LADOA provides a central leadership role in advocating for, planning, developing, and implementing a comprehensive system of care built upon the values of:

- Maximizing independence and healthy aging
- Ensuring a safety net for seniors
- Developing inclusive opportunities for civic engagement of seniors and their caregivers
- Creating and sustaining a system of care that values diversity and whose programs/services are culturally competent and socially inclusive

These leadership roles will be met by reaching out to a broad spectrum of community leaders in the aging field at the local, regional, state and federal levels; community based service organizations; and other public entities within the City and County of Los Angeles. The LADOA will continue to seek resources and expand opportunities that strengthen the system of care to those most in need, promote healthy aging, and engage seniors and their caregivers in their communities.

DESCRIPTION OF SERVICE SYSTEM

PSA 25 is divided into fifteen regional areas referred to as Aging Service Areas (ASAs) to facilitate the delivery of services to older adults and caregivers. The LADOA contracts with community based organizations for the delivery of services through Senior Multipurpose Centers (MPCs), designated as community focal points, and located in each of the 15 ASAs (as noted in the Focal Points section). An additional senior center is located in the Central Business District (CBD) in single room occupancy facilities that cater to the unique and diverse needs of homeless individuals who are destitute and without family supports. A majority of older adults living in single room occupancy facilities are at-risk of becoming homeless.

The MPCs, including the center serving residents in the Central Business District, are equipped to provide a wide array of services that are funded by a wide variety funding sources (described above). The mission of these centers and other citywide service providers is to deliver vital core social services and a variety of supplemental services to older adults and caregivers that currently exist and can be accessed in the neighborhoods in which they live. Community-based organizations within each ASA compete for program funds through the City's Request For Proposal Process.

The programs and related sources of funding are as follows:

- **OLDER AMERICANS ACT (OAA)**

- Title III-B Supportive Services*

- Title III-C1 Congregate Nutrition*

- Title III-C2 Home Delivered Meals*

- Title III-D Disease Prevention/Health Promotion*

- Title III-E Family Caregiver*

- Title V Senior Community Service Employment Program*

- Title VII-A Ombudsman*

- Title VII-B Elder Abuse Prevention*

- **OLDER CALIFORNIANS ACT (OCA)**

- Health Insurance Counseling Advocacy Program*

- **COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAMS (CDBG)**

- Evidence Based Programs (Wellness, Physical Activity, and Memory Retention programs for older adults and providing respite for caregivers)*

- Emergency Alert Response Systems Program*

- **PROPOSITION A LOCAL TRANSIT ASSISTANCE FUND**

- Transportation*

- This program (which is based out of the Focal Points) provides older adults and adults with disabilities with door-to-door transportation services (using ADA compliant mini-buses) limited for such needs as doctor appointments. This service (which PSA25 advocated for and secured with

County/City Proposition A funding) was needed to fill a service gap for older adults due to the large geographical size of the PSA, and the complex, limited nature of the transportation system for older adults. This program is a critical transportation link for seniors.

- **LOS ANGELES CITY GENERAL FUNDS**

Home Delivered Meal Program and Congregate Meal Program

- **ESTABLISHING NEW PARTNERSHIPS**

Aging and Disability Resource Center

Collaboration between the Administration for Community Living (ACL) and the Centers for Medicare and Medicaid Services (CMS) culminated in the creation of a “One Stop” site for consumers, caregivers and case managers to gain knowledge, expedite access to community services, store critical information and advise on available care options and planning. PSA 25 and 19 have jointly planned the development of a regional Aging and Disability Resource Center for the greater Los Angeles area named Adult Care Network. Phase I is focused on creating an infrastructure and has already identified 156 sites at the local community level with computer capability and reference desk research support. At this level, Information and Assistance is facilitated through community outreach, and telephone screening and triage by way of the Eldercare locator and 800, 211, and 311 service access numbers. In this way, consumers and caregivers are accessing In-Home Supportive Services, Medi-Cal Long Term Care, SSI Advocacy, Adult Protective Services with seamless interaction and referral to other programs and benefits. Phase II will result in the Adult Care Network expanding to include partnership with other stakeholder including Independent Living Centers; and use of Community Based Kiosks placed at publically accessible locations such as the County Board of Supervisors and City Council field offices, Multi-Purpose Senior Centers and City and County Community Centers and Independent Living Centers.

PROGRAMS AND SERVICES

COMMUNITY BASED (MPC) OLDER AMERICAN ACT SENIOR SERVICES (contracted)

1.IN-HOME SERVICES

Personal Care – provision of personal assistance, stand-by assistance supervision or cues for persons having difficulties with one or more Activities of Daily Living.

Homemaker – provision of assistance to persons having difficulty with one or more Instrumental Activities of Daily Living.

Chore – the provision of assistance to persons having difficulty with one or more of the following instrumental activities of daily living: heavy housework, yard work or sidewalk maintenance.

2.NUTRITION

Congregate Meals - a nutritious hot meal is offered to seniors five days a week at over 78 sites throughout the City. Meals are provided from five ethnically oriented menus.

Home-Delivered Meals - a nutritious hot meal is delivered to seniors five days a week to older persons who are homebound by reason of illness, disability, or are otherwise isolated. Meals are provided from five ethnically oriented menus.

Nutrition Education (Congregate and Home Delivered Meals) - provides accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants or participants and caregivers in a group or individual setting overseen by a dietician or individual of comparable expertise.

Millennium Menu Meals – were created to upgrade senior meals at the MPCs and home delivered meals for the purpose of increasing program participation and offered as often as possible within existing resources and through special fund development efforts.

3.SUPPORTIVE SERVICES

Case Management - assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers.

Transportation - provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.

Legal Assistance - provision of legal advice to a person for counseling and/or representation by an attorney or other person acting under the supervision of an attorney.

Information and Assistance -- provides individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology; assesses the problems and capacities of the individuals; links the individuals to the opportunities and services that are available; and ensures (to the extent practical) the individual receives the services needed, and are aware of the opportunities available, by establishing adequate follow-up procedures.

Outreach - interventions initiated by an agency or organization for the purpose of identifying potential clients, encourages their use of existing services and benefits, and includes advocacy on the client's behalf for services.

Housing - services designed to assist individual clients to secure adequate living arrangements.

Senior Center Activities - arranges or provides organized social, art/recreational, health, and/or nutritional services for program clients to maintain/enhance their level of functioning.

Visiting – going to a client's home to provide reassurance and comfort.

Telephone Reassurance – scheduled calls to a client to provide comfort and support.

Community Education/Advocacy - staff educates groups of older persons, their families, friends, and community organization/facility staff on rights, benefits, and entitlements for older persons either residing at home or living in an institutional setting.

Employment - activities designed to maintain or obtain employment for older persons or to assist them in selecting and entering into a second career.

Personal Affairs Assistance - assists older persons avoid exploitation by providing discount programs, consumer education, and assistance in completing financial forms and service applications.

Older Adult Services and Information System (OASIS) - active seniors 60+ are offered cultural, educational, and informational programs and services. Sponsoring organizations include the Pacific Region OASIS, and Jewish Family Services.

Hotel Alert – provisions of social and nutritional services for the elderly residing in the Central Business District of downtown Los Angeles.

Medication Management – provides medication screening and education to older persons and caregivers to prevent incorrect medication administration and adverse drug reactions.

Comprehensive Assessment – evaluates 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.

4.COMMUNITY BASED (MPC) TRANSPORTATION SERVICES (contracted)

PROPOSITION A SENIOR SERVICES (contracted)

This program (which is based out of the Focal Points) provides older adults and adults with disabilities with door-to-door transportation services (using ADA compliant mini-buses) limited for such needs as doctor appointments. This service (which PSA 25 advocated for and secured with County/City Proposition A funding) was needed to fill a service gap for older adults due to the large geographical size of the PSA, and the complex, limited nature of the transportation system for older adults.

5.CITYWIDE OLDER AMERICAN ACT SENIOR SERVICES (contracted)

Health Promotion/Disease Prevention - provides disease prevention and health promotion services and information at multipurpose senior centers, at congregate meal sites, through home-delivered meals programs, or at other appropriate sites.

Family Caregiver Support Program – provides training and education for family members who are responsible for the care of an older family member. Also, conferences are

conducted to assist caregivers in assessing their role and facilitating access to caregiver resources. Conferences are provided in English and Spanish.

Ombudsman - provides assistance to residents of long-term care facilities and their family members in resolving problems related to the quality of their care.

Elder Abuse Prevention – designed to increase public education and awareness on those persons/populations at high risk for abuse, how to identify and report abuse and provide community access to prevent abuse and assist caregivers.

Legal Services - Attorneys and paralegals travel to the fifteen MPC's throughout the city to offer seniors legal assistance on issues concerning their rights, benefits and entitlements

6.CITYWIDE OLDER CALIFORNIAN ACT SENIOR SERVICES (contracted)

Health Insurance Counseling Advocacy Program – provides health insurance counseling and advocacy services to Medicare enrollees and provides education to healthcare consumers on how to advocate for themselves.

7.CITYWIDE COMMUNITY DEVELOPMENT BLOCK GRANT SENIOR SERVICES (contracted)

Evidence Based Program – provides older adults with programs that enhance wellness skills in the areas of self-management/healthier living, physical activity programs, and caregiver support or memory enhancement.

8.DEPARTMENT OF AGING DIRECT SERVICES

Information and Assistance (OAA) - seniors can call the LADOA directly and be referred to a wide array of service providers including agencies that handle potential incidents of elder abuse. In addition to telephone information on local agencies and other services provided to seniors, a directory identifying LADOA programs and agencies by local region is available. Service referral is provided to assist Spanish-speaking and Asian language-speaking seniors.

