

CITY OF LOS ANGELES

CALIFORNIA

JAIME H. PACHECO-OROZCO
GENERAL MANAGER

DEPARTMENT OF AGING
AN AREA AGENCY ON AGING
221 N. FIGUEROA ST., STE. 500
LOS ANGELES, CA 90012
(213) 482-7252



KAREN BASS
MAYOR

June 23, 2023

Honorable City Council
c/o Office of the City Clerk
Room 395, City Hall
Los Angeles, CA 90012

Honorable Councilmembers:

REQUEST APPROVAL OF THE LOS ANGELES DEPARTMENT OF AGING'S FOUR-YEAR AREA PLAN ON AGING UPDATE FISCAL YEAR 2023-24

The City of Los Angeles Department of Aging (LADOA) requests City Council and Mayoral approval of the enclosed Los Angeles Department of Aging Four-Year Area Plan on Aging Update for Fiscal Year 2023-24, in accordance with ED3. The Area Plan allows LADOA to draw down Older American Act federal funding, is a mandated compliance document that measures outcomes, goals and objectives of the Department. See enclosed ED3 waiver.

For questions regarding this matter, please contact Jaime H. Pacheco-Orozco at (213) 810-4006.

Sincerely,

Jaime H. Pacheco-Orozco

JAIME H. PACHECO-OROZCO
General Manager

JHP:MFRmn:gdh/LADOA Modernization of OCA NM-2324-25Transmittal Council Cover Ltr (Waiver)

cc: Chris Lee, City Attorney
Maria Guiterrez, City Administrative Officer
Susan Oh, Chief Legislative Analyst

TRANSMITTAL

TO Department of Aging	DATE 06/23/2023	COUNCIL FILE NO.
FROM The Mayor	COUNCIL DISTRICT	

**REQUEST FOR APPROVAL OF THE LOS ANGELES DEPARTMENT OF AGING'S FOUR-YEAR AREA PLAN
ON AGING UPDATE 2023-24**

This item is forwarded for City Council consideration per the Department's ED3 waiver request. Because of the Department's ED3 waiver request, there is no analysis by the CAO and therefore the matter is being submitted without recommendation.



MAYOR
(Chris Thompson for)

CITY OF LOS ANGELES

CALIFORNIA

JAIME H. PACHECO-OROZCO
GENERAL MANAGER



KAREN BASS
MAYOR

DEPARTMENT OF AGING
AN AREA AGENCY ON AGING
221 N. FIGUEROA ST., STE. 500
LOS ANGELES, CA 90012
(213) 482-7252

May 22, 2023

Council File Numbers:
Council District:
Contact Persons & Phone:
Jaime H. Pacheco-Orozco:
(213) 810-4006

Honorable Karen Bass
Mayor, City of Los Angeles,
200 N. Spring St., Room 303
Los Angeles, CA 90012

Attention: Legislative Coordinator

REQUEST FOR APPROVAL OF THE LOS ANGELES DEPARTMENT OF AGING'S FOUR-YEAR AREA PLAN ON AGING UPDATE 2023-24

The General Manager of the Los Angeles Department of Aging (LADOA) respectfully submits this transmittal for your review and approval. As required by the California Department of Aging and the Older Americans Act, LADOA has prepared its annual update on the goals and objectives discussed in the Four-Year Area Plan on Aging 2020-24 (Four-Year Area Plan).

RECOMMENDATIONS:

The General Manager of the LADOA request that the City Council, subject to the approval of the Mayor:

1. APPROVE the Department's proposed 2023-24 Update of the Four Year Area Plan.
2. AUTHORIZE the General Manager of the Los Angeles Department of Aging, or designee, to execute the Letter of Transmittal and the Area Plan Update documents to the California Department of Aging.

BACKGROUND

The Four-Year Area Plan is a strategic plan that allows the Department to draw down federal and state funding for older adult services. The Plan maximizes the four-year cycle of the Older Americans Act (OAA) and the Older Californians Act (OCA) grant funding, which includes Title III B (Social Services), Title III C-1 (Congregate Nutrition), Title III C-2 (Home Delivered Meals), Title III D (Disease Prevention/Health Promotion), Title III E (Family Caregiver Support Program), Title VII A (Ombudsman), and Title VII B (Elder Abuse Prevention). The Area Plan Update is a requirement of the OAA/OCA; it describes the goals and objectives for the delivery of services to older adults; and it reflects the demographic / economic changes taking place in the City. The Area Plan Update is a blueprint containing strategies for the support and development of the local community-based, Older Adults System of Care in the City of Los Angeles.

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 BIPOC older adult persons.

FISCAL IMPACT STATEMENT

There is no additional impact on the City's General Fund.

A copy of this transmittal is being forwarded to the City Attorney and the Council on Aging for concurrent review and approval.

Sincerely,

Jaime H. Pacheco-Orozco

JAIME H. PACHECO-OROZCO
General Manager

JHP:MFR:at:gdn/LADOA Area Plan Update 2023-2024 ED3 Transmittal 05222023

Attachment

cc: Regina C. Mills, City Attorney
Rafael Garcia, Office of the City Administrative Officer
Maria D. Gutierrez, Office of the City Administrative Officer
Wendy Caputo, President of the Los Angeles Council on Aging

**City of Los Angeles
Department of Aging
PSA 25**

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

Area Plan Update
July 1, 2023 to June 30, 2024

Table of Contents

AREA PLAN UPDATE (APU) CHECKLIST	3
TRANSMITTAL LETTER	4
SECTION 1 - MISSION STATEMENT	5
SECTION 2 - DESCRIPTION OF THE PLANNING AND SERVICE AREA (PSA)	5
SECTION 3 - DESCRIPTION OF THE AREA AGENCY ON AGING (AAA)	8
SECTION 4 - PLANNING PROCESS/ESTABLISHING PRIORITIES	14
SECTION 5 - NEEDS ASSESSMENT	14
SECTION 6 - TARGETING	14
SECTION 7 - PUBLIC HEARINGS	14
SECTION 8 - IDENTIFICATION OF PRIORITIES	18
SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES	19
SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES	30
SECTION 11 - FOCAL POINTS	55
SECTION 12 - DISASTER PREPAREDNESS	56
SECTION 13 - PRIORITY SERVICES	59
SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES	59
SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES	59
SECTION 16 - GOVERNING BOARD	60
SECTION 17 - ADVISORY COUNCIL	61
SECTION 18 - LEGAL ASSISTANCE	64
SECTION 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW	72
SECTION 20 - FAMILY CAREGIVER SUPPORT PROGRAM	72
SECTION 21 - ORGANIZATION CHART	72
SECTION 22 - ASSURANCES	72

AREA PLAN UPDATE (APU) CHECKLIST

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 G) ANNUALLY:</i>		
n/a	A) Transmittal Letter- (submit by email with electronic or scanned original signatures)	<input checked="" type="checkbox"/>	
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>	
n/a	E) Annual Budget	<input type="checkbox"/>	
10	F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>	
18	G) Legal Assistance	<input checked="" type="checkbox"/>	
	➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2020-2024</i>	<input type="checkbox"/>	<input type="checkbox"/>
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 checked="" type="checkbox"/>	<input type="checkbox"/>
12	Disaster Preparedness	<input checked="" type="checkbox"/>	<input 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: City of Los Angeles Department of Aging

This 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, the Advisory Council, and the Area Agency Director actively support the planning and development of community-based systems of care and 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. _____
(Type Name)

Signature: Governing Board Chair¹

Date

2. Wendy Caputo
(Type Name)


Wendy Caputo (May 23, 2023 09:33 PDT)

Signature: Advisory Council Chair¹

May 23, 2023
Date

3. Jaime H. Pacheco-Orozco
(Type Name)



Signature: Area Agency Director¹

May 22, 2023
Date

¹ Original Signature or Official Stamps are Required

SECTION 1 - MISSION STATEMENT

The mission of California's 33 Area Agencies on Aging is 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)

The City of Los Angeles Department of Aging, 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 composed 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 Chief Legislative Analyst Office provides technical assistance to the City Council. 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 Los Angeles 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 country with the 2021 U.S Census, American Community Survey 1-Year Estimates reporting that 37.3% of residents in Los Angeles aged 25+ have a bachelor's degree or higher, an increase of 1.4% from 35.9% in 2019.

DEMOGRAPHIC INFORMATION

According to the 2021 U.S. Census American Community Survey 1-Year Estimates (2021 ACS 1-Y), the City of Los Angeles general population fell to 3,849,306 residents, a decrease of 3.4% from the 2019 Census. However, older adults aged 60+ grew to 741,122, reflecting a 1.7% increase compared to the 2019 Census. This growth in the older adult population is significantly higher than that of the City's general population.

Summary of Greatest Change 2019 - 2021

Due to the 2020 Census, the data discussed in this update compares 2019 statistics to those reported in 2021 as a result of the Census, indicating change over a two-year period. Many of the data items reviewed reflect changes of 2% or less - effectively in line with the population change of 1.7%. Therefore, before discussing details for each data category, immediately below is a summary of data points with changes greater than 2%:

Most significant changes from 2019 - 2021:

Race/Marital Status/Education Changes

- *Race and Ethnicity - Hispanic or Latino* - increased by 2.2% to 33.3%.
- *Widowed Older Adults* - decreased by 2.2%
- *Those with some college or Associate Degree* - decreased by 2.6%

Economic Change

- *Average Retirement Income* - decreased 12.3% (or \$4,883), down to \$34,815
- *Older Adult households receiving food stamp/SNAP benefits* - increased 8.1% from 9.2% in 2019 to 17.3% in 2021.
- *Average Social Security income* - increased by 6.51% to \$19,707. (from \$18,501)
- *Housing Affordability indicator, Homeowners who spent more than 30% of household income on owner cost* - increased by 6.3% (35.5% to 41.8%)
- *Older Adult households receiving cashing public assistance income* - increased 2.6% (3.1% to 5.7%)

DEMOGRAPHIC INFORMATION - Detailed Discussion

Race and Ethnicity

In 2021, Los Angeles older ethnic/racial populations were as follows: White Non-Hispanic 41.6%, Hispanic or Latino 33.3%, Blacks 9.6%, Asians 15.3%, American Indian/Alaskan Native 1.2%, Native Hawaiian/Pacific Islander 0.2% and those whom the census labeled as Some Other Race & 2 or more races account for about 32.1%, 18.8% and 13.3%, respectively, 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 2021, the number of older adults at or below the poverty level grew to 16.5%. The average Social Security income increased from \$18,501 in 2019 to \$19,707 in 2021, an increase of 6.51%. Also, 17.3% of PSA 25's older adult households receive food stamp/SNAP benefits while 5.7% receive cash public assistance income.

