

MARIELLA FREIRE-REYES  
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CALIFORNIA

**DEPARTMENT OF AGING**  
AN AREA AGENCY ON AGING  
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**ERIC GARCETTI**  
MAYOR

Council File #:  
Council Districts: Citywide  
Contact Persons and Ext.:  
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March 17, 2022

Honorable Eric Garcetti  
Mayor, City of Los Angeles  
Room 303, City Hall  
Los Angeles, CA 90012

Los Angeles City Council  
c/o City Clerk's Office  
Room 395, City Hall  
Los Angeles, CA 90012

Attention: Ms. Heleen Ramirez, Legislative Coordinator

**ARTS, PARKS, HEALTH, EDUCATION & NEIGHBORHOODS COMMITTEE:  
REQUEST FOR APPROVAL OF THE DEPARTMENT OF AGING 2020-2024 AREA  
PLAN 2022-2023 UPDATE**

**CONSIDERATION**

The Los Angeles Department of Aging (LADOA) requests Mayor and City Council approval of the 2020-2024 Update of the 2022-2023 Area Plan.

**NARRATIVE**

The 2020-2024 Area Plan is a requirement of the Older Americans Act that describes the goals and objectives for the delivery of services to older adults. The Area Plan Update reflects the goals and objectives envisioned by the LADOA for the upcoming Fiscal Year 2022-2023 and the demographic / economic changes taking place in the City. The Area Plan Update is a blueprint containing strategies for the support and development of local community-based systems of care now in place for older adults in the City of Los Angeles.

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Honorable Eric Garcetti  
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LADOA will continue to maintain its focus on responding to community needs in the areas of nutrition, information and assistance, case management, transportation, in-home services, legal services and other related social services. Services will continue to be provided in a culturally sensitive manner with priority given to low-income, frail, LGBTQ and minority older adult persons.

**RECOMMENDATIONS:**

That the City Council, subject to the approval of the Mayor:

1. **APPROVE** the Los Angeles Department of Aging's senior service program presented in the 2020-2024 Area Plan 2022-23 Update.
2. **AUTHORIZE** the General Manager of the Los Angeles Department of Aging, or designee, to execute the Letter of Transmittal and Area Plan Update documents to the California Department of Aging.

**FISCAL IMPACT**

There is no additional impact on the City's General Fund, as it relates to the proposed action.

Sincerely,

*Mariella Freire-Reyes*  
Mariella Freire-Reyes (Mar 17, 2022 12:30 PDT)

MARIELLA FREIRE-REYES  
Interim General Manager

Attachments

MFR:at:n/LADOA Area Plan Update 2022-2023 Transmittal

cc: City Attorney  
City Administrative Officer  
President, Council on Aging

# **Los Angeles Department of Aging PSA25**

**Four-Year Area Plan on Aging**  
July 1, 2020 to June 30, 2024

**Area Plan Update**  
July 1, 2022 to June 30, 2023

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# AREA PLAN UPDATE (APU) CHECKLIST

PSA PSA 25

**Check one:**  FY21-22  FY 22-23  FY 23-24

*Use for APUs only*

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included
	➤ <i>Update/Submit A) through I) <b>ANNUALLY:</b></i>	
n/a	<b>A) Transmittal Letter-</b> (requires <u>hard copy</u> with original ink signatures or official signature stamp- <b>no photocopies</b> )	<input checked="" type="checkbox"/>
n/a	<b>B) APU-</b> (submit entire APU electronically only)	<input checked="" type="checkbox"/>
2, 3, or 4	<b>C) Estimate-</b> of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>
7	<b>D) Public Hearings-</b> that will be conducted	<input checked="" type="checkbox"/>
n/a	<b>E) Annual Budget</b>	<input type="checkbox"/>
10	<b>F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes</b>	<input checked="" type="checkbox"/>
18	<b>G) Legal Assistance</b>	<input checked="" type="checkbox"/>
	➤ <i>Update/Submit the following only if there has been a <b>CHANGE</b> or the section was not included in the 2020-2024</i>	Mark Changed/Not Changed (C or N/C)
		<b>C</b> <b>N/C</b>
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:	<input checked="" type="checkbox"/> <input type="checkbox"/>
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 checked="" type="checkbox"/> <input 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 type="checkbox"/> <input checked="" type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/> <input checked="" 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 type="checkbox"/> <input checked="" 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 checked="" type="checkbox"/> <input type="checkbox"/>

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

**AAA Name:** 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<sup>1</sup>


\_\_\_\_\_ Date

2. Wendy Caputo

  
wendy caputo (Mar 17, 2022 10:32 PDT)  
Signature: Advisory Council Chair

Mar 17, 2022  
\_\_\_\_\_ Date

3. Mariella Freire-Reyes

  
Mariella Freire-Reyes (Mar 17, 2022 10:33 PDT)  
Signature: Area Agency Director

Mar 17, 2022  
\_\_\_\_\_ Date

<sup>1</sup> 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; to develop community-based systems of care that provide services which support independence within California's interdependent society, and which protect the quality of life of older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of services.

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, Russian, Armenian, 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. 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 a two-thirds 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 one of the largest growing regions 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.

The Los Angeles region is home to a variety of industries, from trade, transportation, and utilities to education, health and business services. The area boasts 6,015,200 nonfarm payroll positions, including one of the largest manufacturing centers in the United States, employing 464,000 workers (Bureau of Labor Statistics Los Angeles Economic Summary, February 3, 2022).

Additionally, the City ranks as one of the most educated in the county with the 2019 U.S Census, American Community Survey 1-Year Estimates reporting that roughly one in three residents in Los Angeles aged 25+ has a bachelor's degree or higher.

## **DEMOGRAPHIC INFORMATION**

According to the 2019 U.S. Census American Community Survey 1-Year Estimates (2019 ACS 1-Y), the City of Los Angeles grew to 3,979,537 residents, an increase of 4.9% from the 2010 Census. Older adults aged 60+ numbered 728,607 reflecting a 29.2% 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 2019, Los Angeles older ethnic/racial populations were as follows: White Non-Hispanic 40.4%, Hispanic or Latino 31.1%, Blacks 10.9%, Asians 16.1%, American Indian/Alaskan Native 0.7%, Native Hawaiian/Pacific Islander 0.1% and those whom the census labeled as Some Other Race & 2 or more races account for about 15.1% 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 and eclectic activities

### Income/Poverty

In 2019, the number of older adults at or below the poverty level grew to 16.2%. The average Social Security income increased from \$15,212 in 2010 to \$18,501 in 2019, an increase of 21.6%. Also, 9.2% of PSA 25's older adult households receive food stamp/SNAP benefits while 3.1% receive cash public assistance income.

Of the 412,964 older adult households, 55.8% had earnings from wages, salaries and self-employment income, with average earnings of \$94,047. Sixty-five percent of older adults' households had income from social security. 13.8% received income from supplemental social security. The percentage of older adults with retirement income was 33.8%, with average retirement income being \$39,698.

### Employment Status

As of 2019, 32.6% 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, 1.2% are unemployed while 31.3% are actively employed in the labor market 67.4% of the City's older adults are not participating in the labor force.

### 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 2019 48.8 % of older adults were married, 17.8% widowed, 15.8% divorced, 3.3% separated and 14.3% never married.

### Living Arrangement and Household

Of the 412,964 households headed by an older adult (aged 60+) in PSA 25, 40.5% were comprised of older adults who lived by themselves. An additional 54.4% of older adults lived in family households, including 38.0% who lived in a married-couple family and 12% who lived as a female householder in a family with no spouse present. In 2019, of the estimated 1,398,900 households in the City of Los Angeles, 29.5% included one or more people aged 60+ years old.

### Education

Among older adults, 19.3% were high school graduates or equivalent, 24.4% had some college or received an Associate's Degree, and 29.9% had a Bachelor's Degree or higher. However, 26.3% of older adults had not graduated from high school, which has declined from 28.7% in 2010.

### Housing

Of the 412,964 older adult (60+) households, 54.9% (or 226,778) owned their own home. The remaining 45.1% of older adult households rented their housing unit. 62.1% of renters and 35.5% of owners spent more than 30% of their household income on gross rent / owner cost. Spending more than 30% of household income on rent / owner costs has been traditionally viewed as an indication of a housing affordability problem.

### Language

46.2% of PSA25's older adults (aged 60+) speak English only, which has declined from 52% in 2010. 53.8% speak a language other than English. 38.4% 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 728,607 older adults aged 60+ that reside in the City of Los Angeles, 336,946 (or 46%) are native born, while 391,661 (or 54%) are foreign born. 4.6% of foreign born older adults entered the City populous in 2010 or later, 8.1% entered from 2000 to 2009 and 87.2% entered before 2000. 74% of the foreign born older adult population are naturalized U.S. citizens, while 26% are currently not U.S. citizens.

### Disabilities

According to the 2019 U.S Census American Community Survey 1-Year Estimates, 31.4% (or 224,990 individuals), of the civilian noninstitutionalized population aged 60+ reported living with a disability, while 68.6% do not live with a disability. Of the older adults (aged 65+) who are living with a disability, 25.0% reported living with an ambulatory difficulty, 20.2% reported living with an independent living difficulty, 12.4% reported living with a hearing difficulty, 12.5% reported living with a self-care difficulty, 10.8% reported living with a cognitive difficulty and 6.8% reported living with a vision difficulty.