Family Caregiver Support Program – provides training and education for family members who are responsible for the care of an older family member. Also, conferences are conducted to assist caregivers in assessing their role and facilitating access to caregiver resources. Conferences are provided in English and Spanish.

Senior Community Service Employment Program (OAA) – eligible participants (ages fifty-five and over who meet federal low-income guidelines) are paid to train twenty hours each week at senior centers, libraries, child care centers, and other nonprofit community service organizations. This program offers participating seniors the opportunity to acquire new career skills or build on existing skills while earning wages. The goal is to transition these elderly individuals back into unsubsidized employment environments.

Emergency Alert Response Program (CDBG) - telecommunication equipment that assists a senior in the event of an emergency is offered through this program to

homebound seniors who live alone and meet certain federal income guidelines. This is a collaborative effort with regional Case Management programs.

Save Our Seniors (SOS)[City Funded] - collaborative program with the City's Department of Water and Power (DWP), Housing Department, multipurpose senior centers (MPC), and sponsoring agencies. DWP representatives are on the alert for signs that a senior may be in need of assistance to maintain their independence. On referral, case managers at a local MPC are responsible for evaluating and addressing each situation.

DWP Summer Fan Program - The LADOA also collaborates with DWP and other utilities on the distribution of fans to help seniors cope with the hot summer months, telephone equipment, and enrolling low income older adults in LifeLine programs.

Info4Life – is a collaboration with local government emergency response agencies and Kroger/Ralphs Supermarkets. ***This program (not funded with Older Americans Act funds)*** provides critical medical information to emergency response personnel during a medical emergency for older adults.

SECTION 4: PLANNING PROCESS / ESTABLISHING PRIORITIES

The planning process of the LADOA for the period 2016-2020 is designed to support the local aging network of programs and expand the participation of older adults and caregivers in services. This Area Plan aims to position the network to benefit from emerging funding trends, a growing array of Evidence Based Programs, and enhance service delivery approaches to reduce service barriers.

The Department of Aging employed five approaches in conducting a comprehensive assessment of needs as part of this planning process. The methods used in this process included Performance Outcome Measurement Project surveys; benchmarking; an analysis of the Elder Economic Security Index; an LGBT needs assessment survey; Public Hearings (See Section 7) and review of 2010 Census data (See Section 2).

The Council on Aging serving as the advisory body to the Department of Aging, in their duty to assist in identifying trends and emerging needs within the older adult community and new models of programs and services, participated in development of this Area Plan.

SECTION 7: PUBLIC HEARINGS

The following joint public hearings provided both the City (PSA 25) and the County AAA (PSA 19) with an opportunity to invite older adults, caregivers, members of the community, and service providers to share their service needs and identify service gaps. In addition, the public hearings provided the AAAs with an opportunity to highlight our efforts to develop a program system that delivers services in a seamless network, safety in the event of an emergency, and maintaining quality of life through health promotion and disease prevention services.

Additionally, public hearing panel members discussed and solicited responses regarding programs funded with Older Americans Act, Community Development Block Grant, and Proposition A Local Transit Assistance Fund dollars. Attendees were given the opportunity to discuss mandated program funding, which included adequate proportion, program development and coordination and Information and Assistance allocations and prioritizing services for funding.

Fiscal Year	Date	Location	Number of Attendees	Presented In languages other than English? Yes or No	Was hearing held at a Long-Term Care Facility? Yes or No
2015-16	11/3/2015	Theresa Lindsay Senior Center, 429 E. 42 nd Pl Los Angeles, CA 90011	53	Yes	No
2015-16	11/4/2015	Robert M. Wilkinson Senior Center, 8956 Vanalden Ave, Northridge, CA 91324	30	Yes	No
2015-16	11/5/2015	Wilmington Jaycees Senior Ctr, 1371 N. Eubank Ave Wilmington, CA 90744	101	Yes	No
2015-16	11/10/2015	Centro Maravilla Service Ctr, 4716 E. Cesar Chavez Ave, Los Angeles, CA 90022	24	Yes	No
2016-17	10/26/2016	St. Barnabas Senior Center 675 S. Carondelet St. Los Angeles, CA 90057	51	Yes	No
2016-17	10/28/2016	Los Angeles LGBT Center 1125 N. McCadden Pl. Los Angeles, CA 90038	13	Yes	No
2016-17	11/1/2016	Sherman Oaks Adult Center 5056 Van Nuys Blvd. Sherman Oaks, CA 91403	57	Yes	No
2016-17	11/2/2016	WLCAC Theresa Lindsay Ctr 429 E. 42 nd Pl. Los Angeles, CA 90011	85	Yes	No
2016-17	11/3/2016	Wilmington Senior Citizen Ctr 1371 Eubank Ave. Wilmington, CA 90744	64	Yes	No
2017-18	10/30/2017	Sunland Senior Citizens Ctr 8640 Fenwick Street Sunland, CA 91040	22	Yes	No
2017-18	10/31/2017	Jim Gilliam Senior Citizen Ctr 4000 S. La Brea Avenue Los Angeles, CA 90008	6	Yes	No

2017-18	11/2/2017	Westchester Senior Center 8740 Lincoln Blvd. Los Angeles, CA 90045	10	Yes	No
2017-18	11/8/2017	Boyle Heights Senior Center 2839 E. 3 rd Street Los Angeles, CA 90033	64	Yes	No
2017-18	11/15/2017	Griffith Park Adult Community Ctr 3203 Riverside Drive Los Angeles, CA 90027	55	Yes	No

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

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

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

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

In addition to paying for an advertisement in a local newspaper, PSA25 posted the public hearing announcement on its website. PSA25 also emailed (and mailed) public hearing announcements to all of its service providers and associates in the City of Los Angeles Aging Network and requested that they forward the information to their clients and others who may be interested in attending. This instruction also went to PS25's service provider for its Long-term Care Ombudsman program.

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

☒ Yes. Go to question #3

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

3. Summarize the comments received concerning proposed expenditures for PD and C.
No comments received.

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

☒ Yes. Go to question #5

☐ No, Explain:

5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services. No comments received.
6. List any other issues discussed or raised at the public hearing.

Participants at the public hearings noted the following questions, concerns and issues:

Sunland Senior Citizens Center Public Hearing (October 30, 2017)

- The need for housekeeping services for older adults.

- The need for Evidence Based Programs.
- How do older adults access Evidence Based Programs?
- The need to address any infestations that may develop at senior centers.
- More Case Management services are needed to assist an expanding older adult population.
- Case Managers are needed because they are qualified to handle sensitive / confidential information
- Requests that the City add the Aging Mastery Program (AMP) and the Diabetes Empowerment Education Program (DEEP) to their Evidence Based Program roster?
- More assistance and services should be provided for individuals experiencing homelessness.
- More assistance and services to deal with Elder Abuse.
- Senior center facilities need to be maintained and updated.
- ADA accessible doors and ADA compliant restrooms are a necessity for senior center facilities.
- The Senior Community Service Employment Program (SCSEP) is very valuable and needs to continue. SCSEP participants provide much needed support to the Congregate Meals program.
- The need for more affordable and subsidized housing for homeless older adults.
- Older Adults would appreciate soup and salad as a lunch choice at congregate meal sites.

Jim Gilliam Senior Citizens Center Public Hearing (October 31, 2017)

- Transportation options for older adults.

Westchester Senior Center Public Hearing (November 2, 2017)

- The need for Family Caregiver services.
- The need for affordable transportation options available to older adults.
- The need to advertise the affordable transportation options that are current available to older adults.
- More homeless services need to be developed and / or expanded.
- The need to help homeless older adults to access the homeless services that currently exist.
- The importance of Elder Abuse Prevention services.

Boyle Heights Senior Citizens Center Public Hearing (November 8, 2017)

- The need to access services for older adults.
- The need to address Alzheimer's disease and to develop services and a strategic plan for handling the adverse impacts that Alzheimer's disease will have on individuals, families and the society as a whole.
- The need to improve meals.
- The need to renovate and maintain senior center facilities.
- The need to repair and/or improve air conditioning at the Boyle Heights Senior Citizens Center.

Griffith Park Adult Community Center Public Hearing (November 15, 2017)

- The need for better coordination of the services available to older adults.
- The need for more case management services, not just at Multipurpose Senior Centers but at all senior center facilities in the City.
- The need to support LGBTQ older adults and support community based organizations that support and provide services to LGBTQ older adults.
- The need for one place for older adults to gain access to services instead of making older adults go to multiple places to get access to the different services they need such as transportation, case management and nutrition.
- The need for one point of control for case management needs.

- More resources and funding is needed to address the needs of a rapidly expanding, diverse older adult population.
- The need to fund wellness classes for older adults such as meditation and yoga in addition to disease prevention in order to enhance the quality of life for older adults.
- The need for healthy, nutritional, accessible food for older adults.
- The need to address social isolation and loneliness among LGBTQ older adults and older adults in general.
- The importance of mental health to the quality of life of older adults.
- The need to publicize services for older adults so that older adults can become aware of and use the services available.
- The need for newsletters and hard copy publications for older adults to learn about the resources, services and activities in the City.
- The need for emergency preparedness training and materials.

NOTE: Any changes to the Area Plan which were a result of input by attendees.

The 2016-2020 Area Plan 2018-2019 Update will address older adult homelessness and affordable housing; transportation; Evidence Based Programs; capital improvements for senior centers; work on enhancing delivery of family caregiver programs; volunteerism and civic engagement; and expand upon partnerships with non-profits, community based organizations and other City departments.