Of the 417,698 older adult households, 56.5% had earnings from wages, salaries and self-employment income, with average earnings of \$96,915. Sixty-four percent of older adults' households had income from social security. 13.1% received income from supplemental social security. The percentage of older adults with retirement income was 32.9%, with average retirement income being \$34,815.

Employment Status

As of 2021, 34.7% of the City's older adults are participating in the civilian labor force, an increase from 2019 when 32.6% participated in the civilian labor force. Of those wanting or needing to work, 3.8% are unemployed while 30.9% are actively employed in the labor market. 65.3% of the City's older adults are not participating in the labor force.

Marital Status

The marital status of the older adult population increased slightly from 2019 to 2021 by 1.8% (correlating with the 1.7% increase in this population over the same time period) from 48.8% of older adults to 50.6%. In 2021, 15.6% of older adults were widowed, a decrease of 2.2% from 2019, 15.5% were divorced, 2.8% separated, and 15.5% never married.

Living Arrangement and Household

Of the 417,698 households in 2021 headed by an older adult (aged 60+) in PSA 25, 38.5% were older adults who lived by themselves, a decrease of 2.0% from 2019. An additional 56.4% of older adults lived in family households, including 39.2% who lived in a married-couple family and 12.7% who lived as a female householder in a family with no spouse present. In 2021, of the estimated 1,419,594 households in the City of Los Angeles, 29.6% included one or more people aged 60+ years old.

Education

Among older adults, 19.4% were high school graduates or equivalent, 21.8% had some college or

received an Associate's Degree, and 31.3% had a Bachelor's Degree or higher. However, 27.4% of older adults had not graduated from high school, an increase from 26.3% in 2019.

Housing

Of the 417,698 older adult (60+) households, 54.7% owned their own home. The remaining 45.3% of older adult households rented their housing unit. 62.1% of renters, and 41.8% (an increase of 6.30% - and the most notable change from 2019) 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% of PSA25's older adults (aged 60+) speak English only. 54% speak a language other than English. 38.1% speak English less than very well - no significant change from 2019. 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 741,122 older adults aged 60+ that reside in the City of Los Angeles, 336,434 (or 45%) are native born, while 404,688 (or 54.6%) are foreign born. As of 2021, 5.6% of foreign-born older adults entered the City populous in 2010 or later, 8.5% entered from 2000 to 2009 and 85.9% entered before 2000. Also, as of 2021, 74% of the foreign born older adult population are naturalized U.S. citizens, while 26% are currently not U.S. citizens, neither of which changed from 2019.

Disabilities

According to the 2021 U.S Census American Community Survey 1-Year Estimates, 30.7% (or 224,166 individuals), of the civilian noninstitutionalized population aged 60+ reported living with a disability, while 69.3% do not live with a disability. Of the older adults (aged 65+) who are living with a disability, 23.5% reported living with an ambulatory difficulty, 19.4% reported living with an independent living difficulty, 11.1% reported living with a hearing difficulty, 11.5% reported living with a self-care difficulty, 10.0% 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 741,122 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 support. A majority of older adults living in single room occupancy facilities are at-risk of becoming homeless. The City has allocated local resources to support three mini-MPCs to serve high need areas and targeted populations (Estelle Van Meter, Echo Park, and LGBT Center).

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:

1. 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*

2. OLDER CALIFORNIANS ACT (OCA)

- *Health Insurance Counseling Advocacy Program*

3. 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*

4. 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.

5. LOS ANGELES CITY GENERAL FUNDS

- ***Home Delivered Meal Program, Congregate Meal Program, and Grab & Go.***

6. 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 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)

5. 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.

6. 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. Further, 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

7. 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.

8. 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.

9. 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, Senior Multipurpose Centers (MPC), and sponsoring agencies. DWP representatives are on the alert for signs that a senior may need 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, provision of telephone equipment, and enrollment of 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.

SECTION 4 - PLANNING PROCESS/ESTABLISHING PRIORITIES

No update required.

SECTION 5 - NEEDS ASSESSMENT

No update required.

SECTION 6 - TARGETING

No update required.

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, two “virtual” public hearings were held online within the same week 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 programs that target the needs of our clients in a culturally sensitive manner, deliver services in a seamless network, ensure safety in the event of an emergency, and maintain the quality of life through health promotion and disease

prevention services.

The 2023-24 virtual public hearings were broadcasted at senior centers, providing more outreach and access to senior participants and other stakeholders. Further, the PowerPoint presentation was provided in both English and Spanish. LA County Social Workers served as Spanish interpreters during the public hearings, and the hearings also included Sign language interpreters, both addressing cultural and language barriers, as well as disabilities for a greater outreach and participation.

Public hearing panel members discussed and solicited responses regarding programs funded with the 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.

PSA25 and PSA19 distributed an electronic survey via the chat box during the hearings where attendees were able to provide additional feedback, information and/or inquiries. The link to the survey was also shared after the presentation, resulting in 48 additional comments and/or inquiries. These comments and inquiries have been incorporated into the public comments summarized in Question No. 6 below and are attached to this report along with a letter received from a resident in response to the public Hearings. See enclosed Attachment 1 and Attachment 2, respectively.

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English?² Yes or No	Was hearing held at a Long-Term Care Facility?³ Yes or No
2019-2020	10/3/2019	Los Angeles LGBT Center 1118 N. McCadden Place Los Angeles, CA 90038	46	Yes	No
2019-2020	10/7/2019	Estelle Van Meter Senior Ctr 606 E. 76th Street Los Angeles, CA 90014	42	Yes	No
2019-2020	10/8/2019	Wilmington Senior Center 1371 Eubank Ave Wilmington, CA 90744	85	Yes	No
2019-2020	10/9/2019	St. Barnabas Senior Center 675 South Carondelet St Los Angeles, CA 90057	43	Yes	No
2020-2021	2/21/2021	Virtual Meeting	69	Yes	No
2021-2022	10/14/2021	Virtual Meeting	69	Yes	No
2023-2024	1/17/2023	Virtual Meeting	300	Yes	No
2023-2024	1/19/2023	Virtual Meeting	300	Yes	No

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.

Two virtual meetings were held on January 17 and January 19, 2023. A voluntary survey was conducted in conjunction with the virtual meetings, presenting twenty-two service categories ranked based on priority and separated between older adults and adults with disabilities.
2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?
 - Yes. Go to question #3
 - Not applicable, PD and/or C funds are not used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and/or C.

No comments provided.
4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services
 - Yes. Go to question #5
 - No, Explain:
5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.

Concerns were articulated pertaining to the need for additional funding to support Title IIIB services.
6. List any other issues discussed or raised at the public hearing.
 - **HOUSING**: Lack of housing and housing services are at a crisis level for older adults and older adults experiencing homelessness. This is the number one issue for both older adults and disabled people. There is no stability in housing for these populations. Specific comments included need for rent control in larger complexes, allowing caregivers to be listed on Sec. 8 housing (leases), older adult homeowners who reside in the city need services - not just those in the unincorporated sections of the county. South LA was specifically mentioned. Agencies serving the aging population are receiving many calls for housing assistance. Additional funding is needed.
 - **ASSISTED TRANSPORTATION**: Access to assisted transportation remains a growing need for both older adults and/or adults with disabilities. Huge concerns for access to upcoming transportation programs, and existing programs were expressed. Transportation was said to be, "a pillar of life, the current system is inadequate." Seniors want to travel to medical, wellness, recreational activities to increase socialization and reduce isolation. The Access Transport program used by many seniors is still limited and often problematic - a partial answer that needs improvement. When implemented, will the Freedom Rides be reviewed with care and made generally available to seniors?

- **TRANSPORTATION**: Transportation (as opposed to “assisted”) presents the barrier of safety for seniors on buses and trains. The need is for increased monitors to protect older adults who are able to use public transportation from attacks and unsanitary conditions.

The need for traffic laws being enforced, as seniors are put at serious risk due to drivers who do not obey speed laws or traffic signals. Comments included police and bus drivers in this. Use of electronic scooters is a significant hazard to older pedestrians and those in wheelchairs as well.

- **CASE MANAGEMENT**: Each senior center should have an expert to explain what services are available.
- **INFORMATION AND ASSISTANCE**: Needs and concerns expressed included: reducing jargon and using more plain language. Older adults can easily grasp on communication pieces such as flyers and service brochures. End of Life information such as discussion on “what happens at death,” end of life planning, “how to pay for my burial.” Public meetings targeting older adults should provide more detail than just giving out phone numbers for resources. We need to create “No wrong door,” to increase ease of access to information on senior services.

Information needs to be presented in more culturally competent formats due to the wide diversity of our communities. With regard to increasing communication and cultural competency, three groups were mentioned specifically: Native Americans, Black women, and Pacific Islanders.

Access to meaningful educational programs related to: health issues, environment, governance, music, and empowerment and advocacy skills for older adults to advocate for themselves, and enable them to participate in rebranding the perception of older adults as vital contributors to community and society.