## **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 and serves a total population of 728,607 older adults. 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 of 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*

In 2020, PSA25, Communities Actively Living Independent & Free, and 211 Los Angeles applied and were subsequently approved Emerging Aging & Disability Resource Connection (ADRC) status, creating the Central & South Los Angeles ADRC. Most recently, CDA approved permanent designation to the Central & South Los Angeles ADRC effective July 1, 2022.

## **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 83 dining sites throughout the City. Meals are provided from five ethnically oriented menus.

*Home-Delivered Meals* - a nutritious hot meal is delivered 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.

*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 a stipend. 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.

*Serving 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.

*File Of Life* – The File of Life (FOL) program is a collaboration with local government emergency response agencies and Kroger Ralphs Supermarkets. **This program (not funded with Older American Act funds)** provides critical medical information to emergency personnel during a medical emergency for older adults.

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## **SECTION 7: PUBLIC HEARINGS**

Due to the health risks presented by the COVID -19 virus pandemic, and particularly as infection and hospitalization rates remained at public health threat levels in both the city and county of Los Angeles, a “virtual” public hearing was held online in lieu of in-person public hearings this year.

Joint public hearings have 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.

<b>Fiscal Year</b>	<b>Date</b>	<b>Location</b>	<b>Number of Attendees</b>	<b>Presented In languages other than English? Yes or No</b>	<b>Was hearing held at a Long-Term Care Facility? Yes or No</b>
<b>2019-20</b>	<b>10/3/2019</b>	Los Angeles LGBT Center 1118 N. McCadden Pl. Los Angeles, CA 90038	<b>46</b>	<b>Yes</b>	<b>No</b>
<b>2019-20</b>	<b>10/7/2019</b>	Estelle Van Meter Senior Ctr 606 E. 76 <sup>th</sup> St. Los Angeles, CA 90011	<b>42</b>	<b>Yes</b>	<b>No</b>
<b>2019-20</b>	<b>10/8/2019</b>	Wilmington Senior Center 1371 Eubank Ave Wilmington, CA 90744	<b>85</b>	<b>Yes</b>	<b>No</b>
<b>2019-20</b>	<b>10/9/2019</b>	St. Barnabas Senior Center 675 South Carondelet St Los Angeles, CA 90057	<b>43</b>	<b>Yes</b>	<b>No</b>
<b>2020-21</b>	<b>2/21/2021</b>	Virtual Meeting held online	<b>69</b>	<b>Yes</b>	<b>No</b>
<b>2021-22</b>	<b>10/14/2021</b>	Virtual Meeting held online	<b>69</b>	<b>Yes</b>	<b>No</b>

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 also emailed 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

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.

**PLANNING**

- The Department of Recreation & Parks and the Los Angeles City Multipurpose Centers need formal plan to make people aware of services that are available;

**FAMILY CAREGIVERS**

- Family Caregiver funding levels need to remain at COVID-19 funding levels
- Family Caregiver (impact of COVID-19 with one-third of caregivers not being able to continue with their services, and caregiving becoming complex)

**ADDRESSING THE DIGITAL DIVIDE**

- Digital divide access and education is needed
- Need in-person digital divide training at centers
- Technology options and training needed for older adults
- Digital divide distribution faces issues due to lack of acceptance from older adults

TRANSPORTATION:

- Transportation reimbursement concerns

LGBTQ SENIORS:

- LGBTQ needs and cultural sensitivity engagement needs to be in the area plan

REOPENING – POST COVID 19 CRISIS:

- Reopening of community centers and meal sites is needed
- Senior centers and re-openings are critical to low income communities;

FOOD INSECURITY:

- Food insecurities remain an issue with older adults;
- Home delivered meal clients can get frozen meals Saturday and Sunday but some people do not have freezers and/or microwaves;

AGING-IN-PLACE CASE MANAGEMENT:

- At home face to face visits are needed for care management program services;

7. Note any changes to the Area Plan that were a result of input by attendees.

In addition to addressing the reopening of senior centers in Fiscal Year 2022-2023, PSA25 will also modify its outreach strategy for its Family Caregiver Support Programs to include targeted outreach to families of choice and LGBTQ older adults.

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## **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 eight 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, aging 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) **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;
- (6) **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;
- (7) **Community Support and Health Services** – access to homecare services, health and mental resources, programs to promote active aging (physical exercise and healthy habits), services and supports for family caregivers; and
- (8) **Emergency Preparedness and Resilience** – information, education and training to ensure the safety, wellness and resilience of seniors in emergency situations.



**Goal # 1**

<b>Goal: Promote safe, sustainable, accessible outdoor spaces, recreational centers and buildings.</b>			
<b>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.</b>			
<b>Objective Number 1.1</b>	<b>Projected Start and End Dates</b>	<b>Title III B Funded PD or C</b>	<b>Update Status</b>
<p>PSA25 is working with the Los Angeles Department of Water and Power (LADWP) and other city departments to secure non-OAA funding to incorporate energy efficiencies and water conservation features into its senior center facilities infrastructure.</p> <p>To meet this objective, PSA25 will perform the following activities:</p> <ul style="list-style-type: none"> <li>• Work with LADWP and MPC Contractors to set up inspections AT LADWA Multipurpose Senior Centers and install energy efficiency and water conservation upgrades at senior centers. Non-OAA funding will be used for the inspections, energy efficiency and water conservation upgrades.</li> </ul>	7/1/20 – 6/30/24	C	<p>Implementation of this objective has been delayed due to new administrative priorities that took precedence in the wake of the COVID-19 pandemic.</p> <p>One (1) MPC installed 40 EV chargers, generating 720,00kW per year, removing 510 metric tons of CO2 emissions. MPC also installed 3 solar panel carports, 180 180 parking spaces that provides shade to senior guest vehicles and energy efficiencies</p>



**Goal # 3**

<b>Goal: Addressing the issue of homelessness and promote affordable housing.</b>			
<b>Rationale: 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.</b>			
<b>Objective 3.1</b>	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. PSA25 is part of the Los Angeles County Homelessness Initiative in which PSA25 works with numerous public and private partners on the Homelessness Crisis Response Framework for the greater Los Angeles region:</p> <ul style="list-style-type: none"> <li>On a quarterly basis, meet with the other partners of the LA County Homelessness Initiative to discuss and provide recommendations to address the homelessness crisis.</li> </ul>	7/1/20-6/30/24	C	PSA25 continues to meet with community partners and other city departments to advocate for resources for older adults who are experiencing homelessness or are at risk of experiencing homelessness.
<b>Objective 3.2</b>	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>Funding has been allocated in the 2020-21 City Budget to sustain an older worker program that provides 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"> <li>Work with Homeless Strategy Committee to participate in the regional coordination between LA City and LA County governments and other non- OAA agencies.</li> <li>Work with the Housing and Community Investment Department of Los Angeles to connect, refer and inform program participants about housing programs and services.</li> <li>Enroll at least 100 older adults who are homeless or at-risk of becoming homeless into the program.</li> </ul>	7/1/20-6/30/24	PD  C  C  PD	In FY 2020-2021, PSA25 had 21 homeless participants in its Older Worker Employment Program (OWEP). For the 1 <sup>st</sup> half of FY 2021-2022, PSA25 had 25 homeless older adults participated in OWEP.

**Goal # 4**

<b>Goal:</b> Promote social participation of older adults.			
<b>Rationale:</b> The development of programs that encourage social participation, including intergenerational programs and services, are beneficial to older adults, youth and the entire community.			
<b>Objective 4.1</b>	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25 conducted a 2016 Needs Assessment Survey of the city’s LGBT older adult community, in which 92% of survey respondents 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"> <li>In response, PSA25, in partnership with the Los Angeles LGBT Center, is establishing a Mini- Multipurpose Senior Center (MMPC) targeting LGBTQ older adults in the city of Los Angeles.</li> <li>PSA25 and the LA LGBT Center will develop programming that provides opportunities for social participation and intergenerational programming for LGBTQ older adults.</li> </ul>	<p>7/1/20-6/30/21</p> <p>7/1/20-6/30/22</p>	PD	<p>The LA LGBT Center’s MMPC is open and available to the public. In FY 2020-21, the MMPC served over 20,000 meals and enrolled 560 registered clients for services. In the 1<sup>st</sup> half of FY 2021-22 the MMPC has 830 registered clients and provided over 13,500 meals and other services.</p>
<b>Objective 4.2</b>	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>In order to promote racial, social and economic equity in its communities, PSA25 and the city of Los Angeles established two mini-multipurpose senior centers to provide services, resources and recreational activities to older, low income African-American and Latino Angelenos. The Echo Park and Estelle Van Meter Mini-Multipurpose Senior Centers provide Older Americans Act programs and other services to underserved older adults in the city.</p> <ul style="list-style-type: none"> <li>PSA25, in partnership with its MPC Contractors, will develop and refine programming to meet the needs of low income</li> </ul>	7/1/20-	PD	<p>In FY 2020-21, the two MMPCs performed over 92,000 service units combined including over 50,000 meals, 2,800 case management units and 4,000 I&amp;A units. The MMPCs served over 1,000 registered clients.</p>