SECTION 9: AREA PLAN NARRATIVE GOALS AND OBJECTIVES

In addition to its responsibilities as an Area Agency on Aging, the City of Los Angeles is also charged with delivering a vast array of services and activities, outside of the scope of the Older Americans Act, which provides basic necessities and enhances the quality of life for many of its older adult residents (water, electricity, waste removal, police, fire, etc.). Consequently, the role of PSA25 has expanded as it continues to partner with the Mayor, City Council and other City departments to advocate and secure funding, resources and programming that are specifically used to benefit older adults and their caregivers.

The positioning of PSA25, as a department within a robust City structure, has allowed PSA25 to expand its reach and services beyond the provisions of the Older Americans Act. Accordingly, PSA25 has broadened its strategic goals and objectives to encompass the eight essential features of an Age-friendly City as identified and outlined by the World Health Organization.

Since the profile, location and population size of the City of Los Angeles may cause it to be susceptible to natural and man-made disasters; Emergency Preparedness and resilience has been added as an essential feature and listed as a goal in this narrative. The nine essential features are listed below:

- (1) **Outdoor Spaces and Buildings** – accessibility to and availability of clean, safe community centers, parks, and recreational facilities;
- (2) **Transportation** – safe and affordable modes of private and public transportation, “Complete Streets” types of initiatives, hospitable built environments;
- (3) **Housing** – wide range of housing options for older residents, ageing in place and other home modification programs, housing that is accessible to transportation and community and health services;
- (4) **Social Participation** – access to leisure and cultural activities; opportunities for older residents to participate in social and civic engagement with their peers and younger people;
- (5) **Respect and Social Inclusion** – programs to support and promote ethnic and cultural diversity, programs to encourage multigenerational interaction and dialogue, programs to combat loneliness and isolation among older residents;
- (6) **Civic Participation and Employment** – promotion of paid work and volunteer opportunities for older residents; opportunities for older residents to engage in formulation of policies relevant to their lives;
- (7) **Communication and Information** – promotion of and access to the use of technology to keep older residents connected to their community and friends and family, both near and far;
- (8) **Community and Health Services** – access to homecare services, health and mental resources, programs to promote active ageing (physical exercise and healthy habits), services and supports for family caregiver; and
- (9) **Emergency Preparedness and Resilience** – information, education and training to ensure the safety, wellness and resilience of seniors in emergency situations.

Goal # 1

Goal: Promote safe, sustainable, accessible outdoor spaces, recreational centers and buildings.

Rationale: The City of Los Angeles is committed to creating and maintaining streets, facilities and open spaces that are environmentally-friendly, accessible and available to all City residents, including special accommodations for older adults and individuals with disabilities.

Objective Number 1.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25 is working with Recreation & Parks and Housing & Community Investment Departments to secure funding to renovate its senior center facilities infrastructure. The capital improvements will provide (1) ADA compliant upgrades, (2) incorporate sustainability features and (3) increase the life span of the facilities. To meet this objective, PSA25 will perform the following activities:</p> <ul style="list-style-type: none">• Work with City departments to secure funding to renovate MPC and congregate meal sites.• Work with City departments to develop a Master Schedule (timeline) for the renovation projects.• Receive quarterly reports from Lead Department and continually update service providers, OAA clients and the public on the progress of the renovations.	<p>7/1/16 – 6/30/17</p> <p>7/1/16 – 6/30/20</p> <p>7/1/19 – 6/30/20</p>	<p>C</p>	<p>The Department of Recreation & Parks is committed to improving the City's senior facilities infrastructure. Renovations were started on four older adult centers in FY 2016-17 with more planned in the coming years.</p>

Goal # 2

Goal: Promote accessible and affordable transportation options for older adults and individuals with disabilities.

Rationale: Good transportation options, including a reliable and affordable public transportation system working in conjunction with both private transportation services and non-profit community based transportation alternatives, is essential to ensuring that many older adults maintain their independence and an adequate quality of life.

Objective Number 2.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The 211 is a nonprofit organization that provides access to comprehensive health and social services as well as disaster support for LA County residents. PSA25 provided an in-kind match to 211 for a transportation grant that would reimburse older adults who pay their friends and family caregivers to transport them to doctor's visits, the grocery store, bank, post office, etc. In partnership with 211, PSA25 transportation coordinators at each of its focal point locations will be informed of 211's transportation program and will refer eligible older adults to 211 to participate in the program. The activities that will be performed to fulfill this objective include:</p> <ul style="list-style-type: none">• 211 LA County Implements transportation reimbursement program• Transportation coordinators are trained on the program and data reporting requirements• Transportation coordinators advertise program and refer clients.• Transportation program usage and performance is documented and assessed periodically.	<p>7/1/17 – 6/30/18</p> <p>7/1/17 – 6/30/18</p> <p>7/1/18 – Ongoing</p> <p>7/1/18 – Ongoing</p>	<p>PD</p>	<p>211 is working with the Metropolitan Transit Authority (MTA) to implement the transportation reimbursement program.</p>

Goal # 3

Goal: Addressing the issue of homelessness and promote affordable housing.

Rationale: With an estimated shortage of 500,000 housing units, the City of Los Angeles has one of the most unaffordable housing markets in the nation. The Mayor and City Council are addressing this issue by promoting the creation of new housing units and developing a comprehensive plan to address the increasing homeless population.

Objective Number 3.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The City of Los Angeles is committed to addressing the prevalence of homelessness in its communities. The Mayor and City Council have indicated that they will aggressively address the issue by allocating additional resources and developing a coordinated approach that will implement efficiencies to the existing homeless programs overseen by numerous City departments. PSA25 will do its part to assist homeless individuals by performing the following tasks:</p> <ul style="list-style-type: none">• Los Angeles Homelessness Services Authority will provide training to case managers and MPC directors related to assisting homeless individuals.• PSA25 will work with a liaison from the Housing and Community Investment Department (HCID) to provide permanent housing vouchers to older adult participants of the Title V SCSEP program who are homeless or at-risk of becoming homeless.	7/1/16-6/30/20	PD	<p>Since July 1, 2016, the Housing & Community Investment Department of Los Angeles has issued housing vouchers and housing assistance to four SCSEP participants experiencing homelessness.</p> <p>Since July 1, 2016, an additional 14 older adults, who participate in the City-funded Older Worker Program, received housing vouchers and housing assistance.</p> <p>PSA25 worked with the Los Angeles Homeless Services Authority (LAHSA) to provide training to case managers and Focal Point Directors.</p>

Objective Number 3.2	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>Funding has been allocated in the 2016-2017 City Budget to establish an older worker program that would provide a stipend and job training to older adults who are homeless or at-risk of becoming homeless. Tasks associated with this objective include:</p> <ul style="list-style-type: none"> • Work with Homeless Strategy Committee to participate in the regional coordination between LA City and LA County governments and other non-OAA agencies. 	7/1/16-6/30/20	C	<p>As a member of the Los Angeles Homeless Strategy Committee, PSA25 continues to work with Los Angeles County, non-profit organizations and other City departments to implement a strategic, efficient approach to allocating resources to address Los Angeles County's homeless crisis.</p> <p>Additionally, PSA25 continues to advocate for affordable housing and housing services for older adults.</p> <p>Also, since July 1, 2016, PSA25's Older Worker Program (funded by the City of Los Angeles) provided a stipend and job training to 107 older adults who were experiencing homelessness or were at-risk of becoming homeless.</p>

Goal # 4

Goal: Promote social participation of older adults.

Rationale: The development of programs that encourage social participation, including intergenerational programs and services, are beneficial to older adults, youth and the entire community.

Objective 4.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The City of Los Angeles approved and provided funding for a Mini-MPC to serve the local senior community. The funding and location provides a wonderful opportunity to develop projects that take advantage of this unique situation. In keeping with the ACL's 2016 Older Americans Month of "Blaze a Trail" to Civic Engagement, PSA25 will develop and implement a program to promote community service and volunteerism. The program will give seniors the opportunity to support, train, and empower their volunteerism in mentoring the youth in the local community.</p> <p>The intergenerational programming will give the newly trained older adults a formalized opportunity to engage, tutor and partner with youth. Two classes tentatively scheduled to be offered at the Mini-MPC are (1) "Catch Healthy Habits" in which older adults will partner with youth to participate in fun activities and learn healthy behaviors and eating habits and (2) A tutoring program in which older adults will tutor and mentor the youth that attend the elementary school.</p> <ul style="list-style-type: none">• Implementation of intergenerational program at Mini-MPC• Track the progress of the intergenerational programs, including the number of youth and older adults that participate.	<p>7/1/17 - 6/30/18</p> <p>7/1/18 - 6/30/20</p>	<p>PD</p>	<p>PSA25's service provider for Older Adult Services and Information Systems (OASIS) did not renew its contract with the City of Los Angeles. Consequently, intergenerational programming at the Echo Park Mini-MPC has been suspended at this time.</p>

Goal # 5

Goal: Promote respect and social inclusion of older adults.

Rationale: The social inclusion and respect given to older adults are a fundamental characteristic of any successful society. It is therefore incumbent upon City residents and officials to respect the community's older adults and promote their inclusion and participation in activities and the civic decision-making process.