- **SOCIALIZATION AND ISOLATION**: Senior centers at recreation and parks sites need to develop better services. Outreach to those with disabilities whose disabilities present a very high barrier to access for service need to be increased. Provide information to engage seniors in environmental concerns, as a topic to promote socialization. Involve older adults in public planning from the start, and year-round.

Increase funding of Adult Day Care services and increase ethnic need of this population.

The Black aging population is underserved; need more investment and uplift in culturally centered opportunities to address isolation and information, connections and resources.

- **MEDICAL SERVICES**: Numerous calls were made for increased staffing of doctors, nurses and others providing medical care and caregiving in the wide array of caregiving facilities. Better monitoring of facilities to prevent elder abuse, the need for better communication between medical staff or emergency responders, i.e. listening to the patient’s family or other concerned witnesses to the patient’s condition, in ongoing treatment or prior to paramedics arrival.

Care facilities should be mandated reporters of all 911 calls they make. Better education and monitoring of care alert devices, especially temperature alerts will prevent deaths or

signal declining health or new disease. Call to increase promoting and recruiting job training for nurses and respiratory specialists, etc.

Long Term Care in Nursing Homes' is a fearful place of residence. Funding is needed to improve services and options.

- SURVEY TOPICS WITH LIMITED COMMENTS - *(suggested for improvement and increased funding)*:
 - Nutrition Programs, Earthquake Preparedness, Social Security Counseling.
 - The time allotted for Area Plan Public hearings should be increased,
 - Age is a factor that should be considered when responding to the needs, and
 - Concerns of those with disabilities, ranging from youth to older adults.

ADDITIONAL TOPICS THAT WERE NOT LISTED ON THE SURVEY:

- CAREGIVER SUPPORT
 - **Special Focus:** Create a Caregiver crisis center – emergency planning should include disabled caregivers. Create and fund a Cognitive Impairment task force – there are thousands of caregivers living with cognitive impairment themselves with no help or training. Extend the caregiver support system to families of caregivers.
 - **Infrastructure:** Need greater City/County coordination and collaboration of caregiver stakeholders to leverage and ensure the service infrastructure reflects the ethnic diversity of the region and streamlining Information and Assistance programs to improve access points. More check and balances on caregivers. Help caregivers to self-identify by providing information and outreach to communities.
 - **Recruiting, Training, and Pay:** Promote increased pay for caregivers - both public and private. Increase in-and-out home respite services/grants for low- and middle-income caregivers.
- CITY AND COUNTY ASA's RELATIONSHIP / MERGER OF AREA PLANS: Los Angeles County and Los Angeles City, together, are larger than most US States; we must continue dialogue, collaborate, and communicate/outreach. There should be a holistic approach, with separate departments who "talk" to each other. Perception that the City has a larger allocation than the County. Concerns expressed pertaining to the merger of the two AAAs and inquiries on funding.

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

SECTION 8 - IDENTIFICATION OF PRIORITIES

No update required.

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

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

	Projected Start and End Dates	Title IIB Funded PD or C	Update Status
<p>Objective Number 1.1</p> <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"> • Work with LADWP and MPC Contractors to set up inspections at LADOA Multipurpose Senior Centers and install energy efficient and water conservation upgrades at senior centers. Non-OAA funding will be used for the inspections, energy efficiency and water conservation upgrades. 	<p>7/1/20-6/30/24</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.</p> <p>One (1) MPC installed 40 EV Chargers. 720,00kWh are generated per year, removing 510 metric tons of CO2 emissions. MPC also installed 3 solar panel carports covering 180 parking spaces that provide shade to senior guest vehicles and energy efficiencies.</p> <p>LADOA continues to coordinate energy efficient installations with LADWP and MPCs. Currently, two (2) MPCs have already installed solar panels and EV chargers. Program reopens in April 2023 and will continue to work with other MPCs.</p>

Goal 2: Promote accessible and affordable transportation options for older adults and individuals with disabilities

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

	Projected Start and End Dates	Title IIB Funded PD or C	Update Status
<p>Objective Number 2.1</p> <p>PSA25 is committed to reducing its carbon footprint by developing a program that will secure non-OAA funding to convert its gasoline powered mini buses and C-2 vehicles to electric. To accomplish this goal, PSA25 will perform the following tasks:</p> <ul style="list-style-type: none"> Secure non-OAA funding to purchase electric powered mini buses and C-2 vehicles and retire corresponding gasoline powered vehicles by end of Plan year 2021-2022. Converting mini buses to electric power will also increase opportunities to transport small groups of older adults providing an alternative to traveling on larger public transport vehicles with greater risk of exposure to persons with infectious health conditions. Secure non-OAA funded wage increases for Paratransit drivers to promote program stabilization and sustainability. NEW: Promote public transportation among older adults to ensure that seniors are independent. PSA25 will coordinate with METRO to host informative Pop-up events for seniors. 	<p>7/1/21-6/30/22</p> <p>7/1/21-6/30/22</p> <p>7/1/22-6/30/24</p>	<p>C</p>	<p>In FY 2020-2021, PSA25 secured funding and facilitated the purchase of 28 electric vehicles for its C-2 program.</p> <p>PSA25 will allocate American Rescue Plan funding for the procurement for C-2 vehicles. PSA25 is on-track to completely electrify its contracted C-2 vehicle fleet by the end of Fiscal Year 2024.</p> <p>PSA 25 will allocate 17 electric vehicles for 2023-24 paid by HCBS.</p> <p>After much departmental effort, wage increases are not subject to PSA25's purview. This objective has been discontinued.</p> <p>PSA25 has completed 3 Pop-up events to increase public transportation.</p>

Goal 3: Addressing the issue of homelessness and promoting affordable housing.			
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			
	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Objective Number 3.1</p> <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"> 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. 	<p>7/1/20-6/30/24</p> <p>Ongoing</p>	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.
<p>Objective Number 3.2</p> <p>Funding has been allocated in the 2020-2021 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"> Work with the Homeless Strategy Committee to participate in the regional coordination between LA City and LA County governments and other non- OAA agencies. Work with the Housing and Community Investment Department of Los Angeles to connect, refer and inform program participants about housing programs and services. Enroll at least 100 older adults over a four year period who are homeless or at risk of becoming homeless. 	<p>7/1/50-6/30/24</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	C	<p>In FY 20-21, PSA25 enrolled 21 participants in OWEP.</p> <p>For the 1st half of FY 21-22, PSA25 enrolled in OWEP.</p> <p>For FY 22-23, PSA25 enrolled 24 homeless older adults in OWEP.</p>

Goal 4: Promote social participation of older adults.

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

	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Objective Number 4.1</p> <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"> 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. PSA25 and the LA LGBT Center will develop programming that provides opportunities for social participation and intergenerational programming for LGBTQ older adults. 	7/1/20-6/30/21	PD	The LGBT Center’s MMPC is open and available to the public.
	7/1/21-6/30/22		In FY 20-21, the MMPC served 20,000+ meals and enrolled 560 registered clients for services. In the 1 st half of FY 21-22 the MMPC had 830 registered clients and provided 13,500+ meals and other services.
	7/1/22-3/31/23		For the full FY 21-22, the MMPC served 31,000+ meals and enrolled 178 registered clients for services.
	7/1/21-6/30/23		<p>In FY 22-23, the MMPC served 19,000+ meals and enrolled 201 registered clients for services.</p> <p>PSA25 received \$16.5M and served 7,000 seniors; 2 meals per day; and 1.7M meals</p> <p>PSA25 has requested additional baseline funding to serve five meals weekly</p>
<ul style="list-style-type: none"> NEW: To address the continued and increased food insecurity among older adults, the need for home-delivered meals, PSA25 will secure Non-OAA funding for FY 22-23 and request that additional funding be increased to PSA25’s baseline as an ongoing funding. 			

Objective Number 4.2	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Objective Number 4.2 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"> • PSA25, in partnership with its MPC Contractors, will develop and refine programming to meet the needs of low-income Minority Angelenos. • PSA25 is committed to providing at least 20,000 service units annually at each of its mini-Multipurpose Senior Centers (MMPC). 	<p>7/1/20-6/30/21</p> <p>7/1/21-6/30/22</p> <p>7/1/22-3/31/23</p>	<p>PD</p>	<p>In FY 20-21, the two MMPCs performed 92,000+ service units combined including over 50,000 meals, 2,800 case management units and 4,000 I&A units. The MMPCs served over 1,000 registered clients.</p> <p>In FY 21-22, the two MMPCs performed roughly 57,000 service units combined, including about 22,000 meals, 2,000 case management units and 18,000 I&A units.</p> <p>In FY 22-23, two MMPCs performed about 31,000 service units, 13,000 meals, 950 case management units, & 9,000 I&A units.</p>
<p>Objective Number 4.3 NEW: CHAT Project: 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 and to evaluate the program with USC.</p> <ul style="list-style-type: none"> • Distribute 541 iPad devices. • Connect 541 seniors to CyberSeniors for one-on-one technology education. • Work with USC to evaluate progress and program 	<p>11/1/21-3/31/23</p>	<p>C</p>	<p>PSA25 launched CHAT in Nov. 2021; delivered 541 iPads; training provided by CyberSeniors twice a week.</p> <p>PSA25 meets with Dr. Wilbur on a monthly basis to provide</p>

<p>outcomes.</p> <ul style="list-style-type: none"> Expand CHAT project with the new Digital Connectivity grant that will include 321 additional devices and funding to ensure secure connectivity, education, etc. 		<p>feedback on CHAT progress.</p> <p>PSA25 has begun to create a form to recruit candidates for the additional devices.</p>
--	--	---

Goal 5: Encourage civic participation and employment

Rationale: Promoting opportunities for paid work and volunteer activities contribute to the community