<p>Minority Angelenos.</p> <ul style="list-style-type: none"> <li>PSA25 is committed to providing at least 20,000 service units annually at each of its mini-Multipurpose Senior Centers (MMPC).</li> </ul>	<p>6/30/21</p> <p>7/1/20-6/30/22</p>		
<p><b>Objective 4.3</b></p>	<p>Projected Start and End Dates</p>	<p>Title III B Funded PD or C</p>	<p>Update Status</p>
<p><b>iPad CHAT Project:</b> Distribution of iPads with data plans and customized onboarding, training, and technical support. The purpose of this project is to bridge the digital divide and mitigate loneliness and isolation for older adults, providing them with greater access to resources and information.</p>	<p>1/1/2022-6/30/2022</p>	<p>PD</p>	<p>PSA25 launched iPad CHAT Project in JAN 2022. Has delivered iPads to 231 seniors who have commenced training with CyberSeniors, twice a week.</p>

**Goal # 5**

<b>Goal: Encourage civic participation and employment</b>			
<b>Rationale: Promoting opportunities for paid work and volunteer activities contribute to the community.</b>			
<b>Objective Number 5.1</b>	<b>Projected Start and End Dates</b>	<b>Title III B Funded PD or C</b>	<b>Update Status</b>
<p>Volunteerism and civic participation opportunities enhance the well-being and quality of life of older adults. In an effort to promote volunteerism and civic participation, PSA25 will draft a brochure highlighting the many diverse volunteer opportunities available through the city of Los Angeles, including Public Libraries, Recreation and Parks, the Los Angeles Zoo and numerous other city departments. The brochures will be updated annually and distributed to senior centers citywide.</p> <p>Furthermore, Multipurpose Senior Centers will be encouraged to report their volunteer opportunities to PSA25 for posting on the PSA25 website.</p>	<p>7/1/20-6/30/24</p>	<p>Title III-B</p>	<p>Continue to collect brochure information.</p> <p>Implementation of this objective has been delayed due to new administrative priorities that took precedence in the wake of the COVID-19 pandemic.</p>

**Goal # 6**

<b>Goal: Coordinate communication and information outreach measures.</b>			
<b>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.</b>			
<b>Objective Number 6.1</b>	<b>Projected Start and End Dates</b>	<b>Title III B Funded PD or C</b>	<b>Update Status</b>
<p>PSA25 will send quarterly communications sheets exclusively to City Councilmembers, the Mayor’s Office, (i.e. elected officials) and the Council on Aging (COA) to update them on PSA25’s service performance, success stories and future activities and events. The quarterly communication sheets are an opportunity for PSA25 to share its hard work and accomplishments with city leadership, stakeholders, family caregivers and the older adult community.</p> <p>The quarterly report will provide information on Older Americans Act Title IIIB, Title C-1, Title C-2, Title III-D and Title III-E programs.</p> <p>PSA25 leverages social media as an effective outreach tool to promote Older Americans Act programs along with Covid-19 resources to expand Vaccination and Boosters for 65+ community and homebound older adults in various languages.</p> <p>PSA25 delivers flyers and magnets with home delivered meals to promote OAA program and other resources.</p>	<p>7/1/20-6/30/24</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Title III-B</p> <p>Title III</p> <p>PD</p>	<p>This objective has been discontinued.</p> <p>PSA25 has a robust weekly social media campaign that supports, Nutrition program information, success stories, MPC Finder, and Alzheimer’s Calendar, among others resources. To address current pandemic, PSA25 promotes COVID-19 related Vaccination info, (ADRC), Housing related info such as "Housing Is Key" on Twitter, FaceBook, InstaGram, &amp; YouTube.</p>

Objective Number 6.2	Projected Start and End Dates	Title III B Funded PD or C	Update Status
<p>PSA25 will work with its Family Caregiver Support Program (FCSP) contractors to develop an outreach strategy to increase participation for its FCSP Access Assistance, FCSP Support Services, FCSP Respite Care, FCSP Supplemental Services, FCSP Access Assistance – Grandparents and FCSP Support Services-Grandparents programs.</p> <ul style="list-style-type: none"> <li>• Each contractor will submit an outreach strategy to PSA25 annually beginning on July 1, 2022</li> <li>• PSA25 will work with contractors to update its outreach strategy annually.</li> </ul>	<p>7/1/2021-6/30/2022</p> <p>7/1/2022-6/30/2024</p>	<p>C</p>	<p>Implementation of this objective has been delayed due to new administrative priorities that took precedence in the wake of the COVID-19 pandemic. Work on this objective will commence in FY 2022-2023.</p>



**Goal # 7**

<b>Goal: Promote new community and health services.</b>			
<b>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.</b>			
<b>Objective Number 7.1</b>	<b>Projected Start and End Dates</b>	<b>Title III B Funded PD or C</b>	<b>Update Status</b>
<p>Establish a COVID-19 &amp; Older Adults Task Force to unify and focus efforts to assess and evaluate the long term impact of the Corona-Virus Pandemic on older adults in Los Angeles. Study and leverage lessons learned during the unprecedented health crisis to better protect this vulnerable population in the future. Develop and coordinate plans to decrease harm from similar health threats in the future; make policy recommendations. Advocate for action.</p> <ul style="list-style-type: none"> <li>• Prepare and distribute a survey assessing the impact that COVID-19 has had on PSA25's homebound clients.</li> <li>• Work with PSA19 to prepare a report outlining the impact that the COVID-19 stay-at-home order had on the physical and mental health of older Angelenos.</li> <li>• Establish a working group to provide recommendations for assisting older Angelenos after the stay-at-home order is lifted.</li> </ul>	7/1/20-6/30/22	C	Survey completed SEPT 2020
	7/1/20-6/30/23		In Progress
	7/1/21-6/30/24		Implementation of this objective has been delayed due to new administrative priorities that took precedence in the wake of the COVID-19 pandemic. Work on this objective will commence in FY 2022-2023.

**Goal # 8**

<b>Goal: Promoting Emergency Preparedness and resilience efforts.</b>			
<b>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.</b>			
<b>Objective Number 8.1</b>	Projected Start and End Dates	Title III B Funded PD or C	Update Status
In response to the 2019 Novel Coronavirus (COVID-19), PSA25 is updating its Agency Emergency Plans. Partner agencies have been notified/informed of the latest CDC and Los Angeles County Public Health advisories and emergency orders to meet current state health guidelines. Multipurpose Senior Center contractors and other service providers in PSA25's Aging Network are required to submit their Agency Emergency Plans each year.	7/1/20-6/30/24	Title III-B	PSA25's focal points submitted their updated emergency plans in FY 2021. Agencies will be required to update and submit their emergency plans in August 2022.
<b>Objective Number 8.2</b>	Projected Start and End Dates	Title III B Funded PD or C	Update Status
PSA25 actively collaborates with private and non-profit entities to sustain and expand its offering of Evidence Based Health Promotion (EBHP) services and programs.  PSA25 will implement new and existing NCOA-approved Title IIID EBHP across its MPC network, which includes but is not limited to: <ul style="list-style-type: none"> <li>• AEA Walk with Ease,</li> <li>• AEA Exercise Program,</li> <li>• A Matter of Balance,</li> <li>• Tomando Control de su Salud</li> <li>• Healthier Living/Chronic Disease Self-Management (CDSMP)</li> <li>• Powerful Tools for Caregivers</li> <li>• Active Start Active Living Everyday</li> <li>• Bingocize</li> </ul>	7/1/20-6/30/24	PD	Due to the COVID-19 pandemic, some EBHP services and programs were transitioned to telephonic and virtual formats to reach older adult participants. This allowed PSA25 to expand its offering of EBHP services and programs to homebound older adults.  EBHP contractors are expected to resume in-person EBHP programs before 6/30/2022.

**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)
2020-2021	3,765	3,4, 7	
2021-2022	3,765	3,4, 7	
2022-2023	3,765	3,4, 7	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	14,104	3,4, 7	
2021-2022	14,104	3,4, 7	
2022-2023	14,104	3,4, 7	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	2,998	3,4, 7	
2021-2022	2,998	3,4, 7	
2022-2023	2,998	3,4, 7	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	443,488	4,7	
2021-2022	443,488	4,7	
2022-2023	443,488	4,7	
2023-2024			

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	28,201	3,4,7	
2021-2022	28,201	3,4,7	
2022-2023	28,201	3,4,7	
2023-2024			

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	664,924	3,4,7	
2021-2022	664,924	3,4,7	
2022-2023	664,924	3,4,7	
2023-2024			

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

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

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	5,238	4,7	
2021-2022	5,238	4,7	
2022-2023	5,238	4,7	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	33,224	3,4	
2021-2022	33,224	3,4	
2022-2023	33,224	3,4	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	282,802	4,7	
2021-2022	282,802	4,7	
2022-2023	282,802	4,7	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	11,466	3,4,6	
2021-2022	11,466	3,4,6	
2022-2023	11,466	3,4,6	
2023-2024			

**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
2020-2021	6,169	3,4	
2021-2022	6,169	3,4	
2022-2023	6,169	3,4	
2023-2024			

**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
2020-2021	11,096	3,4	
2021-2022	11,096	3,4	
2022-2023	11,096	3,4	
2023-2024			

**Other Supportive Service Category Senior Center Activities**

**Unit of Service** 1 Hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	16,868	3,4	
2021-2022	16,868	3,4	
2022-2023	16,868	3,4	
2023-2024			

**Other Supportive Service Category In-Home**

**Unit of Service** 1 Hour, Visiting

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	9,423	3,4,7	
2021-2022	9,423	3,4,7	
2022-2023	9,423	3,4,7	
2023-2024			

**Other Supportive Service Category In-Home**

**Unit of Service** 1 Contact, Telephone Reassurance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	17,843	3,4,7	
2021-2022	17,843	3,4,7	
2022-2023	17,843	3,4,7	
2023-2024			