Objective 5.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25's 2016 Needs Assessment Survey of the LGBT older adult community indicated that partnerships, outreach, and services to the LGBT community will help some LGBT older adults feel more accepted and social included. Approximately 40% of survey respondents indicated that they do not feel socially accepted in community or senior centers that are not identified as "Gay or LGBT friendly" while 92% indicated they would feel more comfortable using services from a service provider that self-identifies as "Gay or LGBT friendly".</p> <ul style="list-style-type: none">• Conduct Outreach and establish partnerships with organizations (church groups, senior housing facilities, senior centers, etc.) that self-identify as "LGBT friendly".• Provide services for older adults and their family caregivers at facilities that identify as "LGBT friendly".	<p>7/1/16-6/30/20</p> <p>7/1/16 – 6/30/20</p>	<p>C</p>	<p>PSA25 is cultivating a partnership with the Los Angeles LGBT Center. The Los Angeles LGBT Center has conducted cultural sensitivity training for PSA25 staff and service providers. PSA25 also held a public hearing at the Los Angeles LGBT Center.</p> <p>PSA25 will continue to explore all future opportunities to build upon its relationship with the LA LGBT Center while also expanding LGBTQ older adults access OAA and other services that are available.</p>

Goal # 6**Goal: Encourage civic participation and employment****Rationale: Promoting opportunities for paid work and volunteer activities contribute to the community.**

Objective Number 6.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The PSA25 Aging Service Provider Network is comprised of numerous agencies that use volunteers to maximize productivity and efficiency. Annually, PSA25 will establish a volunteer recognition program by asking service providers, annually, to nominate at least one volunteer who will receive a special Certificate of Recognition from the Mayor of the City of Los Angeles. The names of the volunteers will be documented and maintained on a volunteer database. The tasks associated with the objective include:</p> <ul style="list-style-type: none">• Instruct service providers to nominate at least one volunteer to receive a Certificate of Recognition and distribute Certificates of Recognition annually to volunteers via contractors.• Create a database to manage and track the volunteers.• Advertise PSA25's Volunteer Program to the older adult community• Work with the Mayor's Office to advertise PSA25's volunteer opportunities on the City of Los Angeles Volunteer website and coordinate volunteerism efforts of other departments.	<p>7/1/16-6/30/20</p> <p>7/1/16-6/30/20</p> <p>7/1/16-6/30/20</p> <p>7/1/16-6/30/20</p>	<p>Title III-B</p>	<p>In FY 2016-2017 and FY 2017-18, PSA25 provided certificates of recognition to volunteers in its Aging Network. The recipients were documented and PSA25 is on track to provide certificates of recognition to Aging Network volunteers in FY 2018-19.</p>

Goal # 7

Goal: Coordinate communication and information outreach measures.

Rationale: An effective Outreach Plan is a vital part of any effort to reach and assist older adults who are most in need and expand participation in Older Americans Act programs.

Objective Number 7.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>Outreach to the City's older adult population is essential to maintaining and increasing service levels, ensuring that PSA25 is continually making every effort to reach older adults and family caregivers who are most in need, and increasing participation in Older Americans Act programs. PSA25 will instruct each of its MPC service providers to prepare and submit an Outreach Strategy Plan (OSP) that will be reviewed and approved by LADOA's I&A Director. The OSP must include a set of activities / events for each service provider facility (specifically focal points and congregate meal sites). The implementation of OSPs is designed to better coordinate outreach efforts for all members of PSA25's Aging Service Provider Network. MPC service providers must designate an I&A coordinator who will maintain AIRS Certification and prepare their agency's OSP on an annual basis with quarterly updates. To meet this objective, PSA25 will perform the following tasks:</p> <ul style="list-style-type: none">• Request that each MPC service provider draft an Outreach Strategy Plan (OSP) that caters to the unique demographic composition of the community that they serve with an emphasis on targeting low income older adults in the community and assisting family caregivers.• LADOA's I&A Director will meet with MPC service providers on a quarterly basis to assess the strengths and weaknesses of the current strategy, make improvements and come to a consensus on the OSP for the following quarter.• LADOA's I&A Director will track the progress of the OSP during the year and meet quarterly with the service providers to discuss progress.	<p>7/1/16 – 6/30/17</p> <p>7/1/17 – Ongoing</p> <p>7/1/17 Ongoing</p>	<p>Title III-B</p>	<p>As of FY 2016-17, all of PSA25's MPC service providers are contractually obligated to maintain their AIRS Certification and provide and update their Outreach Strategy Plan on a routine basis.</p>

Objective 7.2	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>Social participation is an essential feature of an age-friendly city. As older adults are becoming more familiar with technological communication devices, PSA25 wants to encourage older adults to participate in the many recreational activities and programs available throughout the City of Los Angeles by placing links to the citywide recreational activities and resource events calendar on to the PSA25 website.</p> <p>Links to the City's Council Calendar will be placed on the website to encourage civic participation and social inclusion and give older adults the opportunity to weigh-in on the local government decision-making process. PSA25 will also create an informational hub for senior events and activities by linking the "events page" from each of its MPC service provider websites to the PSA25 website.</p> <p>PSA25 will coordinate with the City of Los Angeles Mayor's office, the Information & Technology Agency and the Department on Disability to meet this objective.</p>	7/1/16 – 6/30/20		<p>PSA 25 is working with the City of Los Angeles Information Technology Agency to include links to the City's Events Calendar and the City Council Calendar onto its website.</p> <p>PSA25 will expand its website to include descriptions and web-links to activities, programs and services available to its older adult population.</p>

Goal # 8

Goal: Promote new community and health services.

Rationale: Access to health and community support services that promote wellness and active aging have been shown to enhance the quality of life for older adults and family caregivers.

Objective Number 8.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The Los Angeles Good Food Policy Council is a collective impact initiative working to build a Good Food system for all Los Angeles residents – where food is healthy, affordable, fair and sustainable. As a member of the Los Angeles Good Food Policy Council, PSA25 is committed to enhancing its Congregate and Home Delivered Meals programs by incorporating the Los Angeles Good Food Policy goals including (1) promoting a thriving good food economy; (2) strengthening agricultural and environmental stewardship throughout the region; and (3) to better the health and well-being of residents. The goals will be incorporated in a manner that emphasizes the older adult population. The project deliverables are:</p> <ul style="list-style-type: none">• PSA25 continues its membership on the Good Food Policy Council.• PSA25's largest caterer will adopt the Good Food Policy goals into their business model.• Remaining contractors /caterers will adopt Good Food Policy goals into their business model.• PSA25 will continue to work with the Good Food Policy Council and evolve its business practices.	<p>7/1/16 – 6/30/20</p> <p>7/1/17 – 6/30/18</p> <p>7/1/18 – 6/30/19</p> <p>7/1/18 – 6/30/19</p>	<p>C</p>	<p>As a member of the City of Los Angeles Good Food Policy Council, PSA25 has updated its bid specifications for catered meals to include Good Food Policy goals designed to “build a Good Food system for all Los Angeles residents — where food is healthy, affordable, fair and sustainable.”</p> <p>This objective has been fully implemented and accomplished.</p>

Objective Number 8.2	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The City of Los Angeles is committed to addressing the issue of Elder Justice / Elder Abuse within its community. Numerous City Departments receive grants, administer programs, and devote significant resources to addressing the issue of Elder Abuse. The Los Angeles Department of Aging (PSA25) has been designated by City officials to identify the various Elder Abuse programs and resources of City and work with City Departments (LAPD, LAFD, City Attorney's Office, etc.) to develop and implement a coordinated multi-layered approach to addressing Elder Abuse in the City of Los Angeles.</p> <ul style="list-style-type: none"> • Identify the city programs and resources that affect victims of Elder Abuse in various City departments and Offices. • Identify redundancies and develop strategic reallocations within each department to increase elder abuse resources by establishing coordination between departments. • Will conduct five training sessions and education workshops annually for MPC's care managers on how to interface with the City Departments and Offices in cases of elder abuse to provide OAA supportive services. • Develop best practices and MOUs with entities that devote resources to Elder Abuse in the City. • Sustain the Elder Abuse Policy Initiative by identifying service gaps and coordinating with stakeholder service providers to develop further efficiencies and new sources of funding for enhanced or new services. 	<p>7/1/16 – 6/30/17</p> <p>7/1/16 – 6/30/17</p> <p>7/1/16 – Ongoing</p> <p>7/1/18 – 6/30/19</p> <p>7/1/19 – 6/30/20</p>	<p>C</p>	<p>PSA25 surveyed the departments for the City of Los Angeles as to whether they were mandated reporters and how frequently they interacted with older adults. PSA25 is proposing a City Council resolution that all non-mandated reporters be educated on Elder Abuse and who to report suspicions to.</p> <p>PSA25 also held an Elder Abuse training session for its contracted Care Managers in February 2017. Another training session is scheduled for July 2017.</p> <p>PSA25 has also assembled an Elder Abuse Task Force comprised of 10 agencies that actively committed to the prevention of Elder Abuse. The Elder Abuse Task Force is coordinating its efforts to efficiently and effectively promote Elder Abuse prevention and training.</p> <p>PSA25 conducted three Elder Abuse trainings / workshops in the 1st half of FY 2017-18.</p>

Objective Number 8.3	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The funding that PSA25 receives through the Older Americans Act to provide Title III-D Disease Prevention / Health Promotion services is not sufficient to meet the demands requested by Older Adults in the City of Los Angeles.</p> <p>In order to meet the level of demand, PSA25 continues to meet with the Mayor's office, City Council Offices and the Housing and Community Investment Department to advocate for and receive funding from the federal Community Development Block Grant (CDBG) Fund and the City's General Fund to support Evidence-Based Disease Prevention / Health Promotion programs (EBHPs).</p> <p>Furthermore, PSA25 is actively collaborating with private and non-profit entities to sustain and expand its offering of EBHP services and programs.</p> <p>Arthritis Foundation Walk with Ease, Arthritis Foundation Exercise Program, A Matter of Balance, Tomando Control de su Salud and Healthier Living/Chronic Disease Self-Management (CDSMP) are established as evidence-based programs on the NCOA list of approved Title IIID evidence-based programs.</p> <p>The tasks associated with this objective are as follows:</p> <ul style="list-style-type: none"> • Identity new Evidence-Based program services. • Collaborate with non-OAA entities to sustain and expand the offering of EBHP services and programs. 	<p>7/1/16 - 6/30/20</p> <p>7/1/16 - 6/30/20</p>	<p>C</p>	<p>PSA25 worked with the Mayor's Office, City Council, non-profit organizations and the Housing & Community Investment Department to maintain its expanded offering of Evidence-Based Programs in FY 2016-2017.</p> <p>PSA25 is also working with non-profits, universities and other entities to pilot a new evidence-based program entitled "Aging Mastery".</p>