Objective Number 5.1	Projected Start and End Dates	Title IIB Funded PD or C	Update Status
<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> <ul style="list-style-type: none"> Multipurpose Senior Centers will be encouraged to report their volunteer opportunities to PSA25 for posting on the PSA25 website and social media. Promote older worker and older trainee opportunities among local non-profit, for profit, and government organizations. 	<p>7/1/20-6/30/24</p>	<p>Title III-B</p>	<p>Implementation has been delayed due to new administrative priorities that took precedence in the wake of the COVID-19 pandemic.</p> <p>Working towards the implementation of the program which intends to develop brochures for volunteerism and civic engagement.</p> <p>PSA25 sends at least one message per month to 400 PALA network partners to promote older adult workers and/or older adult trainees. In addition, PSA25 will create four (4) public service announcements to run on the City's channel every day for 30 days - hour on the hour to promote volunteer and employment opportunities for older adults.</p>

Goal 6: Coordinate communication and information outreach measures.			
Rationale: An effective Outreach Plan is a vital part of any effort to reach and assist older adults who are most in need and expand participation in Older Americans Act programs.			
Objective Number 6.1	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<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. 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>NEW: 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>NEW: PSA25 secured non-OAA funding to create flyers and magnets with QRC codes to promote County/City OAA program, services, and resources.</p> <p>NEW: PSA25 secured non-OAA funding to provide language access and expand its footprint communitywide. Language services include translation for all documents that participants sign up, postings, informational material in addition to real-time interpretation services in all languages including ASL.</p>	7/1/20-6/30/24	PD	This objective was discontinued in PY 21-22.
	Ongoing	Title III	PSA25 uses social media on a weekly basis for information on Nutritional program, success stories, MPC Finder, Alzheimer's Calendar. We promote, COVID-19 related virtual events including Vaccination booster, Aging & Disability Resource Connection (ADRC), Housing related info and "Housing is Key" on Twitter, Facebook, Instagram, and YouTube.
	Ongoing	C	PSA25 continues to provide flyers and magnets through the MPCs.
	Ongoing	PD	PSA25 is ensuring that services are accessible and increased participation to all programs and services.

	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Objective Number 6.2</p> <p>PSA25 will work with its Family Caregivers 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"> Each contractor will submit an outreach strategy to PSA25 annually, beginning on 7/1/22. PSA25 will work with contractors to update its outreach strategy annually. 	<p>7/1/21-6/30/22</p> <p>7/1/22-6/30/24</p>	C	Implementation of this objective has been delayed due to new precedence in the wake of the COVID-19 pandemic. Work on this objective will commence in FY 22-23
<p>Objective Number 6.3 NEW</p> <p>To improve communication, information and to promote services after Covid-19, PSA25 has resumed full community presentations, delivering at a minimum two presentations per week citywide.</p> <ul style="list-style-type: none"> Integrate Department of Public Health to community presentations to provide Covid-19, RSV, and the influenza vaccine at least once a month. Promote Safety & Fraud Prevention at low-income senior housing at least once per month. Promote PSA25 program and services at various Recreation & Parks facilities, Neighborhood Council events, or at Resource Fairs at least once per month. Launch Aging Mastery Program (AMP) on a quarterly basis. Increase Social Media presence. 	7/1/22-6/30/24	PD	<p>PSA25 promotes, presents, & collaborates with local partners to expand services, connect seniors, and improve the lives of older Angelenos.</p> <p>PSA25 continues to increase social media outreach for FY 22-23</p>
<p>Objective Number 6.4 NEW</p> <p>To provide person-centered, community-based services to older adults and persons with disability, PSA25 in collaboration with Communities Actively Living Independent & Free (CALIF) and 211 Los Angeles (211LA), will create the first Los Angeles Aging Disability Resource Connection (ADRC).</p> <ul style="list-style-type: none"> PSA25 to achieve Emerging ADRC status. PSA25 to achieve Full ADRC Designation PSA25 in collaboration with PSA19, 211LA, and six (6) California Independent Living Center (ILC) to transition the Central & South LA ADRC to a regional ADRC. 	<p>7/1/20-6/30/22</p> <p>Completed</p> <p>Completed</p> <p>Ongoing</p>	PD and C	<p>PSA25 achieved Emerging Status in 2020 and full designation in 7/1/2022</p> <p>PSA25, PSA19, 211LA, & 6 ILCs achieved Emerging ADRC status on 7/1/2023.</p>

Goal 7: Promote new community and health services			
Rationale: Access to health and community support services that promote wellness and active aging have been shown to enhance the quality of life for older adults and family caregivers.			
Objective Number 7.1	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
<p>Establish a COVID-19 & 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"> • Prepare and distribute a survey assessing the impact that Covid-19 has had on PSA25's homebound clients. • 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. • Establish a working group to provide recommendations for assisting older Angelenos after the stay-at-home order is lifted <ul style="list-style-type: none"> • NEW: PSA25 operates through a diversity, equity, and inclusion [DEI] lens. To achieve this goal, PSA25 plans to expand outreach vaccine campaigns in collaboration with the Department of Public Health, integrate vaccine clinics to events, and target communities with low vaccine rates in various languages. 		C	
	7/1/20-6/30/22		Completed survey July 2020.
	7/1/20-6/30/23		Ongoing.
	7/1/21-6/30/24		Implementation is delayed due to pandemic. This objective was discontinued.
	7/1/2022-6/30/24		PSA25 successfully resumed & integrated vaccine clinics to events.

Goal 8: Promoting Emergency Preparedness and resilience efforts.			
Rationale: The City of Los Angeles is susceptible to both natural and man-made disasters. Consequently, PSA25 performs multiple activities on a continual basis to prepare for the event of an emergency, including education and training to ensure the safety, wellness and resiliency of older adults in emergency situations.			
Objective Number 8.1	Projected Start and End Dates	Title IIIB Funded PD or C	Update Status
In response to the COVID-19 virus, 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	PD	PSA25's focal points submitted their updated emergency plans in FY 2021. Agencies updated and submitted their emergency plans in August 2022
Objective Number 8.2 PSA25 actively collaborates with private and nonprofit 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"> ● AEA Walk with Ease, ● AEA Exercise Program, ● A Matter of Balance, ● Tomando Control de su Salud ● Healthier Living/Chronic Disease Self-Management (CDSMP) ● Powerful Tools for Caregivers ● Active Start Active Living Everyday ● Bingocize 	7/1/22-6/30/24	PD	Because of Covid-19 some services and programs were transitioned to remote formats to reach 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 EBHP contractors have resumed in-person programs with limited results. The older adult community continues to hesitate to meet in open areas and return to senior centers.

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

**TITLE III/VII SERVICE UNIT PLAN OBJECTIVES
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) uses the Older Americans Act Performance System (OAAPS) Categories and units of service. They are defined in the OAAPS State Program Report (SPR).

For services not defined in OAAPS, refer to the [Service Categories and Data Dictionary](#).

1. Report the units of service to be provided with **ALL regular AP funding sources**.

Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VII. Only report services provided; others may be deleted.

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	3,012	3,4,7	

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	14,104	3, 4, 7	

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	2,998	3, 4,7	

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	443,488	4,7	

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

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

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	28,201	3,4,7	

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

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

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	664,924	3,4,7	

Nutrition Counseling**Unit of Service = 1 hour**

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

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

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

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	5,238	4,7	

Nutrition Education**Unit of Service = 1 session**

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	33,224	3,4	

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	282,802	4,7	

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	11,466	3,4,6	

2. OAAPS Service Category – “Other” Title III Services

- Each **Title IIIB** “Other” service must be an approved OAAPS Program 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 OAAPS categories. (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 Device, 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 (Physical Fitness)			Unit of Service 1 Hour
Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	6,169	3,4	
2021-2022	6,169	3,4	
2022-2023	6,169	3,4	
2023-2024	4,935	3,4	

Personal Affairs Assistance (Forms Completion, Letter Writing)			Unit of Service 1 Contact
Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	11,096	3,4	
2021-2022	11,096	3,4	
2022-2023	11,096	3,4	
2023-2024	11,096	3,4	

Senior Center Activities			Unit of Service 1 Hour
Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	16,868	3,4	
2021-2022	16,868	3,4	
2022-2023	16,868	3,4	
2023-2024	13,494	3,4	

In-Home (Visiting)

Unit of Service 1 Hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	9,423	3,4,7	
2021-2022	9,423	3,4,7	
2022-2023	9,423	3,4,7	
2023-2024	7,538	3,4,7	

Unit of Service, 1 Contact,

In-Home Telephone Reassurance

Telephone Reassurance

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

Unit of Service 1 Hour,
Comprehensive

In-Home

Assessment

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

3. Title IIID/Health Promotion—Evidence Based

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	22	8.2	

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	9	8.2	

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	26	8.2	

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	20	8.2	

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	60	8.2	

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	100	8.2	

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	20	8.2	

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	241	8.2	

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	Proposed 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	16	8.2	

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

2020-2024 Four-Year Planning Cycle

As mandated by the Older Americans Act Reauthorization Act of 2020, 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 2020, 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%.