**Other Supportive Service Category In-Home**

**Unit of Service** 1 Hour, Comprehensive Assessment

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	5,739	3,4,7	
2021-2022	5,739	3,4,7	
2022-2023	5,739	3,4,7	
2023-2024			



**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)
2020-2021	45	8.2	
2021-2022	45	8.2	
2022-2023	45	8.2	
2023-2024			

**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)
2020-2021	12	8.2	
2021-2022	12	8.2	
2022-2023	12	8.2	
2023-2024			

**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)
2020-2021	86	8.2	
2021-2022	86	8.2	
2022-2023	86	8.2	
2023-2024			

**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)
2020-2021	69	8.2	
2021-2022	69	8.2	
2022-2023	69	8.2	
2023-2024			

**Unit of Service = 1 contact**

**Service Activities:** Bingocize

- **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)
2020-2021	70	8.2	
2021-2022	70	8.2	
2022-2023	70	8.2	
2023-2024			

**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)
2020-2021	272	8.2	
2021-2022	272	8.2	
2022-2023	272	8.2	
2023-2024			

**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)
2020-2021	79	8.2	
2021-2022	79	8.2	
2022-2023	79	8.2	
2023-2024			

**Unit of Service = 1 contact**

**Service Activities:** AEA 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)
2020-2021	284	8.2	
2021-2022	284	8.2	
2022-2023	284	8.2	
2023-2024			

**Unit of Service = 1 contact**

**Service Activities:** AEA 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	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (Required)
2020-2021	21	8.2	
2021-2022	21	8.2	
2022-2023	21	8.2	
2023-2024			

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

**2020-2024 Four-Year Planning Cycle**

As mandated by the Older Americans Act Reauthorization Act of 2016, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of ensuring their dignity, quality of life, and quality of care.

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

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

Complete all Measures and Targets for Outcomes 1-3;

**Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. Older Americans Act Reauthorization Act of 2016, Section 712(a)(3),(5)]**

**Measures and Targets:**

**A. Complaint Resolution Rate (NORS Element CD-08) (Complaint Disposition).**

The average California complaint resolution rate for FY 2017-2018 was 73%.

<p>1. FY 2018-2019 Baseline Resolution Rate:                  Number of complaints resolved <u>1,937</u> + number of partially resolved complaints <u>408</u>                  divided by the total number of complaints received <u>5,147</u> = Baseline Resolution Rate  <u>45.6</u> % FY 2020-2021 Target Resolution Rate <u>46</u> %                   FY 2020-21 Target Resolution Rate -----%</p>
<p>2. FY 2019-2020 Baseline Resolution Rate:                  Number of complaints partially or fully resolved <u>2,182</u> divided by the total number                  of complaints received 5392 = Baseline Resolution Rate <u>40</u> %                  FY 2021-2022 Target Resolution Rate <u>40</u> %</p>
<p>3. FY 2020 - 2021 Baseline Resolution Rate:                  Number of complaints partially or fully resolved <u>3,634</u> divided by the total number of complaints                  received <u>8,052</u> = Baseline Resolution Rate <u>45</u> %                  FY 2022-2023 Target Resolution Rate <u>45</u> %</p>

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

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Program Goals and Objective Numbers: \_\_\_\_\_

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

1. FY 2018-2019 Baseline: Number of Resident Council meetings attended 23 FY 2020-  
 2021 Target: 10

2. FY 2019-2020 Baseline: Number of Resident Council meetings attended 16 \_\_\_\_\_  
 FY 2021-2022 Target: 16 \_\_\_\_\_

3. FY 2020-2021 Baseline: Number of Resident Council meetings attended 8 \_\_\_\_\_  
 FY 2022-2023 Target: 16 \_\_\_\_\_

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

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Program Goals and Objective Numbers: \_\_\_\_\_

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

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

2. FY 2019-2020 Baseline: Number of Family Council meetings attended 0 \_\_\_\_\_  
 FY 2021-2022 Target: 1 \_\_\_\_\_

3. FY 2020-2021 Baseline: Number of Family Council meetings attended 0 \_\_\_\_\_  
 FY 2022-2023 Target: 0 \_\_\_\_\_

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

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Program Goals and Objective Numbers: \_\_\_\_\_

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

1. FY 2018-2019 Baseline: Number of Instances 222  
 FY 2020-2021 Target: 350 \_\_\_\_\_

2. FY 2019-2020 Baseline: Number of Instances 1,737  
 FY 2021-2022 Target: 300 \_\_\_\_\_

3. FY 2020-2021 Baseline: Number of Instances 2,284  
 FY 2022-2023 Target: 350 \_\_\_\_\_

4. FY 2021-2022 Baseline: Number of Instances \_\_\_\_\_  
 FY 2023-2024 Target: \_\_\_\_\_

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Program Goals and Objective Numbers: \_\_\_\_\_

**E. Information and Assistance to Individuals (NORS Element S-55)** Count of instances of Ombudsman representatives' interactions with residents, family members, friends, and others in

the community for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by: telephone, letter, email, fax, or in person.

1. FY 2018-2019 Baseline: Number of Instances <u>895</u> FY 2020-2021 Target: <u>1,000</u>
2. FY 2019-2020 Baseline: Number of Instances <u>1,857</u> FY 2021-2022 Target: <u>900</u>
3. FY 2020-2021 Baseline: Number of Instances <u>3,229</u> FY 2022-2023 Target: <u>900</u>
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: _____

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

1. FY 2018-2019 Baseline: Number of Sessions <u>0</u> _____ FY 2020-2021 Target: <u>2</u> _____
2. FY 2019-2020 Baseline: Number of Sessions <u>6</u> FY 2021-2022 Target: <u>3</u>
3. FY 2020-2021 Baseline: Number of Sessions <u>3</u> FY 2022-2023 Target: <u>4</u> _____
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: _____

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

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

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

Enter information in the relevant box below.

<b>FY 2020-2021</b>
---------------------

**FY 2020-2021 Systems Advocacy Effort(s):** (Provide one or more new systems advocacy efforts)  
Outreach to homeless shelters to let them know about the ombudsman, what to do when an elder or disabled adult is sent to shelter from a SNF or RCFE who needs care and that they can't provide, and how the ombudsman can help get that resident back to the facility that sent them.

**FY 2021-2022**

**Outcome of FY 2020-2021 Efforts:** The WISE Ombudsman Program conducted two trainings to shelters throughout the City and the training was recorded and is available for shelters to watch at their own pace. A resource guide was developed by the WISE Ombudsman Program for homeless and emergency shelters to help them identify and advocate for clients that are inappropriately sent to shelter from long-term care facility settings. That guide was distributed to shelters through out the City of LA.

**FY 2021-2022 Systems Advocacy Effort(s):** (Provide one or more new systems advocacy efforts)  
Work on COVID 19 mitigation, vaccination, and family visitation efforts with LA Public Health, Community Care Licensing, and other partner organizations.

**FY 2022-2023**

**Outcome of FY 2021-2022 Efforts:** The program staff met weekly with LA DPH, CCL, DMH and other partners to advocate for best outcomes in terms of COVID mitigation and response to outbreaks, access to testing, and access to vaccinations for residents in SNF's and RCFE's in Los Angeles. The WISE Ombudsman Program worked on vaccine confidence work with LA DPH to help identify facilities that were not highly vaccinated and reach out to determine if there were barriers and to identify facilities where public health could come in and do vaccination confidence sessions with staff and residents.

**FY 2022-2023 Systems Advocacy Effort(s):** (Provide one or more new systems advocacy efforts)  
WISE Ombudsman Program will continue to work on efforts around homelessness and residents in skilled nursing. The WISE Ombudsman Program is partnering with Los Angeles Homeless Services Authority to submit a proposal to fund a homeless resident facility liaison program that if funded will partner homeless housing navigators with ombudsman to assist residents who are homeless and living in skilled nursing to find housing and service connection so they do not return to the streets.

**FY 2023-2024**

**Outcome of 2022-2023 Efforts:**

**FY 2023-2024 Systems Advocacy Effort(s):** (Provide one or more new systems advocacy efforts)

**Outcome 2. Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2016), Section 712(a)(3)(D), (5)(B)(ii)]**

**Measures and Targets:**



**A. Routine Access: Nursing Facilities** (NORS Element S-58) 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 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>56</u> divided by the total number of Nursing Facilities 141 = Baseline <u>39</u> % FY 2020-2021 Target: 30%
2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of Nursing Facilities 139 = Baseline <u>0</u> % FY 2021-2022 Target: 50%
3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>11</u> divided by the total number of Nursing Facilities 139 = Baseline <u>8</u> % FY 2022-2023 Target: <u>20</u> %
4. FY 2021-2022 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 2023-2024 Target: _____ %
Program Goals and Objective Numbers: _____

**B. Routine access: Residential Care Communities** (NORS Element S-61) 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 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>28</u> divided by the total number of RCFEs <u>593</u> = Baseline <u>4.7</u> % FY 2020-2021 Target: 20 %
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs <u>621</u> = Baseline <u>0</u> % FY 2021-2022 Target: <u>40</u> %
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>12</u> divided by the total number of RCFEs <u>611</u> = Baseline <u>2</u> % FY 2022-2023 Target: <u>10</u> %

<p>4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %</p> <p>FY 2023-2024 Target: _____ %</p>
<p>Program Goals and Objective Numbers: _____</p>

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

<p>1. FY 2018-2019 Baseline: <u>9.76</u> FTEs FY 2020-2021 Target: <u>11</u> FTEs</p>
<p>2. FY 2019-2020 Baseline: <u>14.11</u> FTEs FY 2021-2022 Target: <u>14</u> FTEs</p>
<p>3. FY 2020-2021 Baseline: _____ <u>14</u> _____ <u>16</u> FTEs FY 2022-2023 Target: _____ FTEs</p>
<p>4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs</p>
<p>Program Goals and Objective Numbers: _____</p>

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

<p>1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>30</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>30</u></p>
<p>2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers <u>27</u> _____ FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers <u>30</u> _____</p>
<p>3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers <u>24</u> _____ FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers <u>10</u> _____</p>
<p>4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____</p>
<p>Program Goals and Objective Numbers: _____</p>

**Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2016, 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 Reporting System (NORS) data reporting.