Objective Number 8.4	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25 contracts with Wise and Healthy Aging for the provision of Long-term Care Ombudsman services, including investigating complaints at Residential Care Facilities for the Elderly (RCFE) and Skilled Nursing Facilities (SNF). This service is essential to protecting and monitoring the health and well-being of RCFE and SNF residents. Tasks associated with the objective include:</p> <ul style="list-style-type: none"> • Conduct 15 Ombudsman training sessions per year. • Conduct 50 visits to RCFE and SNF on an annual basis. • Open and close investigations for at least 500 cases/complaints annually. 	7/1/16-6/30/20	Title III-B	<p>For FY 2016-17, the Ombudsman service provider conducted 57 Ombudsman training sessions; conducted visits to 3,387 RCFEs and SNFs; opened 4,575 investigations and closed 4,957 investigations.</p> <p>As of January 1, 2018, the Ombudsman service provider conducted 28 Ombudsman training sessions; conducted visits to 1,377 RCFEs and SNFs; opened 2,005 investigations and closed 2,068 investigations in FY 2017-18.</p>

Objective Number 8.5	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>According to the Centers for Disease Control and Prevention, “Each year, one in every three adults aged 65 or older falls and 2 million are treated in emergency departments for fall-related injuries”. In response, PSA25 is committed to addressing the issue of falls in the older adult community. PSA25 and the Los Angeles Fire Department, as members of the Fall Prevention Coalition – Los Angeles (FPC-LA), are partnering to implement the Fall Prevention Initiative in an effort to educate and provide fall prevention training to older adults and family caregivers. The tasks associated with this objective include:</p> <ul style="list-style-type: none"> • Reach out to Council Members, City departments, Community Based Organizations and the public about the importance and availability of fall prevention workshops. • Schedule workshops and log attendance. • Report the number of workshops conducted and the number of attendees on a quarterly basis. 	7/1/16-6/30/20	Title III-B	<p>PSA25 coordinated with the Mayor’s Office, Council Members, City departments and CBOs to schedule and conduct fall prevention training to older adults and family caregivers throughout the City.</p> <p>In FY 2016-17, PSA25 conducted 25 fall prevention workshops that were attended by 519 older adults and family caregivers.</p> <p>For the 1st half of FY 2017-18, PSA25 has conducted seven fall prevention workshops that were attended by 143 older adults and family caregivers.</p>
Objective Number 8.6	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>Lifesaver Bracelet Program: PSA25, in conjunction with the Los Angeles County Sheriff’s Department (LASD) and PSA19, will purchase electronic tracking bracelets for older adults with cognitive impairments who are at high risk of wandering away. If the caregiver reports the older adult as missing, LASD will track the location of the older adult via the bracelet. PSA25 will identify and enroll eligible caregivers who are then referred to PSA19 and LASD. PSA19 will train eligible caregivers on the proper care and use of the bracelets. PSA25’s Family Caregiver service providers can also refer eligible caregivers to PSA25 for enrollment.</p>	7/1/2018 – 6/30/2020	Title III E	<p>PS25 is working with LASD to purchase the bracelets.</p> <p>PSA25 is working with PSA19 and LASD to establish program guidelines and procedures.</p>

Goal # 9

Goal: Promoting Emergency Preparedness and resilience efforts.

Rationale: The City of Los Angeles is susceptible to both natural and man-made disasters. Consequently, PSA25 performs multiple activities on a continual basis to prepare for the event of an emergency, including education and training to ensure the safety, wellness and resiliency of older adults in emergency situations.

Objective Number 9.1	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>The City of Los Angeles, as with all areas, is susceptible to experiencing emergencies and natural or man-made disasters. In preparation for these difficult but inevitable events, PSA25 participates in emergency preparedness activities lead by the City's Emergency Management Department. To fulfill this objective, PSA25 will conduct the following activities:</p> <ul style="list-style-type: none">• Work with the City's Emergency Management Department to prepare PSA25 for an emergency• Ensure that PSA25's emergency plan is updated each year.	7/1/16-6/30/20	Title III-B	PSA25 updated its emergency plan and continues to work with the City's Emergency Management Department and other agencies to prepare for the event of an emergency.

Objective Number 9.2	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25 will institute emergency preparedness procedures at its focal points and congregate meal sites. Tasks associated with this objective include:</p> <ul style="list-style-type: none">• Ensuring focal points and congregate meal sites conduct emergency drills on a continual basis.• Ensure that all service providers update their Emergency Plans on an annual basis.	7/1/16-6/30/20	Title III-B	All PSA25 focal points and congregate meal sites conducted emergency drills in FY 2016-17 and FY 2017-18. Also, all PSA25 focal points update their emergency plans on an annual basis.

Objective Number 9.3	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25 will assist older adults and their family caregivers in preparation for an emergency by providing emergency preparedness workshops throughout the City. Tasks associated with this objective include:</p> <ul style="list-style-type: none"> Continue to conduct emergency preparedness training sessions (total sessions completed and “go-kits” distributed will be documented each year). Distribute emergency “go-kits” to workshop attendees. 	7/1/16-6/30/20	Title III-B	<p>In FY 2016-17, PSA25 conducted 30 emergency preparedness workshops that were attended by 1,304 older adults and family caregivers.</p> <p>In the 1st half of FY 2017-18, PSA25 conducted 11 emergency preparedness workshops that were attended by 379 older adults and family caregivers.</p> <p>During the workshops each attendee received an emergency preparedness “Go Kit”.</p>

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES**PSA 25****TITLE III/VIIA SERVICE UNIT PLAN OBJECTIVES
CCR Article 3, Section 7300(d)**

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

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary and the National Ombudsman Reporting System \(NORS\) Instructions](#).

Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VIIA.

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	3753	8	
2017-2018	3753	8	
2018-2019	3765	8	
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	14218	8	
2017-2018	14218	8	
2018-2019	14104	8	
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	3221	8	
2017-2018	3221	8	
2018-2019	2998	8	
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	416200	8	
2017-2018	416200	8	
2018-2019	359423	8	
2019-2020			

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	22101	4,5,7,8	
2017-2018	22101	4,5,7,8	
2018-2019	22889	4,5,7,850	
2019-2020			

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	664924	4,5,7,8	
2017-2018	664924	4,5,7,8	
2018-2019	622890	4,5,7,8	
2019-2020			

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

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

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	5058	2,3,5,7	
2017-2018	5058	2,3,5,7	
2018-2019	5058	2,3,5,7	
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	32098	4,8	
2017-2018	32098	4,8	
2018-2019	32098	4,8	
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	274824	4,7	
2017-2018	274824	4,7	
2018-2019	289395	4,7	
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	11071	4,6,7	
2017-2018	11071	4,6,7	
2018-2019	11466	4,6,7	
2019-2020			

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

- Each **Title IIIB** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title IIIB** services to be funded that were not reported in NAPIS categories 1–14 and 16. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

Title IIIB, Other Priority and Non-Priority Supportive Services

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

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

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

Other Supportive Service Category Health

Unit of Service 1 Hour, Physical Fitness

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	6169	1,4,5	
2017-2018	6169	1,4,5	
2018-2019	6389	1,4,5	
2019-2020			

Other Supportive Service Category Personal Affairs Assistance

Unit of Service 1
Contact, Forms
Completion, Letter
Writing

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	10714	4,5	
2017-2018	10714	4,5	
2018-2019	11096	4,5	
2019-2020			

Other Supportive Service Category Senior Center Activities

Unit of Service 1 Hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	14059	4,5	
2017-2018	14059	4,5	
2018-2019	14059	4,5	
2019-2020			

Other Supportive Service Category In-Home**Unit of Service 1 Hour, Visiting**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	9423	4,5,8	
2017-2018	9423	4,5,8	
2018-2019	9423	4,5,8	
2019-2020			

Other Supportive Service Category In-Home**Unit of Service 1 Contact, Telephone
Reassurance**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	17843	4,7,8	
2017-2018	17843	4,7,8	
2018-2019	17843	4,7,8	
2019-2020			

Other Supportive Service Category In-Home**Unit of Service 1 Hour, Comprehensive
Assessment**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	5541	7,8	
2017-2018	5541	7,8	
2018-2019	5739	7,8	
2019-2020			

16. Title IIID/ Disease Prevention and Health Promotion

Instructions for Title IIID Disease Prevention and Health Promotion: Enter the proposed units of service and the Program Goal and Objective number(s) that provides a narrative description of the program and explains how the service activity meets the criteria for evidence-based programs described in PM 15-10.

Unit of Service = 1 contact

Service Activities: Healthier Living/Chronic Disease Self-Management (CDSMP)

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	208	8	8.3
2017-2018	208	8	8.3
2018-2019	65	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: Tomando Control de su Salud

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	83	8	8.3
2017-2018	83	8	8.3
2018-2019	30	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: Diabetes Self-Management Program (DSMP)

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017			
2017-2018			
2018-2019	43	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: Chronic Pain Self-Management Program (CPSMP)

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017			
2017-2018			
2018-2019	53	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: UCLA Memory Training

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017			
2017-2018			
2018-2019	10	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: Home Meds

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017			
2017-2018			
2018-2019	206	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: A Matter of Balance

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	198	8	8.3
2017-2018	198	8	8.3
2018-2019	75	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: Arthritis Foundation Exercise Program

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	208	8	8.3
2017-2018	208	8	8.3
2018-2019	295	8	8.3
2019-2020			

Unit of Service = 1 contact

Service Activities: Arthritis Foundation Walk with Ease

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	95	8	8.3
2017-2018	95	8	8.3
2018-2019	15	8	8.3
2019-2020			

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

2016–2020 Four-Year Planning Cycle

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

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

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

Complete all Measures and Targets for Outcomes 1-3.