1. FY 2018-2019 Baseline Resolution Rate:

Number of complaints resolved 1,937 + number of partially resolved complaints 408 divided by the total number of complaints received 5,147 = Baseline Resolution Rate 45.6 %
 FY 2020-2021 Target Resolution Rate 46 %

2. FY 2019-2020 Baseline Resolution Rate:

Number of complaints partially or fully resolved 2,182 divided by the total number of complaints received 5,392 = Baseline Resolution Rate 40 %
 FY 2021-2022 Target Resolution Rate 40 %

3. FY 2020 - 2021 Baseline Resolution Rate:

Number of complaints partially or fully resolved 3,634 divided by the total number of complaints received 8,052 = Baseline Resolution Rate 45 %
 FY 2022-2023 Target Resolution Rate 45 %

4. FY 2021-2022 Baseline Resolution Rate:

Number of complaints partially or fully resolved 3,864 divided by the total number of complaints received 9,300 = Baseline Resolution Rate 42 %
 FY 2023-2024 Target Resolution Rate 45 %

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 <u>23</u> FY 2020-2021 Target: <u>10</u>
2. FY 2019-2020 Baseline: Number of Resident Council meetings attended <u>16</u> FY 2021-2022 Target: <u>16</u>
3. FY 2020-2021 Baseline: Number of Resident Council meetings attended <u>8</u> FY 2022-2023 Target: <u>16</u>
4. FY 2021-2022 Baseline: Number of Resident Council meetings attended <u>7</u> FY 2023-2024 Target: <u>15</u>
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 <u>1</u> FY 2020-2021 Target: <u>1</u>
2. FY 2019-2020 Baseline: Number of Family Council meetings attended <u>0</u> FY 2021-2022 Target: <u>1</u>
3. FY 2020-2021 Baseline: Number of Family Council meetings attended <u>0</u> FY 2022-2023 Target: <u>0</u>
4. FY 2021-2022 Baseline: Number of Family Council meetings attended <u>0</u> FY 2023-2024 Target: <u>2</u>
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 <u>222</u> FY 2020-2021 Target: <u>350</u>
2. FY 2019-2020 Baseline: Number of Instances <u>1,737</u> FY 2021-2022 Target: <u>300</u>
3. FY 2020-2021 Baseline: Number of Instances <u>2,284</u> FY 2022-2023 Target: <u>350</u>
4. FY 2021-2022 Baseline: Number of Instances <u>1,999</u> FY 2023-2024 Target: <u>300</u>
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 <u>2,922</u> FY 2023-2024 Target: <u>2,000</u>
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 <u>1</u> FY 2023-2024 Target: <u>4</u>
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 system's 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.

FY 2020-2021
<p>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.</p>
FY 2021-2022
<p>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 throughout 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.</p>
FY 2022-2023
<p>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.</p>

FY 2023-2024

Outcome of 2022-2023 Efforts: While the proposal was not funded, the program has continued to work on addressing the needs of skilled nursing facility residents that are otherwise unhoused. The program will continue to seek additional opportunities to fund this type of project. Additionally, staff have increased efforts to review transfer/discharge notices, but this typically identifies a problem after it has occurred. Staff collaborated with Housing for Health to provide education about the Ombudsman Program and resident rights in long-term care.

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

The WISE & Healthy Aging Long-Term Care Ombudsman Program will be focusing efforts on enhancing consumer education and expanding access to ombudsman services. The program is launching a website to provide consumer information, including maps to identify facilities with needed services, such as: memory care, locked units, etc. Additionally, consumers will be able to directly submit concerns and/or requests for assistance through the website for processing by the WISE & Healthy Aging Long-Term Care Ombudsman Program Intake Department. Requests for Advance Healthcare Directive Witnessing can also be made on the website. The program will release a new brochure and other information to ensure awareness about all means by which residents, friends/families, and other concerned parties can contact the Program.

Outcome 2. Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2020), Section 712(a)(3)(D), (5)(B)(ii)]

Measures and Targets:

A. Routine Access: Nursing Facilities (NORS Element S-58) Number of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter not in response to a complaint. 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 141
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 139
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 139
FY 2022-2023 Target: 20%

4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 101 divided by the total number of Nursing Facilities 139 = Baseline 19%
FY 2023-2024 Target: 25%

Program Goals and Objective Numbers: _____

B. Routine access: Residential Care Communities (NORS Element S-61) Number 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. 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 28 divided by the total number of RCFEs 593 = Baseline 4.7%
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 0 divided by the total number of RCFEs 621 = Baseline 0%
FY 2021-2022 Target: 40%

3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 12 divided by the total number of RCFEs 611 = Baseline 2%
FY 2022-2023 Target: 10%

4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 111 divided by the total number of RCFEs 611 = Baseline 19%
FY 2023-2024 Target: 25%

Program Goals and Objective Numbers: _____

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 hours per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

1. FY 2018-2019 Baseline: 9.76 FTEs FY 2020-2021 Target: 11 FTEs

2. FY 2019-2020 Baseline: 14.11 FTEs FY 2021-2022 Target: 14 FTEs

3. FY 2020-2021 Baseline: 14 FY 2022-2023 Target: 16 FTEs

4. FY 2021-2022 Baseline: 9.96 FTEs FY 2023-2024 Target: 14 FTEs

Program Goals and Objective Numbers: _____

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

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>
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>
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>
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers <u> 30 </u> FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers <u> 20 </u>
Program Goals and Objective Numbers: _____

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 2020, Section 712(c)]

Measures and Targets:

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 checklist 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.

The agency's new stand alone website for the Ombudsman Program allows for reporting parties to make complaints directly through the website. This information goes directly to the Intake Department for prompt processing. The Intake Department sends daily updates to the regional staff about new cases. The Intake Supervisor is reviewing new intakes to ensure adequate information is captured.

Additionally, the program has implemented more frequent All Ombudsman trainings for staff and volunteer ombudsman focusing on topics such as consistency in coding, verification, and case handling protocols.

TITLE VII ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The program conducting the Title VII Elder Abuse Prevention work is:

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 2020, Section 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 VII ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVESThe agency receiving Title VII Elder Abuse Prevention funding is: WISE

Fiscal Year	Total # of Public Education Sessions
2020-2021	5
2021-2022	5
2022-2023	5
2023-2024	5

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

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

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

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2020-2021	1,000	
2021-2022	1,000	
2022-2023	1,000	
2023-2024	1,000	

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

TITLE III E SERVICE UNIT PLAN OBJECTIVES**CCR Article 3, Section 7300(d) 2020-2024 Four-Year Planning Period**

This Service Unit Plan (SUP) uses the five broad federally mandated service categories. Refer to the [CDA Service Categories and Data Dictionary](#) for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

Direct and/or Contracted III E Services

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

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

Direct and/or Contracted IIIE Services

Older Relative Caregivers	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
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	# of activities: 1 Total est. audience for above: 100	6.2	

Older Relative Caregivers	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Access Assistance	Total contacts		
2020-2021	1,000	6.2	
2021-2022	1,000	6.2	
2022-2023	1,000	6.2	
2023-2024	1,000	6.2	
Support Services	Total hours		
2020-2021	74	6.2	
2021-2022	74	6.2	
2022-2023	74	6.2	
2023-2024	74	6.2	
Respite Care	Total hours		
2020-2021	n/a		
2021-2022	n/a		
2022-2023	n/a		
2023-2024	n/a		
Supplemental Services	Total occurrences		
2020-2021	n/a		
2021-2022	n/a		
2022-2023	n/a		
2023-2024	n/a		

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM 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, OneStop, 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 projects staff members (Do not list participant or participant staff names): Travis Anderson, Director; Dandy Beltran, Management Analyst; Victor Pina, Management Assistant, Christopher Chen, Management Analyst; Miguel Sankitts, Administrative Clerk; Ashley Ford, Administrative Clerk; Selean Banks, Administrative Clerk; Irene Salazar, Project Coordinator; Patricio Flores-Burgos, Program Aide; Caecilie (Simone) Lund, Program Aide
Number of paid staff: 9
How many participants are served at this site: 74

**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 the current SHIP PMs in late 2020, and continues to manage the PMs in conjunction with the SHIP Annual Resource Report, used to inform Congress. The SHIP PMs are comprised of five (5) base elements, with one multi-layered category. The PMs are not used in performance-based funding scoring methodology, but instead are assessed to determine a Likert scale comparison model for setting National PM Targets that define the proportional penetration rates needed for statewide improvements.

Using ACL’s approach, CDA HICAP calculates State and Federal Performance Measures with goal-oriented targets for each AAA’s Planning and Service Area (PSA). The PMs are calculated at the county-level data, then displayed under each Planning Service Area. 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/Providers_and_Partners/Area_Agencies_on_Aging/#pp-planning. (Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

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) ⁶

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

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

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

¹ Requires a contract for using HICAP funds to pay for HICAP Legal Services.

SECTION 11 - FOCAL POINTS**COMMUNITY FOCAL POINTS LIST**

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c), (Older Americans Act Reauthorization Act of 2020, Section 306(a))

In the form below, provide the current list of designated community focal points and addresses. This information must match the total number of focal points reported in the Older Americans Act Performance System (OAAPS) State Performance Report (SPR), i.e., California Aging Reporting System, OAAPS Care, Section III.D.