Some examples could include:

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

The WISE & Healthy Aging Long-Term Care Ombudsman Program will develop a case review check list for supervisors to be utilized. Additionally, Regional supervisors will increase the sample of cases reviewed each month to ensure accuracy in data reporting in addition to ensuring that all case management steps have been taken. All staff and volunteer interns enter data into ODIN to ensure timely and up to date NORS data is collected. A new requirement for any new volunteers recruited will be that they enter their data directly into ODIN monthly. This will be a phased approach.

**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. Older Americans Act Reauthorization Act of 2016, AAA 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:

<b>Fiscal Year</b>	<b>Total # of Public Education Sessions</b>
2020-2021	5
2021-2022	5
2022-2023	5
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Professionals</b>
2020-2021	6
2021-2022	6
2022-2023	6
2023-2024	

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

<b>Fiscal Year</b>	<b>Total # of Hours Spent Developing a Coordinated System</b>
2020-2021	677
2021-2022	677
2022-2023	677
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Copies of Educational Materials to be Distributed</b>	<b>Description of Educational Materials</b>
2020-2021	1,000	
2021-2022	1,000	
2022-2023	1,000	

<b>Fiscal Year</b>	<b>Total # of Copies of Educational Materials to be Distributed</b>	<b>Description of Educational Materials</b>
2023-2024		

<b>Fiscal Year</b>	<b>Total Number of Individuals Served</b>
2020-2021	6,000
2021-2022	6,000
2022-2023	6,000
2023-2024	

**TITLE IIIE 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 IIIE Services**

<b>CATEGORIES</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Family Caregiver Services Caring for Elderly</b>	<b><i>Proposed Units of Service</i></b>	<b><i>Required Goal #(s)</i></b>	<b><i>Optional Objective #(s)</i></b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2020-2021	# of activities: 50 Total est. audience for above: 500,000	6.2	
2021-2022	# of activities: 50 Total est. audience for above: 500,000	6.2	
2022-2023	# of activities: 50 Total est. audience for above: 125,000	6.2	
2023-2024			
<b>Access Assistance</b>	<b>Total contacts</b>		
2020-2021	5,000	6.2	
2021-2022	5,000	6.2	
2022-2023	5,000	6.2	
2023-2024			

<b>Support Services</b>	<b>Total hours</b>		
2020-2021	5,000	6.2	
2021-2022	5,000	6.2	
2022-2023	5,000	6.2	
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	1,970	6.2	
2021-2022	1,970	6.2	
2022-2023	1,970	6.2	
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021	100	6.2	
2021-2022	100	6.2	
2022-2023	100	6.2	
2023-2024			

**Direct and/or Contracted III E Services**

<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2020-2021	# of activities: 1 Total est. audience for above: 100	6.2	
2021-2022	# of activities: 1 Total est. audience for above: 100	6.2	
2022-2023	# of activities: 1 Total est. audience for above: 100	6.2	
2023-2024			



<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Access Assistance</b>	<b>Total contacts</b>		
2020-2021	1,000	6.2	
2021-2022	1,000	6.2	
2022-2023	1,000	6.2	
2023-2024			
<b>Support Services</b>	<b>Total hours</b>		
2020-2021	74	6.2	
2021-2022	74	6.2	
2022-2023	74	6.2	
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021			
2021-2022			
2022-2023			
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021			
2021-2022			
2022-2023			
2023-2024			

**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): Travis Anderson, Director; Victor Pina, Management Assistant; Dandy Beltran, Management Analyst; Christopher Chen, Management Assistant; Miguel Sankitts, Administrative Clerk, and; Ashley Ford, Office Trainee.
Number of paid staff: 6
How many participants are served at this site? 55

<sup>1</sup> 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) <sup>7</sup>**

<b>Fiscal Year (FY)</b>	<b>3.1 Estimated Number of Clients Represented Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2020-2021	379	3,4
2021-2022	379	3,4
2022-2023	379	3,4
2023-2024		

<b>Fiscal Year (FY)</b>	<b>3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2020-2021	568	3,4
2021-2022	568	3,4
2022-2023	568	3,4
2023-2024		

<b>Fiscal Year (FY)</b>	<b>3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2020-2021	284	3,4
2021-2022	284	3,4
2022-2023	284	3,4
2023-2024		

<sup>7</sup> Requires a contract for using HICAP funds to pay for HICAP Legal Services.

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

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

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**Total Number of Board Members: 15**

<b>Name and Title of Officers:</b>	<b>Office Term Expires:</b>
Nury Martinez, President, Council District 6	2 <sup>nd</sup> Monday of Dec. 2024
Mitch O’Farrell, President Pro Tempore Council District 13	2 <sup>nd</sup> Monday of Dec. 2022
VACANT, Assistant President Pro Tempore	2 <sup>nd</sup> Monday of Dec. TBD

<b>Names and Titles of All Members:</b>	<b>Board Term Expires:</b>
Gilbert Cedillo, Council District 1	2 <sup>nd</sup> Monday of Dec. 2022
Paul Krekorian, Council District 2	2 <sup>nd</sup> Monday of Dec. 2024
Bob Blumenfield, Council District 3	2 <sup>nd</sup> Monday of Dec. 2022
Nithya Raman, Council District 4	2 <sup>nd</sup> Monday of Dec. 2024
Paul Koretz, Council District 5	2 <sup>nd</sup> Monday of Dec. 2022
Nury Martinez, Council District 6	2 <sup>nd</sup> Monday of Dec. 2024
Monica Rodriguez, Council District 7	2 <sup>nd</sup> Monday of Dec. 2022
Marqueece Harris-Dawson, Council District 8	2 <sup>nd</sup> Monday of Dec. 2024
Curren D. Price, Jr., Council District 9	2 <sup>nd</sup> Monday of Dec. 2022
Vacant, Council District 10	2 <sup>nd</sup> Monday of Dec. 2024
Mike Bonin, Council District 11	2 <sup>nd</sup> Monday of Dec. 2022
John Lee, Council District 12	2 <sup>nd</sup> Monday of Dec. 2024
Mitch O’Farrell, Council District 13	2 <sup>nd</sup> Monday of Dec. 2022
Kevin de Leon, Council District 14	2 <sup>nd</sup> Monday of Dec. 2024
Joe Buscaino, Council District 15	2 <sup>nd</sup> 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) 15

Number of Council Members over age 60 6

<b>Race/Ethnic Composition</b>	<b>% of PSA's 60+Population</b>	<b>% on Advisory Council</b>
White	<u>45.7</u>	<u>50</u>
Hispanic	<u>26.3</u>	<u>0</u>
Black	<u>11.1</u>	<u>17</u>
Asian/Pacific Islander	<u>14.9</u>	<u>33</u>
Native American/Alaskan Native	<u>0</u>	<u>0</u>
Other	<u>0</u>	<u>0</u>

**Name and Title of Officers:**

**Office Term Expires:**

Wendy Caputo	12/31/2022

**Name and Title of other members:**

**Office Term Expires:**

Suzanne Isabelle Simmons, At Large Member	12/31/2022
Amos Fried, At Large Member	12/31/2022
Christine Lee, At Large Member	12/31/2022
Ida Talalla, At Large Member	12/31/2022
Stephanie Vendig, At Large Member	12/31/2022
Marilyn Fried, At Large Member	12/31/2022

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

	<b>Yes</b>	<b>No</b>
Low Income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disabled Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input type="checkbox"/>	<input checked="" 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  
Individuals with Leadership Experience in  
Private and Voluntary Sectors

<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain any **"No"** answer(s): PSA25 is actively seeking Health Care Providers, Supportive Services Providers and Local Elected Officials to join its Advisory Council.

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

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, prospective members and 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.

**SECTION 18 - LEGAL ASSISTANCE****2020-2024 Four-Year Area Planning Cycle**

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2016 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]<sup>12</sup> CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at:

[https://aging.ca.gov/Providers\\_and\\_Partners/Legal\\_Services/#pp-gg](https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg)

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

PSA25 has met or surpassed its goal of allocating 5.5% of Title IIIB funding to legal services for the past four years.

2. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years). **Yes/No, Discuss:**

Yes, as the population of older adults in Los Angeles County continued to grow, the cost of living continued to increase, and pressure on the housing market expanded, the need for legal services for seniors has grown consistently over the past four years. Pre-pandemic, the appointment schedules for legal services at senior centers were 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, undue influence, and due to diminished capacity). Bet Tzedek has increased its efforts to involve pro bono law firms in assisting with elder abuse 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 COVID-19 pandemic has exacerbated problems of elder abuse. Public health restrictions have rendered elder abuse victims more vulnerable, leaving many in close and constant contact with their abusers, and/or keeping them isolated from supportive communities and resources. As a result, we see a growing demand for services at our Elder Abuse Restraining Order clinic. Bet Tzedek offers a self-help elder abuse restraining order (EARO) clinic, staffed with Bet Tzedek attorneys and volunteers, provides litigants with information and assistance with completing and filing restraining order applications and responses. Since the beginning of the COVID-19 pandemic, Bet Tzedek's EARO clinic has been operating remotely, and increased its service hours from two mornings a week to three full days a week. Bet Tzedek's EARO clinic assists litigants with completing the necessary forms, preparing a declaration, and providing information on the next steps of the process. To qualify for an elder and dependent adult abuse restraining order, the petitioner must be 65 or older, age 18 or older with a developmental disability, or age 18 or older with a disability that limits the petitioner's ability to perform at least one activity of daily living. The elder or dependent adult experiencing abuse can apply for the restraining order, or a conservator, trustee, or power of attorney of the person being abused can apply for the restraining order on behalf of the victim. An elder abuse restraining order can protect the victim with stay-away orders, no contact orders, move-out orders, and other special orders limiting the behavior of the abuser.



The foreclosure crisis, which had abated considerably before the pandemic, has reemerged as a devastating reality to senior homeowners. The economic downturn in the wake of the coronavirus pandemic has undermined the economic stability of families. Meanwhile, we see a rise in scams and financial elder abuse, with many scammers and unscrupulous family members targeting elderly homeowners. As such, we expect foreclosures to continue to increase over the next four years, putting seniors' ownership or equity of homes at risk, particularly among certain racial and ethnic minorities. Bet Tzedek has redoubled its foreclosure prevention efforts, securing new grants to increase our capacity to protect homeownership, including by 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. We are also expanding our advance planning services to help seniors plan for the protection and transfer of their homes and assets, thereby protecting their surviving partners and family members from foreclosure.

Another development in recent years concerns seniors facing eviction, particularly from affordable housing units. Pre-pandemic, seniors were already being struggling in the Los Angeles housing market and were among the demographics with the largest increases in homelessness. 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. During the pandemic, more senior renters fell behind on their rent, likely due to the economic downturn that weakened their financial support system. While COVID-19 tenant protections were fully in effect, landlord nevertheless manufactured false allegations of nuisance to circumvent such protections and evict long-term senior tenants. As state and local COVID-19 tenant protections are gradually phased out, we expect evictions to increase across Los Angeles. Older adults with limited or no income are particularly challenged in their ability to afford market rent and losing a current rental home may mean falling into long-term homelessness.

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 attorneys extremely busy. Bet Tzedek continues to take a leading role among legal services providers in representing undocumented immigrant youth 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.

Finally, the reality of the past two years has highlighted the importance of addressing caregiving and social needs when providing legal services to seniors in crisis. Legal issues are often the symptoms of social issues, such as economic instability, food insecurity, mental or physical health challenges, substandard or unsafe housing, and lack of adequate caregiving. Bet Tzedek seeks to address these social issues by providing legal assistance to caregivers who provide care to seniors, even if they may not themselves be seniors or fit specific OAA eligibility criteria. In addition, we have increasingly embedded social workers in our delivery of services to older adults, so as to better evaluate and connect to resources that directly address the clients' social needs.

3. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **Yes/No, Discuss:**

Yes. The targeted senior population is age 60 or older with the greatest economic or social need, including seniors who are low-income, minorities, disabled, and 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. Pre-pandemic, Bet Tzedek provided legal services through its offices on Wilshire Boulevard and extensive outreach efforts. Bet Tzedek conducted intake appointments on a regular schedule at 15 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. Since March 2020, senior centers and community centers have been closed, but Bet Tzedek has continued to provide services to seniors remotely, accepting referrals from our senior center and community center partners, as well as through other community partners, our general intake line, and now through our online intake portal. As Los Angeles emerges from the COVID-19 pandemic, we expect to resume in-person service and outreach efforts at our offices, senior centers, and community centers, while continuing to offer remote service options.

4. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? If so, what are the top four (4) priority legal issues in your PSA? **Yes/No, Discuss:**

Yes, the AAA collaborates with Bet Tzedek to jointly establish specific priorities for legal services. We have identified 1. Elder Abuse and scams targeting seniors; 2. Housing and landlord tenant issues; 3. Income maintenance, including public benefits and consumer debt issues; and 4. Estate and end-of-life planning as the top four priority legal issues.

5. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? **Yes/No, Discuss:**

Yes, the AAA collaborates with Bet Tzedek to identify the target population and to develop mechanisms to reach it.

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

In addition to the outreach mechanisms described in #8 below, the mechanism used to reach our identified target population is direct referrals from the Los Angeles Department of Aging (LADOA) and the 15 senior centers covering the City of Los Angeles Aging Service Areas (ASA). Direct referrals from LADOA may be phone calls from clients to LADOA asking for legal help and/or other Los Angeles City Departments detecting possible elder abuse and informing LADOA that the senior client needs help. Requests are then directed to Bet Tzedek. Referrals from LADOA senior centers generally come from case managers who identify senior clients in need of legal help.

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

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.

Pre-pandemic, Bet Tzedek provided legal services through its offices on Wilshire Boulevard and extensive outreach efforts. Bet Tzedek conducted intake appointments on a regular schedule at 15 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. Since March 2020, senior centers and community centers have been closed, but Bet Tzedek has continued to provide services to seniors remotely, accepting referrals from our senior center and community center partners, as well as through other community partners, our general intake line, and now through our online intake portal. As Los Angeles emerges from the COVID-19 pandemic, we expect to resume in-person service and outreach efforts at our offices, senior centers, and community centers, while continuing to offer remote service options.

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

Fiscal Year	# of Legal Assistance Services Providers
<b>2020-2021</b>	1
<b>2021-2022</b>	1
<b>2022-2023</b>	1
<b>2023-2024</b>	<i>Leave Blank until 2023</i>

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

Pre-pandemic, Bet Tzedek provided one-on-one legal consultation services provided to clients at its offices and multipurpose senior centers and community centers. In addition, Bet Tzedek participated in clinics and senior fairs and provided speakers at information sessions and

community education events sponsored by a variety of social service agencies and departments. Bet Tzedek conducted 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 conducted regular Employment Rights Project Clinic and Legal Name and Gender Marker Change Clinic at our offices. Bet Tzedek operated Self-Help Conservatorship Clinics in several courthouses throughout the County, providing services to seniors and their caregivers. Bet Tzedek conducted legal appointment schedules at two SOVA Community Food and Resource Program sites in the Los Angeles area and at the Karsh Family Service Center. In addition, we continue to operate a successful medical-legal partnership with Harbor-UCLA Hospital with a special focus on serving patients of their Geriatric Clinic, assisting community members in addressing legal issues affecting their health and well-being. 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. We expect most or all of these outreach efforts to resume on an in-person basis when it is safe to do so.

During the COVID-19 pandemic, Bet Tzedek quickly pivoted and transitioned all of its service delivery and outreach efforts, including all of our clinic offerings, to a remote model. We also partnered with local agencies and community-based organizations to offer regular and ad hoc remote know-your-rights workshops and presentations and continued to engage pro bono volunteers in these remote services. For example, our Employment Rights Project Clinic is now a weekly remote clinic, largely staffed by pro bono volunteers. We partner with the Coalition for Economic Survival to offer a weekly tenant rights workshop, where we provide know-your-rights information and brief counsel and advice to residential tenants. We are also in the process of launching a monthly foreclosure clinic in the Antelope Valley, in partnership with Neighborhood Housing Services.

Bet Tzedek's Elder Abuse Prevention Advocate has developed a 4-module community education and empowerment outreach program, titled Safe & Savvy Seniors. This program is designed to reduce vulnerability and prevent abuse and exploitation of older adults, minimize trauma and prevent further victimization of older victims of abuse and fraud, and to provide training and resources for criminal justice stakeholders and social service agencies to improve outcomes for elder abuse survivors in Los Angeles County, with a particular emphasis on targeting low-income Black and Latino communities who have historically been excluded from education on these issues. Modules include a focus on scams and scam prevention, advance planning as a preventive tool, and elder abuse restraining orders and social work support for victims of elder abuse. Since the beginning of the pandemic, presentations have been delivered remotely, which has enabled deeper collaboration with community partners and a wider delivery across Los Angeles.

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](http://www.bettzedek.org)): ***IHSS Companion Guide; 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. In addition, Bet Tzedek has developed written materials to guide older adults seeking Elder Abuse Restraining Orders to file their petitions in the various Los Angeles courthouses. We have also developed and distributed a self-help packet to guide older adults seeking to complete advance health care directives.