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

Measures and Targets:

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

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

1. FY 2014-2015 Baseline Resolution Rate: Number of complaints resolved <u>3991</u> + Number of partially resolved complaints <u>342</u> divided by the Total Number of Complaints Received <u>7705</u> = Baseline Resolution Rate <u>56</u> % FY 2016-17 Target Resolution Rate <u>56</u> %
2. FY 2015-2016 Baseline Resolution Rate: Number of complaints resolved <u>3017</u> + Number of partially resolved complaints <u>468</u> divided by the Total Number of Complaints Received <u>6873</u> = Baseline Resolution Rate <u>51</u> % FY 2017-18 Target Resolution Rate <u>51</u> %
3. FY 2016-2017 Baseline Resolution Rate: Number of complaints resolved <u>3212</u> + Number of partially resolved complaints <u>583</u> divided by the Total Number of Complaints Received <u>7097</u> = Baseline Resolution Rate <u>53</u> % FY 2018-19 Target Resolution Rate <u>53</u> %
4. FY 2017-2018 Baseline Resolution Rate: Number of complaints resolved _____ + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received _____ = Baseline Resolution Rate _____% FY 2019-20 Target Resolution Rate _____%
Program Goals and Objective Numbers: <u>8.4</u>

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

1. FY 2014-2015 Baseline: number of Resident Council meetings attended <u>49</u> FY 2016-2017 Target: <u>49</u>
2. FY 2015-2016 Baseline: number of Resident Council meetings attended <u>56</u> FY 2017-2018 Target: <u>56</u>
3. FY 2016-2017 Baseline: number of Resident Council meetings attended <u>46</u> FY 2018-2019 Target: <u>46</u>
4. FY 2017-2018 Baseline: number of Resident Council meetings attended _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <u>8.4</u>

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

1. FY 2014-2015 Baseline number of Family Council meetings attended <u>5</u> FY 2016-2017 Target: <u>5</u>
2. FY 2015-2016 Baseline number of Family Council meetings attended <u>4</u> FY 2017-2018 Target: <u>4</u>
3. FY 2016-2017 Baseline number of Family Council meetings attended <u>8</u> FY 2018-2019 Target: <u>6</u>
4. FY 2017-2018 Baseline number of Family Council meetings attended _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <u>8.4</u>

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

1. FY 2014-2015 Baseline: number of consultations <u>171</u> FY 2016-2017 Target: <u>171</u>
2. FY 2015-2016 Baseline: number of consultations <u>240</u> FY 2017-2018 Target: <u>240</u>
3. FY 2016-2017 Baseline: number of consultations <u>276</u> FY 2018-2019 Target: <u>260</u>
4. FY 2017-2018 Baseline: number of consultations _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <u>8.4</u>

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

1. FY 2014-2015 Baseline: number of consultations <u>903</u> FY 2016-2017 Target: <u>903</u>
2. FY 2015-2016 Baseline: number of consultations <u>1158</u> FY 2017-2018 Target: <u>903</u>

3. FY 2016-2017 Baseline: number of consultations <u>1525</u> FY 2018-2019 Target: <u>1400</u>
4. FY 2017-2018 Baseline: number of consultations _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <u>8.4</u>

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

1. FY 2014-2015 Baseline: number of sessions <u>9</u> FY 2016-2017 Target: <u>9</u>
2. FY 2015-2016 Baseline: number of sessions <u>8</u> FY 2017-2018 Target: <u>8</u>
3. FY 2016-2017 Baseline: number of sessions <u>9</u> FY 2018-2019 Target: <u>8</u>
1. FY 2017-2018 Baseline: number of sessions _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <u>8.4</u>

G. Systems Advocacy

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

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, State-wide, or even national in scope. (Examples: Work with LTC facilities to promote person-centered care and reduce the use of anti-psychotics, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.

Enter information in the box below.

<p>Systemic Advocacy Effort(s) for the current fiscal year 2018-19</p> <p>Continue to conduct training to first responders on elder abuse in institutional settings and how to collaborate effectively with the Ombudsman. With the Los Angeles Police Department's having 21 police stations and over 9,000 officers this endeavor is a multiyear effort. There are 114 fire stations within the City of Los Angeles Fire Department also making this a multiyear effort. Additionally, when training to cover one station on all shifts it can take several days and several sessions within each day to cover each station.</p>

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

Measures and Targets:

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

Percentage of nursing facilities within the PSA that were visited by an ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA.

NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint **79** divided by the total number of Nursing Facilities **141** = Baseline **56%**
FY 2016-2017 Target: **56%**

2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint **103** divided by the total number of Nursing Facilities **143** = Baseline **72%**
FY 2017-2018 Target: **72%**

3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint **113** divided by the total number of Nursing Facilities **142** = Baseline **80%**
FY 2018-2019 Target: **80%**

4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____%
FY 2019-2020 Target: _____%

Program Goals and Objective Numbers: **8.4**

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

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA.

NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2014-2015 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint **50** divided by the total number of RCFEs **545** = Baseline **9%**
FY 2016-2017 Target: **9%**

2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint **54** divided by the total number of RCFEs **553** = Baseline **10%**
FY 2017-2018 Target: **10%**

3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint **58** divided by the total number of RCFEs **567** = Baseline **10%**
FY 2018-2019 Target: **10%**

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

Program Goals and Objective Numbers: **8.4**

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

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

1. FY 2014-2015 Baseline: <u>8.08</u> FTEs FY 2016-2017 Target: <u>8</u> FTEs
2. FY 2015-2016 Baseline: <u>11.04</u> FTEs FY 2017-2018 Target: <u>11</u> FTEs
3. FY 2016-2017 Baseline: <u>9.79</u> FTEs FY 2018-2019 Target: <u>9</u> FTEs
4. FY 2017-2018 Baseline: _____ FTEs FY 2019-2020 Target: _____ FTEs
Program Goals and Objective Numbers: <u>8.4</u>

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

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers <u>58</u> FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers <u>58</u>
2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers <u>59</u> FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers <u>59</u>
3. FY 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers <u>56</u> FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers <u>56</u>
4. FY 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <u>8.4</u>

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

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

Some examples could include:

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

Hire additional staff to enter data and have incorporated the NORS consistency training into certification and ongoing training efforts for staff and volunteers.

TITLE VIIA ELDER ABUSE PREVENTION
SERVICE UNIT PLAN OBJECTIVES

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

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

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

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

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

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

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is:

Fiscal Year	Total # of Public Education Sessions
2016-2017	5
2017-2018	5
2018-2019	4
2019-2020	

Fiscal Year	Total # of Training Sessions for Professionals
2016-2017	5
2017-2018	5
2018-2019	6
2019-2020	

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

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2016-2017	677
2017-2018	677
2018-2019	677
2019-2020	

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2016-2017	967	
2017-2018	1,000	
2018-2019	1,000	

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2019-2020		

Fiscal Year	Total Number of Individuals Served
2016-2017	290
2017-2018	600
2018-2019	600
2019-2020	

TITLE III E SERVICE UNIT PLAN OBJECTIVES**CCR Article 3, Section 7300(d)****2012–2016 Four-Year Planning Period**

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

Direct and/or Contracted III E Services

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	<i>Proposed Units of Service</i>	<i>Required Goal #(s)</i>	<i>Optional Objective #(s)</i>
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 50 Total est. audience for above: 500000	8	
2017-2018	# of activities: 50 Total est. audience for above: 500000	8	
2018-2019	# of activities: 50 Total est. audience for above: 500000	8	
2019-2020	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2016-2017	5000	8	
2017-2018	5000	8	
2018-2019	5000	8	
2019-2020			

Support Services	Total hours		
2016-2017	5400	8	
2017-2018	5400	8	
2018-2019	5400	8	
2019-2020			
Respite Care	Total hours		
2016-2017	1970	8	
2017-2018	1970	8	
2018-2019	1970	8	
2019-2020			
Supplemental Services	Total occurrences		
2016-2017			
2017-2018			
2018-2019	100	8	
2019-2020			

Direct and/or Contracted III E Services

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 1 Total est. audience for above: 100	8	
2017-2018	# of activities: 1 Total est. audience for above: 100	8	
2018-2019	# of activities: 1 Total est. audience for above: 100	8	
2019-2020	# of activities: Total est. audience for above:		

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Access Assistance	Total contacts		
2016-2017	1000	8	
2017-2018	1000	8	
2018-2019	1000	8	
2019-2020			
Support Services	Total hours		
2016-2017	74	8	
2017-2018	74	8	
2018-2019	74	8	
2019-2020			
Respite Care	Total hours		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
Supplemental Services	Total occurrences		
2016-2017			
2017-2018			
2018-2019			
2019-2020			

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

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

Enrollment Location/Name (AAA office, One Stop, Agency, etc.): AAA Office – Department of Aging
Street Address: 221 N. Figueroa Street, Suite 500, Los Angeles, CA 90012
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names): Mariella Freire-Reyes, Director; Victor Pina, Management Assistant; Dandy Beltran, Management Analyst; Irene Salazar, Administrative Clerk; & Selean Banks, Administrative Clerk.
Number of paid staff: 5
How many participants are served at this site? 100

Enrollment Location/Name (AAA office, One Stop, Agency, etc.):
Street Address:
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names): Participant Staff Member, Monitor
Number of paid staff: Number of participant staff:
How many participants are served at this site?