Designated Community Focal Point	Address
Robert M. Wilkinson Multipurpose Senior Center	8956 Vanalden Avenue, Northridge, CA 91324
Alicia Broadous-Duncan Multipurpose Senior Center	11300 Glenoaks Blvd., Pacoima, CA 91331
ONEgeneration Senior Enrichment Center	18255 Victory Blvd., Reseda, CA 91335
Bernardi Multipurpose Senior Center	6514 Sylmar Avenue, Van Nuys, CA 91401
Sherman Oaks/East Valley Adult Center	5056 Van Nuys Blvd., Sherman Oaks, CA 91403
Felicia Mahood Multipurpose Senior Center	11338 Santa Monica Blvd., Los Angeles, CA 90025
Freda Mohr Multipurpose Senior Center	6310 San Vicente Blvd., Suite 275, Los Angeles, CA 90048
St. Barnabas Hollywood Multipurpose Senior Center	5170 W. Santa Monica Blvd., Los Angeles, CA 90029
Mexican American Opportunity Foundation	2130 E. 1st Suite 2200, Los Angeles, CA 90033
St. Barnabas Multipurpose Senior Center	675 S. Carondelet St., Los Angeles, CA 90057
Southwestern Multipurpose Senior Center	5133 S. Crenshaw Blvd., Los Angeles, CA 90043
West Adams Multipurpose Senior Center	2528 West Blvd., Los Angeles, CA 90016
Theresa Lindsay Center Multipurpose Senior Center	429 E. 42nd Place, Los Angeles, CA 90011
Bradley Multipurpose Senior Center	10957 S. Central Avenue, Los Angeles, CA 90059
Wilmington Jaycees Multipurpose Senior Center	1371 Eubank Avenue (Banning Park), Wilmington, CA 90744

SECTION 12 - DISASTER PREPAREDNESS

Disaster Preparation Planning Conducted for the 2020-2024 Planning Cycle Older Americans Act Reauthorization Act of 2020, Section 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P)

1. Describe how the AAA coordinates its disaster preparedness plans and activities with local emergency response agencies, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response as required in OAA, Title III, Section 310:

LADOA would respond to an emergency incident in the City of Los Angeles through the use of both a Department of Aging Emergency Plan (DAEP) and Continuity of Operation Plan (COOP) (both are updated annually) which covers topics such as employee preparedness and safety; training personnel and testing plans; identification and prioritization of critical functions; contingency plans and operating procedures; and citywide recovery responsibilities. These plans are either activated by the Mayor or decided by the AAA Director given the nature of the emergency incident.

These plans are but one aspect of PSA25's formal working relationship with the City of Los Angeles Emergency Management Department (EMD) and through EMD, the Mayor's Office and such first responder agencies such as the Los Angeles Police Department and Los Angeles Fire Department. The LADOA is not tasked with and does not act in the capacity of a first responder agency, but works through the City structure set up to manage emergency incidents [the Emergency Operations Center (EOC) run by EMD]. The EOC is activated by the City and as needed, PSA25 may be requested to participate in EOC operations.

As a result of the COVID19 health crisis, PSA25 in mid-March 2020 activated its COOP which has a new annex added designed to cover COVID19 response work. As a result of this COVID19 COOP annex, the department transitioned to a partial office shutdown with staff telecommuting half time. In addition, in anticipation of the City transitioning to staff using cellphones instead of desk phones, the PSA25 requested expedited transitioning to cell phone use. This was granted before the end of March 2020, all staff were issued cell phones. This has allowed staff to successfully work from home on the half-time basis. Also, PSA25 purchased special software licenses which allowed for staff to access the City based information systems such as the Financial Management System which is used for purchasing and accounting functions; Distributed Time (D-Time) which is used for payroll/labor time entry; and the Client Tracking System (CTS) which PSA25 uses for tracking service performance data for CDA. The PSA25 management team has been working seven days a week from Mid-March and PSA25 Division Heads and line staff have worked hundreds of hours of overtime as well to respond to the COVID19 crisis. The focus of the response work has been to convert C1 program meals to C2 based meals given that the sub-recipient focal point agencies closed down their Multipurpose Senior Centers (MPCs) and subsequently, Congregate Meals on-site and satellite meals service. In addition, with the partnership of the City's leadership, extra funding and public messaging about expanded C2 meals resulted in thousands of extra I&A queries for older adults to be added to the nutrition program as

new clients. This also included adapting new delivery protocols at all junctures of the delivery chain to reduce risk, including but not limited to “no contact drop off” between drivers and older adult meal recipients

The PSA25, as a City department, for non-COVID19 emergency incidents, would also work and assist with the City’s overall emergency response and recovery efforts as directed by the Mayor. Other PSA25 long-term disaster plan/activities coordination include:

- Working with various groups/agencies such as the Los Angeles Unified School District, American Red Cross, and the City of Los Angeles Recreation and Parks Department (which is the lead for Mass Care functions). The purpose of these partnerships is to provide technical assistance to agencies responding to disasters or engaged in emergency management planning regarding the special needs of older adults and family caregivers.
 - Consistently encourage PSA25 sub-recipients to enhance their emergency plans (required by their Request for Proposal response) and conduct Evacuation Drills twice a year (with staff, volunteers, participants, and guests) as part of their plans. Also, PSA25 encourages sub-recipients to provide continuing educational opportunities for older adults to prepare for emergencies. The PSA25 itself has offered a training program with an emergency go-kit for older adult participants in these focal point based trainings.
 - Improving the internal emergency management response of PSA25 allowing enhanced availability of staff in a post-disaster situation. Examples of process improvements include providing staff emergency kits in the office; placing emergency kits in field vehicles; use of cellphone bases communications so that staff is while in the field they can stay connect to their supervisors; re-designing staff workshops on how to prepare for emergencies at home, in the office; and re-designing and then distributing Employee Emergency Guides.
2. Identify each of the local Office of Emergency Services (OES) contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster (add additional information as needed for each OES within the PSA):

Name	Title	Telephone	email
Crisanta Gonzalez	Division Manager, Community Emergency Management Division, Emergency Management Department, City of Los Angeles.	(213) 484-4808	crisanta.gonzalez@lacity.org

3. Identify the Disaster Response Coordinator within the AAA:

Name	Title	Telephone	email
Daniel Kim	Deputy Director	(213)238-3445	daniel.kim@lacity.org

4. List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered:

Critical Services	How Delivered?
Maintain AAA operations.	Assess operations (status of staff, office use, systems, working with City staff).
Home Delivered Meals	Work with service providers, City stakeholders, Community stakeholders, and private vendors to obtain and maintain resources needed for C2 operations.
Emergency Alert Response System	Work with EARS vendors and City first responders to carry out welfare checks and respond as necessary.
Congregate Meals	Work with sub-recipients, City stakeholders, Community stakeholders, and private vendors to obtain and maintain resources for C-1 operations.

5. List any agencies with which the AAA has formal emergency preparation or response agreements.

PSA25 works with the City of Los Angeles Emergency Management Department, which is the umbrella organization linking the AAA to first responders such as the Los Angeles Police Department and the Los Angeles Fire Department. PSA25 has multiple but informal working relationships with other agencies and groups, especially with the formation of PSA25’s Purposeful Aging Los Angeles (PALA) Initiative, which links PSA25 with City departments, community groups, and Los Angeles County entities working on a wide array of older adults and family caregiver issues including emergency preparedness and response needs.

6. Describe how the AAA will:

- Identify vulnerable populations.

PSA25 will use in-house secured data regarding Emergency Alert Response System and C-2 clients in association with the sub-recipients to identify homebound clients to conduct welfare checks.

- Follow-up with these vulnerable populations after a disaster event.

After the above described vulnerable populations identification process, PSA25 will conduct follow-up queries with the sub-recipients using PSA25 staff, City stakeholders, Community stakeholders, and private vendors as necessary. For example, as a response to the COVID19 crisis, PSA25 has identified community partners such as Everytable, a private catering vendor, to help provide extra hot meals for delivery to new (numbering in the thousands) and existing C1 clients. Since C1 meals cannot be served on-site, in addition, the EARS vendors would carry out welfare checks on the EARS homebound clients and keep PSA25 informed of client service needs.

SECTION 13 - PRIORITY SERVICES

No update required.

SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

No update required.

SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

No update required

SECTION 16 - GOVERNING BOARD

**GOVERNING BOARD MEMBERSHIP
2020-2024 Four-Year Area Plan Cycle
CCR Article 3, Section 7302(a)(11)**

Total Number of Board Members: 15

Name and Title of Officers:	Office Term Expires:
Paul Krekorian, President, Council District 2	2 nd Monday of Dec. 2024
Curren D. Price, Jr., President Pro Tempore, Council District 9	2 nd Monday of Dec. 2026
VACANT, Assistant President Pro Tempore	2 nd Monday of Dec. TBD

Names and Titles of All Members:	Board Term Expires:
Eunisses Hernandez, Council District 1	2 nd Monday of Dec. 2026
Paul Krekorian, Council District 2	2 nd Monday of Dec. 2024
Bob Blumenfield, Council District 3	2 nd Monday of Dec. 2026
Nithya Raman, Council District 4	2 nd Monday of Dec. 2024
Katy Yaroslavsky, Council District 5	2 nd Monday of Dec. 2026
Vacant, Council District 6	2 nd Monday of Dec. 2024
Monica Rodriguez, Council District 7	2 nd Monday of Dec. 2026
Marqueece Harris-Dawson, Council District 8	2 nd Monday of Dec. 2024
Curren D. Price, Jr., Council District 9	2 nd Monday of Dec. 2026
Heather Hutt, Council District 10	2 nd Monday of Dec. 2024
Traci Park, Council District 11	2 nd Monday of Dec. 2026
John Lee, Council District 12	2 nd Monday of Dec. 2024
Hugh Soto-Martinez, Council District 13	2 nd Monday of Dec. 2026
Kevin de Leon, Council District 14	2 nd Monday of Dec. 2024
Tim McOsker, Council District 15	2 nd Monday of Dec. 2026

Explain any expiring terms – have they been replaced, renewed, or other? There will be an election for the Vacant seat.

SECTION 17 - ADVISORY COUNCIL**ADVISORY COUNCIL MEMBERSHIP
2020-2024 Four-Year Planning Cycle**

Older Americans Act Reauthorization Act of 2020
Section 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 13

	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
Race/Ethnic Composition		
White	<u>41.6</u>	<u>58</u>
Hispanic	<u>33.3</u>	<u>14</u>
Black	<u>9.6</u>	<u>14</u>
Asian/Pacific Islander	<u>15.5</u>	<u>14</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, Chair	06/30/2023
---------------------	------------

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

Suzanne Isabelle Simmons, At Large Member	06/30/2023
Christine Lee, At Large Member	06/30/2023
Marcella Hernandez, At Large Member	06/30/2023
Jane Sobo, At Large Member	06/30/2023
Steve Heaney, At Large Member	06/30/2023
Marilyn Fried, At Large Member	06/30/2023
Amos Fried, At Large Member	06/30/2023
Stephanie Vendig, At Large Member	06/30/2023
Ida Talalla, At Large Member	06/30/2023
Dov Cohn, At Large Member	06/30/2023
Claudia Tudisco, At Large Member	06/30/2023
Donna Schuman, At Large Member	06/30/2023
Michele Rigsby Pauley, At Large Member	06/30/2023

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

Yes No

- ✓ Low Income Representative
- ✓ Disabled Representative
Supportive Services
- ✓ Provider Representative
- Health Care Provider Representative
- ✓ Family Caregiver Representative
- ✓ Local Elected Officials
- ✓ Individuals with Leadership Experience in Private and Voluntary Sectors

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

Explain any expiring terms – have they been replaced, renewed, or other?