9. What geographic regions are covered by each provider? **Complete table below:**

<b>Fiscal Year</b>	<b>Name of Provider</b>	<b>Geographic Region covered</b>
<b>2020-2021</b>	a. Bet Tzedek b. c.	a. City of Los Angeles b. c.
<b>2021-2022</b>	a. Bet Tzedek b. c.	a. City of Los Angeles b. c.
<b>2022-2023</b>	a. Bet Tzedek	a. City of Los Angeles
<b>2023-2024</b>	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

10. Discuss how older adults access Legal Services in your PSA, and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.): **Discuss:**

Older adults access legal services in a variety of ways, including by calling Bet Tzedek’s main line [(323) 939-0506] and speaking with our intake department, or through the online intake portal on Bet Tzedek’s website. Generally, 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 the SOVA Community Food and Resource Program sites that we visit. Other access points include the medical-legal clinic that Bet Tzedek operates at Harbor-UCLA Hospital, other clinics conducted by Bet Tzedek staff in the community (e.g., Self-Help Conservatorship Clinics at several courthouses, the Elder Abuse Restraining Order Clinic, the Employment Rights Project Clinic, Advance Planning Clinics), 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). During the current pandemic, in compliance with government-issued orders and guidelines issued by the CDC, we are not currently conducting in-person appointments with older adult clients. Instead, we are conducting intakes and client appointments remotely. We continue to receive referrals from senior center staff and social workers, in addition to the calls we receive on our intake line. In addition, we continue to work with community partners and LADOA to reach out to older communities through flyers and other efforts. Older adults also obtain information about legal services by calling the Los Angeles Department of Aging (LADOA) Information and Assistance Hotline, 311, and LADOA’s website.

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

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 Services Project, Bet Tzedek sees 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 Services Project, providing the same wrap-around services for Holocaust survivors that other seniors receive from Bet Tzedek.

**12. 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 staff, volunteer law clerks, and pro bono attorneys, who make home visits to seniors unable to travel to sites where legal services are made available to the community. We use a client-centered, trauma-informed model to develop trusting relationships with clients, centering their needs and paying careful attention to creating supportive, safe ways to connect. 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. 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). 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.

In addition, the current COVID-19 pandemic and the resulting stay at home orders have created new and unique barriers to accessing services. Older adults in Los Angeles County, particularly those who have historically faced barriers in accessing health care and other necessary services due to systemic discrimination, are particularly vulnerable to the threat of this virus, making it particularly necessary for them to limit contact with others and to stay at home as much as possible. This has, necessarily, temporarily eliminated the opportunities for clients to meet with Bet Tzedek advocates at our usual outreach sites, requiring advocates to meet with clients remotely. With the closure of the senior centers, advocates are receiving referrals directly from senior center staff and social workers. We continue working to develop new ways

to reach our target population under these new circumstances, to let them know that we are available to help with the pressing legal needs they are facing. For example, we are working with LADOA, and other meal delivery programs, to develop informational outreach materials targeting our older adult client population.

While services are being delivered remotely, many of our senior clients face barriers in accessing our services because they lack digital literacy, access to digital devices, and access to the Internet. Bet Tzedek advocates bridge this “digital divide” by communicating with our clients through a combination of telephone, U.S. mail, and when necessary, home visits or scheduled appointments at our offices. While these efforts have allowed us to continue to deliver high-quality service to our older adult clients, we have had to expend more hours per case than during pre-pandemic times.

**13. 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 two multi-disciplinary teams—the Los Angeles County Elder Abuse Forensic Center, and the San Fernando Valley Local Elder Abuse Prevention Enhanced Multi-Disciplinary Team—regularly attending meetings and accepting referrals from these teams. 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 21 – ORGANIZATION CHART (See Attachment)**

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**DEPARTMENT OF  
AGING**

**ORG. CHART**

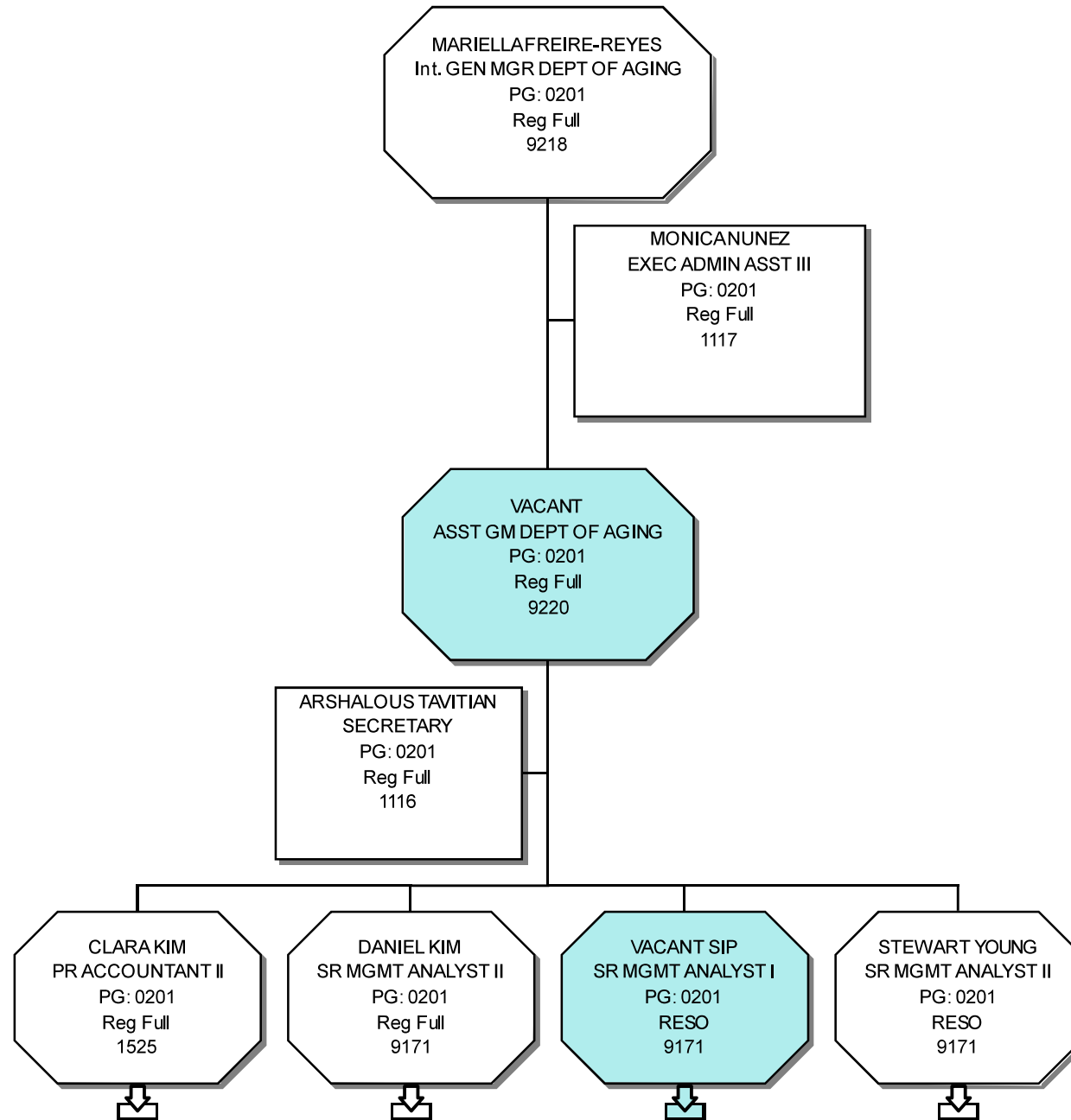
**Revised: 2022-03-17**

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# CITY OF LOS ANGELES DEPARTMENT OF AGING