² If not providing a Title V program, then enter PSA number followed by "Not providing".

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

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

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

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

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

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

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

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at:
<https://www.aging.ca.gov/ProgramsProviders/AAA/Planning/>.

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

HICAP Legal Services Units of Service (if applicable) ⁷

Fiscal Year (FY)	3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal Numbers
2016-2017	379	1
2017-2018	379	1
2018-2019	379	1
2019-2020		

Fiscal Year (FY)	3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	Goal Numbers
2016-2017	568	1
2017-2018	568	1
2018-2019	568	1
2019-2020		

Fiscal Year (FY)	3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	Goal Numbers
2016-2017	284	1
2017-2018	284	1
2018-2019	284	1
2019-2020		

⁷ Requires a contract for using HICAP funds to pay for HICAP Legal Services.

SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**PSA 25**

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

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

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

Identify Service Category: **Supplemental Services – Assistive Devices**

Check applicable funding source:

☐ IIIB

☐ IIIC-1

☐ IIIC-2

☐ IIID

☒ IIIE

☐ VIIA

☐ HICAP

Request for Approval Justification:

☒ Necessary to Assure an Adequate Supply of Service OR

☐ More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

☐ 2016-17

☐ 2017-18

☒ 2018-19

☒ 2019-20

Justification: Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service¹²: PSA25 will operate the Lifesaver Bracelet Program, in conjunction with the Los Angeles County Sheriff's Department (LASD) and PSA19, which will provide electronic tracking bracelets for older adults with cognitive impairments who have the capacity to wander away (Objective 8.6, page 34). PSA25 is performing the direct service of identifying and enrolling eligible caregivers and purchasing the bracelets; however, the cost of the electronic tracking bracelets is the same whether purchased by PSA25 or a contractor. Furthermore, the sole source vendor will only sell the equipment to law enforcement agencies. PSA25 is purchasing the bracelets via its partnership with LASD and PSA19.

¹¹ Section 15 does not apply to Title V (SCSEP).

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

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

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

Total Number of Board Members: 15

Name and Title of Officers:	Office Term Expires:
Herb J. Wesson, Jr., President, Council District 10	2 nd Monday of Dec. 2020
Mitchell Englander, President Pro Tempore Council District 12	2 nd Monday of Dec. 2020
Nury Martinez, Assistant President Pro Tempore, Council District 6	2 nd Monday of Dec. 2020

Names and Titles of All Members:	Board Term Expires:
Gilbert Cedillo, Council District 1	2 nd Monday of Dec. 2022
Paul Krekorian, Council District 2	2 nd Monday of Dec. 2020
Bob Blumenfield, Council District 3	2 nd Monday of Dec. 2022
David Ryu, Council District 4	2 nd Monday of Dec. 2020
Paul Koretz, Council District 5	2 nd Monday of Dec. 2022
Nury Martinez, Council District 6	2 nd Monday of Dec. 2020
Monica Rodriguez, Council District 7	2 nd Monday of Dec. 2022
Marqueece Harris-Dawson, Council District 8	2 nd Monday of Dec. 2020
Curren D. Price, Jr., Council District 9	2 nd Monday of Dec. 2022
Herb J. Wesson, Jr., Council District 10	2 nd Monday of Dec. 2022
Mike Bonin, Council District 11	2 nd Monday of Dec. 2020
Mitchell Englander, Council District 12	2 nd Monday of Dec. 2020
Mitch O'Farrell, Council District 13	2 nd Monday of Dec. 2022
Jose Huizar, Council District 14	2 nd Monday of Dec. 2020
Joe Buscaino, Council District 15	2 nd Monday of Dec. 2022

SECTION 17 - ADVISORY COUNCIL**PSA 25****ADVISORY COUNCIL MEMBERSHIP
2016-2020 Four-Year Planning Cycle**

OAA 2006 306(a)(6)(D)
45 CFR, Section 1321.57
CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies) 12Number of Council Members over age 60 11

	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
Race/Ethnic Composition		
White	<u>45.7</u>	<u>50</u>
Hispanic	<u>26.3</u>	<u>0</u>
Black	<u>11.1</u>	<u>16.7</u>
Asian/Pacific Islander	<u>14.9</u>	<u>33.3</u>
Multi-Racial	<u>1.5</u>	<u> </u>
Other	<u>0.5</u>	<u> </u>

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

Wendy Caputo, President	12/31/2018

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

Robert Boller, At Large Member	12/31/2018
Chantal Denny, At Large Member	12/31/2018
Amos Fried, At Large Member	12/31/2018
Katheryn Howell, At Large Member	12/31/2018
Jung Ja Kim, At Large Member	12/31/2018
Christine Lee, At Large Member	12/31/2018
Martin Liberman, At Large Member	12/31/2018
Charles "Chuck" Mitchell, At Large Member, Low Income Representative, and Local Elected Representative	12/31/2018
Ida Talalla, At Large Member	12/31/2018
Estelle Thomas, At Large Member	12/31/2018
Stephanie Vendig, At Large Member	12/31/2018

Indicate which member(s) represent each of the "Other Representation" categories listed

below.

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

Explain any **"No"** answer(s): PSA25 is actively seeking Health Care Providers to join the Advisory Council, but has not been able to secure a representative from that field at this time.

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

The Los Angeles Council on Aging (LACoA) is the Advisory Council for PSA25. LACoA is composed of 12 members at large, no more than three of whom shall represent service providers. Additionally, the Mayor and Councilmembers of the City of Los Angeles are encouraged to appoint representatives for their Council District. LACoA represents the diversity of the City's older adult and family caregiver population.

Members are appointed by the General Manager of the Los Angeles Department of Aging (LADOA) for a term of one calendar year. In October of each year, existing members, and prospective, new members may apply for membership for the following year. Unsolicited applications shall be received and filed for consideration in the fall of each year. Members will be deemed to have resigned their membership if they are absent from two consecutive Full Council and/or Standing Committee meetings without giving prior notice.

LACoA will be led by the Chairperson and the Committee Chairpersons for the Standing committees (Advocacy & Information Sharing Committee, Planning Committee and the Systems Committee). LACoA members will be asked for their recommendations for Chairperson to be appointed by the General Manager of the LADOA for a term of one year. The LACoA Chairperson will serve no more than two consecutive terms. A Chairperson will be eligible for re-appointment to the position, once, at least, one term has passed.

Standing Committee Chairpersons will be appointed by the LACoA Chairperson in consultation with the General Manager of the LADOA, for a term of one calendar year. Standing Committee Chairpersons serve at the pleasure of the LACoA Chairperson.

Full Council meetings will take place on the third Thursday of every other month, commencing January each year. LACoA Leadership will meet regularly with the LADOA General Manager. Ad-hoc committees will meet as required. All meetings will take place at the Department of Aging, unless alternate locations are previously approved by the LACoA Chairperson and LADOA staff liaison.

2016-2020 Four-Year Area Planning Cycle

This section must be completed and submitted with the Four-Year Area Plan.
Any changes to this Section must be documented on this form and remitted with Area Plan Updates.³

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

To promote elder rights by working with older adults on a strengths-based model by providing information and program resources for older adults to defend their dignity, independence, and financial assets. Legal services to seniors form part of the comprehensive and coordinated services delivered through the AAA. Citywide legal services are provided to seniors 60 years or older and caregivers in matters addressing public benefits, housing, nursing home and other long-term care issues, powers of attorney, end-of-life issues, caregiver issues, conservatorships, wills, elder abuse, debtor/creditor, consumer fraud, kinship care and other non-criminal legal issues. Seniors are also provided an array of legal educational programming regarding all of these substantive legal issues.

2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services?

The approved percentage is 5.5, but the actual percentage in FY 2015/16 was 6.6% and we expect FY 2016/17 to be the same.

3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

The need of local seniors for legal services has consistently grown in the past four years. The appointment schedules for legal services at senior centers are frequently fully booked weeks in advance. Bet Tzedek increasingly has seen more cases involving elder abuse, including financial elder abuse and real estate title fraud against seniors (e.g., through forgery, fraud, through undue influence, and due to diminished capacity). Bet Tzedek has increased its efforts to involve pro bono law firms in assisting with Elder Abuse Restraining Orders and title fraud cases, but significant staff resources are required to evaluate cases for pro bono placement and to train and mentor pro bono attorneys on those cases.

The foreclosure crisis which began in 2007 and continued to get worse for several years, peaking in approximately 2010 – 2012, has abated considerably but still continues to devastate a number of seniors in communities throughout Los Angeles, particularly among certain racial and ethnic minorities. Bet Tzedek continues its foreclosure prevention efforts, including evaluating eligibility for loan modifications, advocating with banks and government programs to get loan modifications and other forms of assistance -- such as postponing sales and rescinding wrongful foreclosures.

There are more intergenerational family households than there used to be, with concomitant legal issues involving kinship care, KinGAP, guardianship, and informal caregiving arrangements, which keeps Bet Tzedek's kinship care attorney extremely busy. Over the course of the last year, Bet Tzedek has also taken a leading role among legal services providers in representing undocumented immigrant youth

³ For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or chisorom.okwuosa@aging.ca.gov

fleeing abuse, abandonment, and neglect along with extreme poverty and gang violence in their Central American home countries. Bet Tzedek attorneys, in partnership with dozens of pro bono attorneys and volunteer law students, have represented these children in order to have their caregivers appointed as their legal guardians in probate court. Some of these guardians are grandparents and seniors who have opened their homes to provide these children with the only safety and stability they have known in their short lives. In addition, Bet Tzedek has helped secure Special Immigrant Juvenile Status ("SIJS") findings in probate court that allow these children to secure legal permanent residency status, thus opening a new world of possibilities for these families, including access to children's health care, the ability to work legally as an adult, and access to federal funds for higher education.