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

The Los Angeles Council on Aging (LACoA) is the Advisory Council for PSA25. LACoA is composed of 15 members at large, no more than three of whom shall represent service providers. Additionally, the Mayor and Councilmembers of the City of Los Angeles are encouraged to nominate representatives for their Council District. LACoA represents the diversity of the City’s older adult and family caregiver population.

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

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

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

Full Council meetings are held on the second Thursday of every other month. LACoA Leadership

will meet regularly with the LADOA General Manager. Ad-hoc committees will meet as required. Meetings will take place at the Department of Aging, unless alternate locations are previously approved by the LACoA Chairperson and LADOA staff liaison.

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 2020 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]¹².

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

-
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 goals 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 continues to grow, the cost of living continues to increase, and pressure on the housing market expands, 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, through undue influence, and due to diminished capacity). Bet Tzedek has increased its efforts to involve pro bono law firms in assisting with elder abuse 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 Bet Tzedek's 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, Bet Tzedek has seen a rise in scams and financial elder abuse, with many scammers and unscrupulous family members targeting elderly homeowners. As such, the agency expects 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 its capacity to protect homeownership, including evaluating eligibility for loan modifications, advocating with banks and government programs to get loan modifications and other forms of assistance -- such as postponing sales and rescinding wrongful foreclosures.

Bet Tzedek is also expanding its 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. Services provided will include wills, trusts, advance health care directives, and other testamentary documents that will protect the health, safety, and economic stability of seniors. In addition, these efforts will help preserve the seniors' ownership of homes, thereby allowing them to transfer the property to subsequent generations and promoting the growth of intergenerational wealth.

Another development in recent years concerns seniors facing eviction, particularly from affordable housing units. Pre-pandemic, seniors were already struggling in the Los Angeles housing market in Los Angeles, 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 systems. While Covid-19 tenant protections were fully in effect, landlords nevertheless manufactured false allegations of nuisance to circumvent such protections and evict long-term senior tenants. As state and local 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.

As the population of older individuals increases and they live longer lives, their care needs continue to increase. For this reason, the provision of caregiver services to older individuals has continued to increase as a need witnessed by Bet Tzedek. To meet this need, Bet Tzedek assists community members with conservatorship, In Home Supportive Services, and other benefits programs. As a result of the pandemic, Bet Tzedek has been pioneering remote technology strategies that allow more community members across the City to easily access services. This includes completing necessary court forms remotely, with Bet Tzedek’s assistance, through a process called “Guide and File.”

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 with low income, minorities, the disabled, and those in danger of losing their independence.

PSA25 contracts with Bet Tzedek for the provision of OAA legal services. The contractual agreement indicates that Bet Tzedek is expected to use California Statewide Guidelines for Legal Assistance. 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, in-person service and outreach efforts at our offices, senior centers, and community centers have resumed, while Bet Tzedek also continues 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 frail and 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, in-person service and outreach efforts at our offices, senior centers, and community centers have resumed, while Bet Tzedek continues 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
2020-2021	1
2021-2022	1
2022-2023	1
2023-2024	1

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

Pre-pandemic, Bet Tzedek provided one-on-one legal consultation services 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. Outreach efforts have gradually resumed being delivered on an in-person as pandemic restrictions have eased.

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. The agency 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, its Employment Rights Project Clinic is now a weekly remote clinic, largely staffed by pro bono volunteers. The agency also partners with the Coalition for Economic Survival to offer a weekly tenant rights workshop, where know-your-rights information and brief counsel and advice is provided to residential tenants.

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. The program is in the process of transitioning to a hybrid model that allows for both in person and remote options being made available to the community.

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): ***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/Developmental 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. The agency has also developed and distributed a self-help packet to guide older adults seeking to complete advanced health care directives.

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

Fiscal Year	Name of Provider	Geographic Region covered
2020-2021	Bet Tzedek	City of Los Angeles
2021-2022	Bet Tzedek	City of Los Angeles
2022-2023	Bet Tzedek	City of Los Angeles
2023-2024	Bet Tzedek	City of Los Angeles

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 the agency visits. 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- 76 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, the agency did not conduct in-person appointments with older adult clients. Instead, intakes and client appointments were conducted remotely. With the change in restrictions, in-person appointments are once again resuming. In addition, the agency continues 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 Survivor Services Project, Bet Tzedek sees hundreds of local seniors who are Holocaust survivors. Bet Tzedek remains one of only two agencies in the US that offers free legal advice and assistance for survivors who are applying for reparations, pensions, and other benefits from Germany and other European countries. Bet Tzedek also integrates its Caregiver/Elder Law services into the Holocaust Survivor Services Project, providing the same wraparound services for Holocaust survivors that other seniors receive from Bet Tzedek.

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. The agency uses 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 COVID-19 pandemic and the resulting stay at home orders 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 necessarily though temporarily eliminated the opportunities for clients to meet with Bet Tzedek advocates at its usual outreach sites, requiring advocates to meet with clients remotely. With the closure of the senior centers, advocates were receiving referrals directly from senior center staff and social workers.

While services were being delivered remotely, many of our senior clients faced barriers in accessing services because they lack digital literacy, access to digital devices, and access to the Internet. Bet Tzedek advocates bridged 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 under strict COVID protocols. While these efforts have allowed the agency to continue to deliver high-quality service to our older adult clients, it had to expend more hours per case than during pre-pandemic times.

As the pandemic shifts, Bet Tzedek is seeking to use the lessons learned during the pandemic to help eliminate barriers to access to justice. For example, as a result of lessons learned in making its Elder Abuse Restraining Order Clinic available remotely. As a result of this process, Bet Tzedek is able to make the clinic available three days a week (as compared to two), it has also made it feasible for clients who are far from the downtown courthouse to participate in the clinic remotely and file their paperwork with the courthouse closest to them.

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 the 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 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW

No update required.

SECTION 20 - FAMILY CAREGIVER SUPPORT PROGRAM

No update required

SECTION 21 - ORGANIZATION CHART

See Attachment 3

SECTION 22 - ASSURANCES

No update required

PSA 25

City of Los Angeles Department of Aging Org Chart

Current Date 5/22/2023

Contents

PSA 25 City of Los Angeles Department of Aging Org Chart	Current Date 5/22/2023	1
Contents.....		2
DEPARTMENT OF AGING.....		3
Fiscal Division.....		4
Operations.....		5
PALA.....		6
Index.....		7