## Legends

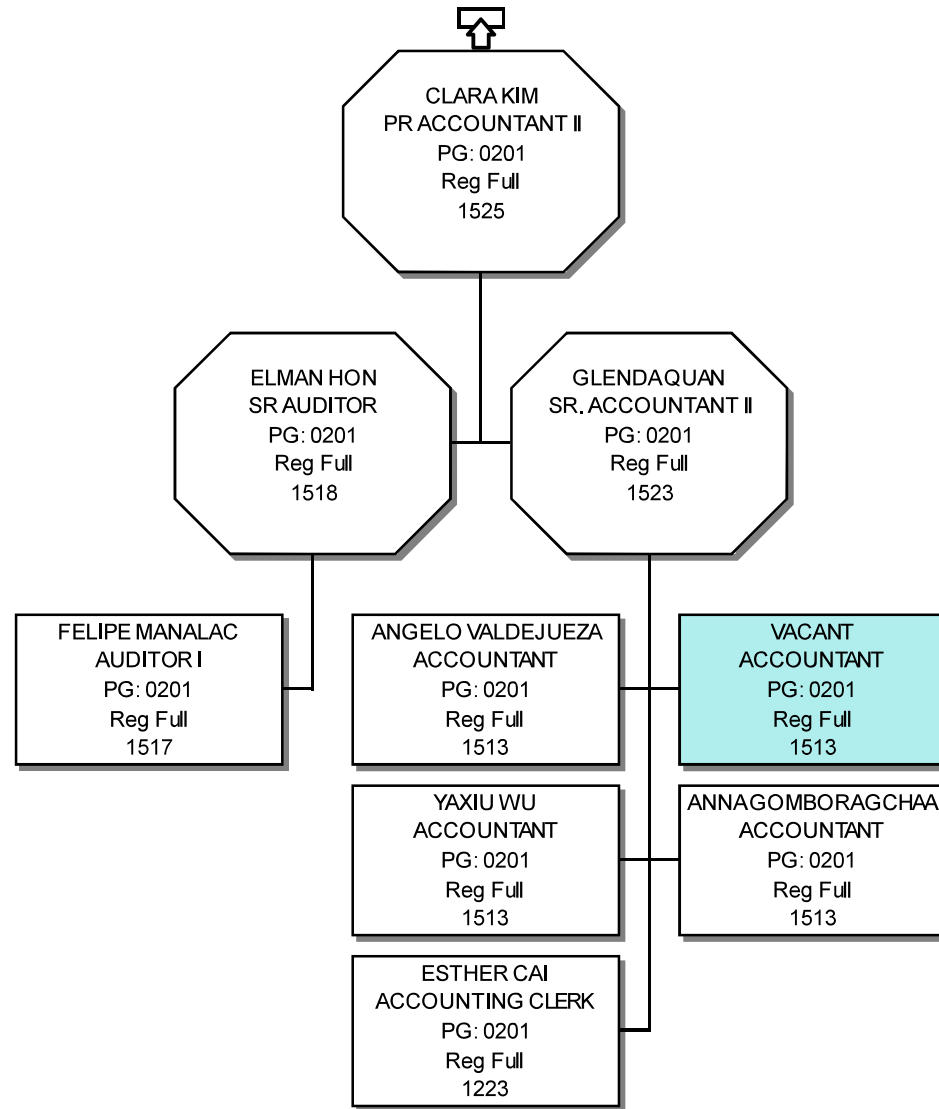
Supervisor

Assistant

Staff

Sky Blue = VACANT Position

Yellow = PROPOSED/CHANGED Position



**Legends**

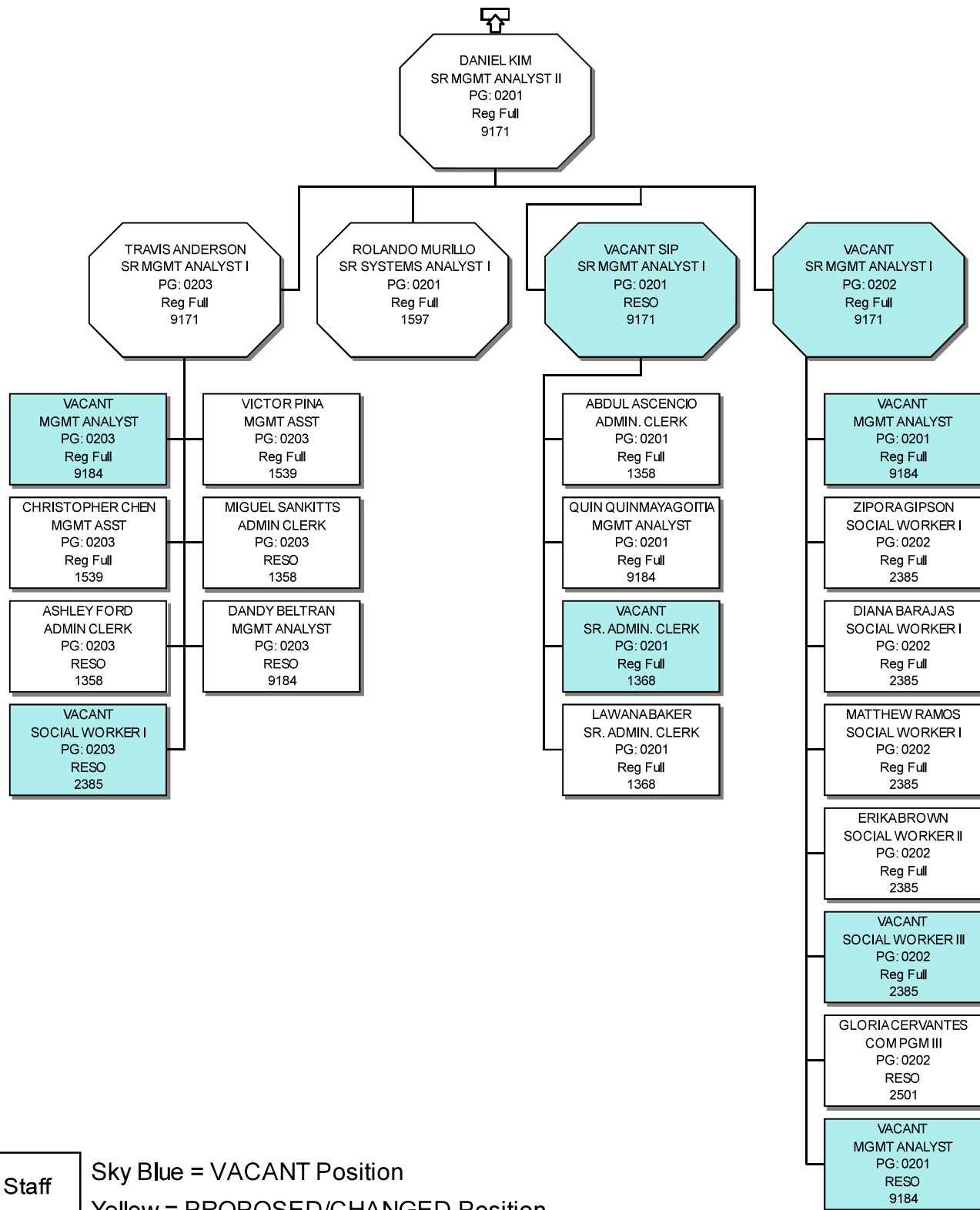
Supervisor

Assistant

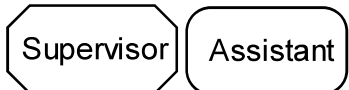
Staff

Sky Blue = VACANT Position

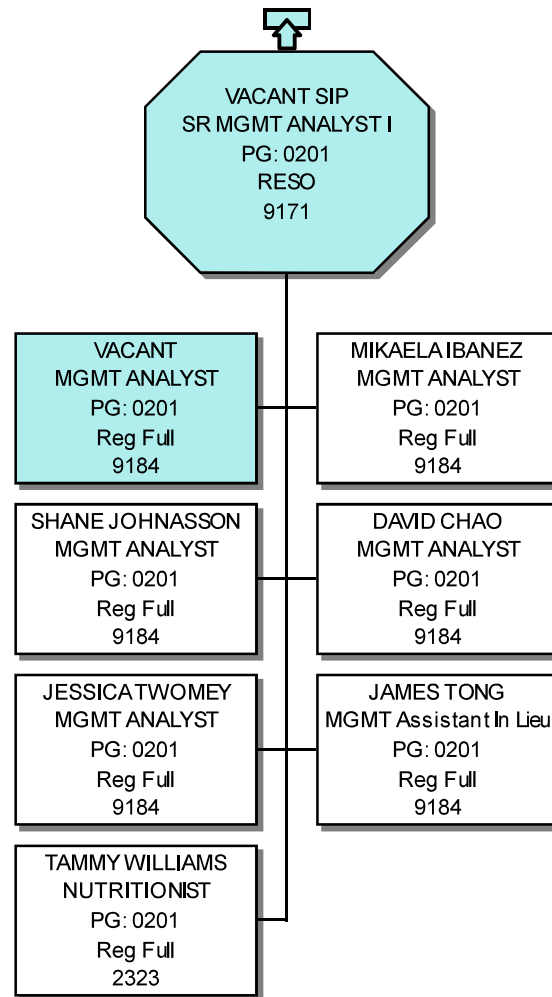
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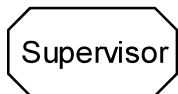
**Legends**



Sky Blue = VACANT Position  
Yellow = PROPOSED/CHANGED Position



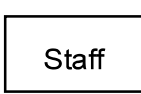
### Legends



Assistant

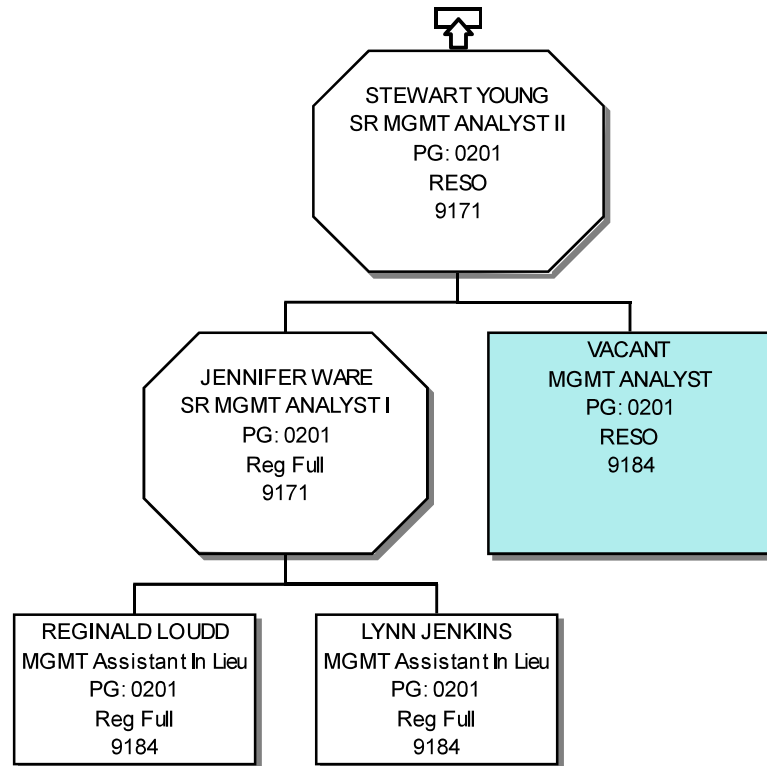


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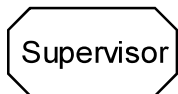


Sky Blue = VACANT Position

Yellow = PROPOSED/CHANGED Position



**Legends**



Sky Blue = VACANT Position

Yellow = PROPOSED/CHANGED Position

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