Another development in recent years concerns seniors facing eviction from affordable housing units. Some of the affected units are in buildings that were subject to regulatory agreements where government financing was provided to the buildings' owners many years ago in exchange for providing a certain percentage of affordable housing units for the duration of the agreement, and now that many of those regulatory agreements are expiring, the owners are evicting the tenants in the affordable units. Bet Tzedek has worked with pro bono firms, government agencies and local politicians to assist the elderly occupants of these units. Bet Tzedek has also seen an increase in landlords terminating Section 8 (government subsidized) tenancies, including those of elderly tenants, as the economy rebounds and fair market rental rates have increased.

There has been an increase in the number of clients, including seniors, with income tax disputes. In fact, the Internal Revenue Service (IRS) has designated Los Angeles as the most underserved metropolitan area for low-income tax payers. Bet Tzedek responded to this need by bringing on board an attorney on a two year Skadden Fellowship who specializes in providing advice and/or legal representation on income tax disputes with the IRS and the Franchise Tax Board. Her fellowship focuses on providing tax controversy and tax debt-reduction representation to individuals, and on providing tax educational services through tax clinics and other outreach methods. No other legal services organization in Los Angeles provides this assistance.

In light of the foregoing, re-evaluation of the percentage of Title III-B resources dedicated to legal services is needed.

Funding level has not changed in the past four years.

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

The targeted senior population is age 60 or older with the greatest economic or social need, including seniors with low income, minorities, the disabled, and those in danger of losing their independence.

PSA25 contracts with Bet Tzedek for the provision of OAA legal services. The contractual agreement indicates that Bet Tzedek is expected to use California Statewide Guidelines for Legal Assistance. Bet Tzedek provides legal services through its offices on Wilshire Boulevard and extensive outreach efforts. Bet Tzedek conducts intake appointments on a regular schedule at 10 multipurpose senior centers and community centers located in communities across the City and other outreach services on an as needed basis at several other centers. Other outreach activities are described in #10 below.

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

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

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

Please see #5 and #7.

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

The targeted senior population is age 60 or older with the greatest economic or social need, including seniors with low income, minorities, the disabled, and those in danger of losing their independence.

Bet Tzedek provides legal services through its offices on Wilshire Boulevard and extensive outreach efforts. Bet Tzedek conducts intake appointments on a regular schedule at 10 multipurpose senior centers and community centers located in communities across the City and other outreach services on an as needed basis at several other centers. Other outreach activities are described in #10 below.

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

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

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

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

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

In addition to the one-on-one legal consultation services provided to clients at its offices and multipurpose senior centers and community centers, Bet Tzedek participates in clinics and senior fairs and provides speakers at information sessions and community education events sponsored by a variety of social service agencies and departments. Bet Tzedek conducts Advance Planning Clinics at various senior centers and outreach sites to assist seniors in preparing advance health care directives and statutory wills. Bet Tzedek also conducts weekly Employment Rights Project Clinics in its offices and recently initiated a new clinic, in conjunction with pro bono counsel, to assist with SSI overpayment cases. Bet Tzedek operates Self-Help Conservatorship Clinics in several courthouses throughout the County, providing services to seniors and their caregivers. Bet Tzedek conducts legal appointment schedules at three SOVA Community Food and Resource Program sites in the Los Angeles area and at St. Francis Medical Center, where it provides legal services through a medical-legal partnership -- the Right to Health Project -- that assists community members address legal issues affecting their health and well-being. An additional outreach service is provided at the Department of Children and Family Services (DCFS) North facility, where a Bet Tzedek attorney assists grandparents with kinship care legal issues, typically involving care for their grandchildren. Bet Tzedek also conducts a small claims workshop on a monthly basis in collaboration with law firms, Southwestern Law School, and the Los Angeles County Bar Association's Center for Civic Mediation.

Bet Tzedek produces flyers and brochures on a variety of legal topics and publishes and widely distributes several user-friendly guidebooks that are invaluable resources for caregivers and kinship care providers, seniors, attorneys, social workers, and health care professionals throughout the state. Written by Bet Tzedek staff members, the guidebooks are available in English and Spanish in a hard copy format and are free online on the Bet Tzedek website (www.bettzedek.org): The Caregiver Companion, Caring For A Relative's Child, Nursing Home Companion, Assisted Living Companion, and Limited Conservatorship Guide. Bet Tzedek also publishes a booklet entitled Mental Health Conservatorship – What You Need to Know about LPS CONSERVATORSHIP for a Person with a Mental Health Disability, and a brochure entitled Taking Care of Your Adult Child with Intellectual/Development Disabilities, both of which are available for free download from the Bet Tzedek website.

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

Fiscal Year	Name of Provider	Geographic Region covered
2016-2017	a. Bet Tzedek Legal Services b. c.	a. City of Los Angeles b. c.
2017-2018	a. Bet Tzedek Legal Services b.	a. City of Los Angeles b.

	c.	c.
2018-2019	a. Bet Tzedek Legal Services b. c.	a. City of Los Angeles b. c.
2019-2020	a. b. c.	a. b. c.

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

Older adults access legal services in a variety of ways, including by calling Bet Tzedek's main line [(323) 939-0506] and reaching the Call Center, or through Bet Tzedek's website. Seniors also access legal services at the many multipurpose senior centers in the City, where they can make an appointment with Bet Tzedek, or through any of the SOVA Community Food and Resource Program sites that we visit. Other access points include the medical-legal clinic that Bet Tzedek operates at St. Francis Medical Center, other clinics conducted by Bet Tzedek staff in the community (e.g., Self-Help Conservatorship Clinics at several courthouses, the Employment Rights Project Clinic, Advance Planning Clinics), DCFS North, and through Bet Tzedek's large referral network throughout the community (e.g., ombudsmen, social workers, case managers, non-profits, social service agencies, government agencies, and local law enforcement officials). Older adults also obtain information about legal services by calling the Los Angeles County Workforce Development Aging & Community Services (WDACS) Information and Assistance hotline, 211, and WDACS' website.

If resources were available, it would be useful to have intake staff dedicated to pre-screening cases for seniors in real time, thereby reducing wait-time for appointments and allowing for faster referrals.

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

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

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

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

Please see #3 above.

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

The barriers to accessing legal assistance in the City of Los Angeles are the challenges of serving the homebound and those living alone with no support; the hurdles faced in serving the abused; overcoming cultural differences and fears of the older adult immigrant population; the difficulty of grandparents caring for grandchildren in accessing useful information; reaching and communicating to long term care facility residents; language barriers; and lack of access to transportation.

Bet Tzedek uses a cadre of volunteer law clerks and attorneys who make home visits to seniors that are not able to travel to sites where legal services are made available to the community. Bet Tzedek's Caregiver and Real Estate Fraud units address many elder abuse issues common to seniors, and its Employment Rights Project assists immigrants and others, including seniors, with employment issues in the work place. In addition to having a full time staff attorney dedicated to providing assistance on kinship care issues, Bet Tzedek publishes easily accessible companion guides on its website, in English and Spanish, on a variety of subjects relevant to seniors (e.g., Caring For A Relative's Child, Nursing Home Companion, and Assisted Living Companion). Staff members speak a number of languages, and Bet Tzedek draws upon its large corps of volunteers to provide additional assistance in interpreting when clients speak languages not known to staff members. In August 2012 Bet Tzedek moved its offices to 3250 Wilshire Boulevard, a location chosen because it is conveniently located near the Wilshire/Vermont subway stop (Red and Purple lines) and easily accessible by the Metro Rapid 720 and bus lines 20 and 206.

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

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

SECTION 20. FAMILY CAREGIVER SUPPORT PROGRAM

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

2016–2020 Four-Year Planning Cycle

Based on the AAA's review of current support needs and services for **family caregivers** and **grandparents** (or other older relative of a child in the PSA), indicate what services the AAA **intends** to provide using Title III E and/or matching FCSP funds for both family caregivers and grandparents/older relative caregivers.

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

Family Caregiver Services

Category	2016-2017	2017-2018	2018-2019	2019-2020
Family Caregiver Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Supplemental Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract

***Refer to PM 11-11 for definitions for the above Title III E categories.**

Grandparent Services

Category	2016-2017	2017-2018	2018-2019	2019-2020
Grandparent Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Respite Care	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Supplemental Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract

*Refer to PM 11-11 for definitions for the above Title III E categories.

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

- Provider name and address of agency
- Description of the service
- Where the service is provided (entire PSA, certain counties, etc.)
- Information that influenced the decision not to provide the service (research, needs assessment, survey of senior population in PSA, etc.)
- How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds

Justification: The City will continue to maintain its current level of kinship care services and not provide “Grandparent/Older Relative Respite Care” and “Grandparent/Older Relative Supplemental Services” because the County of Los Angeles Department of Public Social Services (DPSS) offers kinship programs and services to PSA25 residents. PSA25 also collaborates with Grandparents As Parents (GAP), a local non-profit agency that also provides kinship care to PSA25 residents. Older adults in need of Grandparent Respite Care or Grandparent Supplemental Services are referred to these agencies.

For Family Caregiver Supplemental Services, the Housing and Community Investment Department of Los Angeles offers home adaptations for PSA25 residents and the County of Los Angeles offers a registry of qualified homemaker and respite care workers to PSA25 residents. Furthermore, PSA25 operates an emergency assistance program, not funded through the OAA, which provides emergency cash to older adults in need of assistance. PSA25 also provides assistive devices (emergency alert response system devices) to older adults. This program is also not funded by the OAA.