City of Los Angeles Department of Aging



JAIME PACHECO-OROZCO
GEN MGR DEPT OF AGING
Reg Full 9218-0
PG: 0201

MONICANUNEZ
EXEC ADMIN ASST III
Reg Full 1117-3
PG: 0201

MARIELLA FREIRE-REYES
ASST GM DEPT OF AGING
Reg Full 9220-0
PG: 0201

ARSHALOUS TAVITIAN
SECRETARY
Reg Full 1116-0
PG: 0201

CLARA KIM
PR ACCOUNTANT II
Reg Full 1525-2
PG: 0201

DANIEL KIM
SR MGMT ANALYST II
Reg Full 9171-2
PG: 0201

STEWART YOUNG
SR MGMT ANALYST II
Reg Full 9171-2
PG: 0201

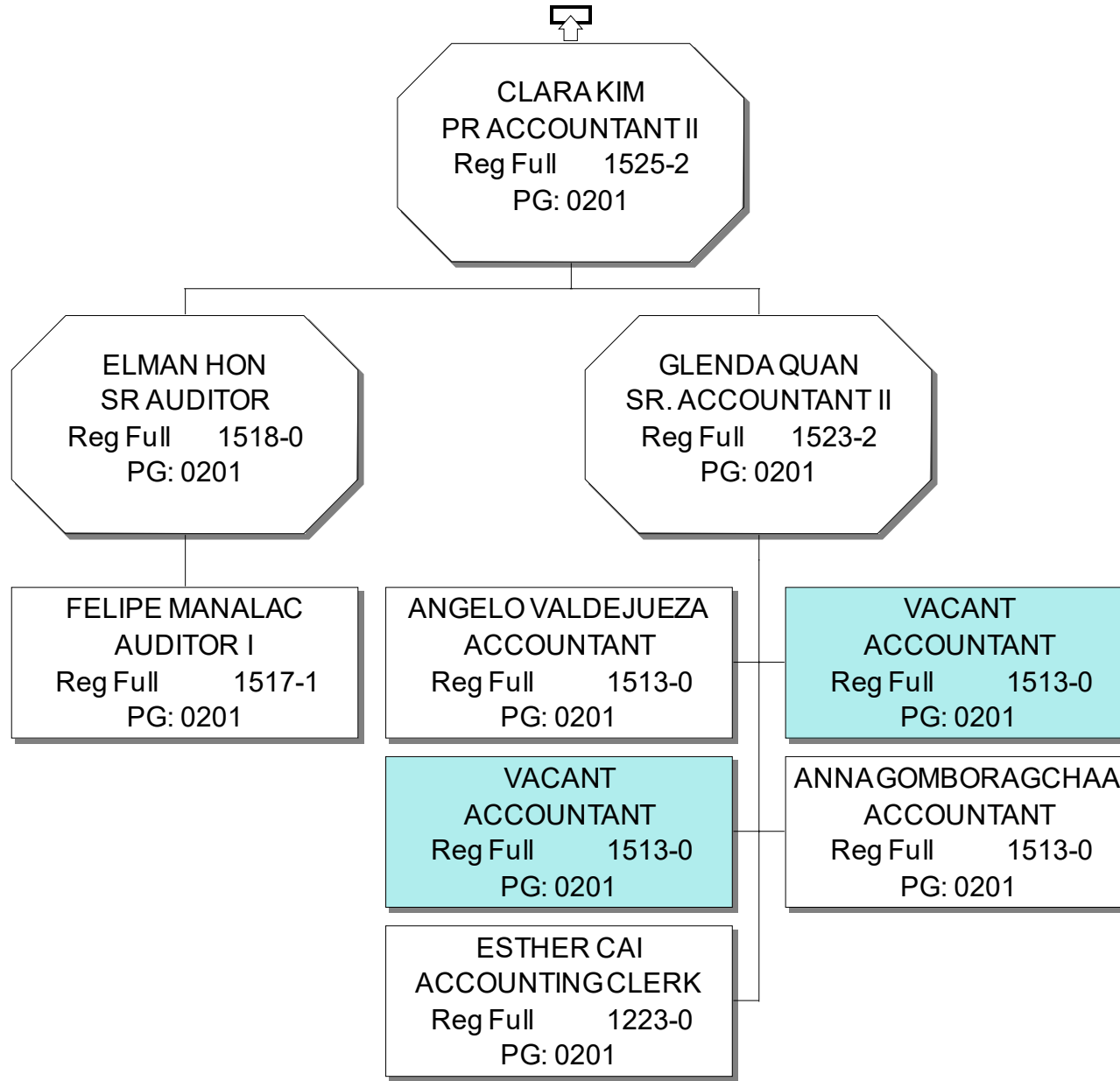
Legends

- Assistant
- Staff
- Supervisor

Light Orange = NEW Positions

Sky Blue = VACANT Position

City of Los Angeles Department of Aging



Legends

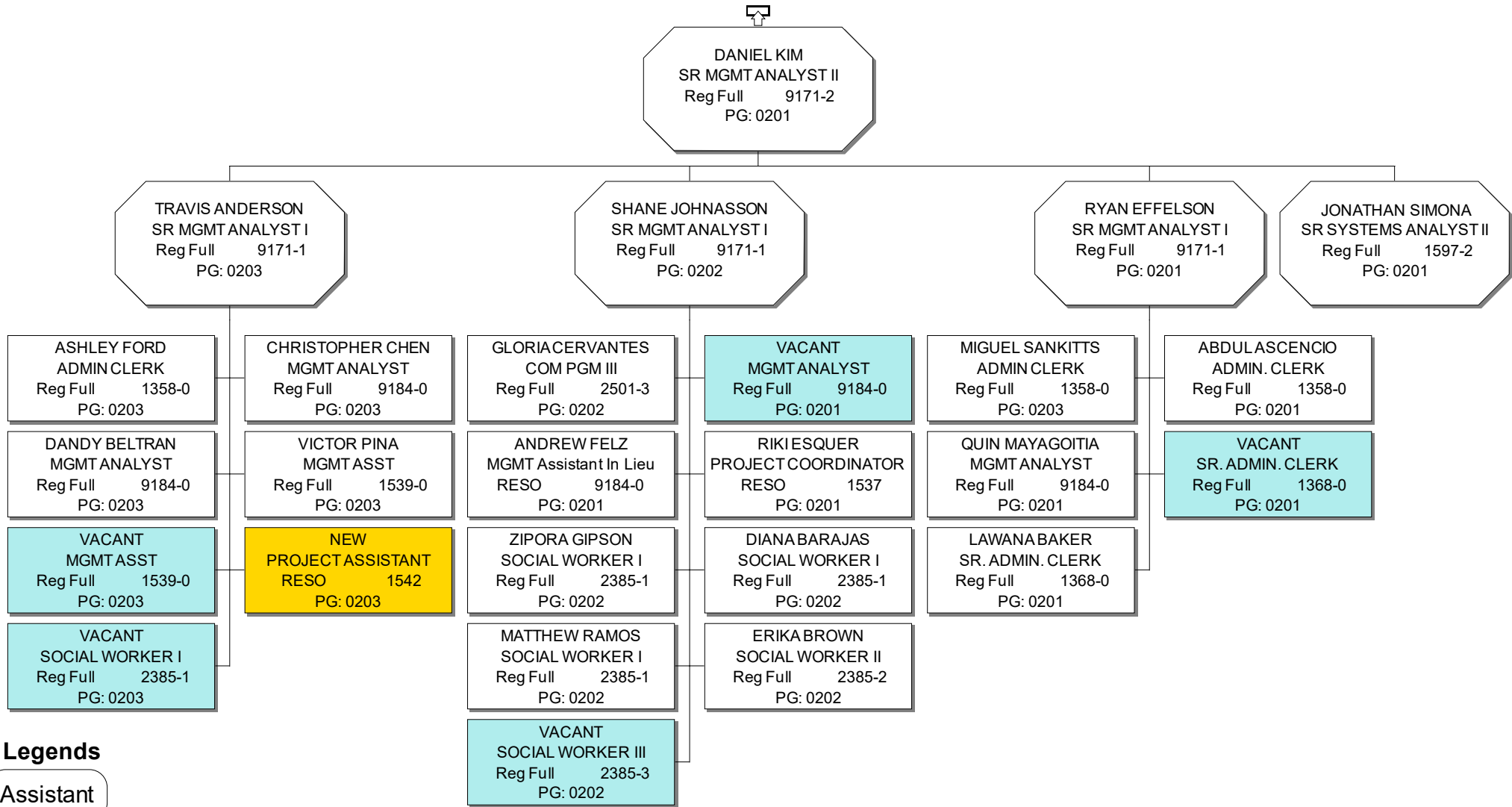
- Assistant
- Staff
- Supervisor

Light Orange = NEW Positions

Sky Blue = VACANT Position



City of Los Angeles Department of Aging



Legends

Assistant

Staff

Supervisor

Light Orange = NEW Positions

Sky Blue = VACANT Position

City of Los Angeles Department of Aging



STEWART YOUNG
 SR MGMT ANALYST II
 Reg Full 9171-2
 PG: 0201

VACANT
 MGMT ANALYST
 Reg Full 9184-0
 PG: 0201

FRANK MIER
 SR MGMT ANALYST I
 Reg Full 9171-1
 PG: 0201

FREYEN SANTIAGO
 SR MGMT ANALYST I
 Reg Full 9171-1
 PG: 0201

KATERINA VILLEGAS
 MGMT ANALYST
 Reg Full 9184-0
 PG: 0201

MIKAELA IBANEZ
 MGMT ANALYST
 Reg Full 9184-0
 PG: 0201

NATHANEAL SIARON
 MGMT ANALYST
 Reg Full 9184-0
 PG: 0201

REGINALD LOUDD
 MGMT Assistant In Lieu
 Reg Full 9184-0
 PG: 0201

EUGENE LY
 MGMT ANALYST
 Reg Full 9184-0
 PG: 0201

DAVID CHAO
 MGMT ANALYST
 Reg Full 9184-0
 PG: 0201

JAMES TONG
 MGMT Assistant In Lieu
 Reg Full 9184-0
 PG: 0201

LYNN JENKINS
 MGMT Assistant In Lieu
 Reg Full 9184-0
 PG: 0201

TAMMY WILLIAMS
 NUTRITIONIST
 Reg Full 2323-0
 PG: 0201

NEW
 NUTRITIONIST
 RESO 2323
 PG: 0201

Legends

- Assistant
- Staff
- Supervisor

Light Orange = NEW Positions

Sky Blue = VACANT Position

Index

TRAVIS ANDERSON.....	5	FRANK MIER.....	6
ABDUL ASCENCIO.....	5	NEW.....	6
LAWANA BAKER.....	5	NEW.....	5
DIANA BARAJAS.....	5	MONICA NUNEZ.....	3
DANDY BELTRAN.....	5	JAIME PACHECO-OROZCO.....	3
ERIKA BROWN.....	5	VICTOR PINA.....	5
ESTHER CAI.....	4	GLENDA QUAN.....	4
GLORIA CERVANTES.....	5	MATTHEW RAMOS.....	5
DAVID CHAO.....	6	MIGUEL SANKITTS.....	5
CHRISTOPHER CHEN.....	5	FREYEN SANTIAGO.....	6
RYAN EFFELSON.....	5	NATHANEAL SIARON.....	6
RIKI ESQUER.....	5	JONATHAN SIMONA.....	5
ANDREW FELZ.....	5	ARSHALOUS TAVITIAN.....	3
ASHLEY FORD.....	5	JAMES TONG.....	6
MARIELLA FREIRE-REYES.....	3	VACANT.....	5
ZIPORA GIPSON.....	5	VACANT.....	5
ANNA GOMBORAGCHAA.....	4	VACANT.....	5
ELMAN HON.....	4	VACANT.....	5
MIKAELA IBANEZ.....	6	VACANT.....	4
LYNN JENKINS.....	6	VACANT.....	6
SHANE JOHNASSON.....	5	VACANT.....	4
CLARA KIM.....	3, 4	VACANT.....	5
DANIEL KIM.....	3, 5	ANGELO VALDEJUEZA.....	4
REGINALD LOUDD.....	6	KATERINA VILLEGAS.....	6
EUGENE LY.....	6	TAMMY WILLIAMS.....	6
FELIPE MANALAC.....	4	STEWART YOUNG.....	3, 6
QUIN MAYAGOITIA.....	5		