AREA AGENCY ON AGING
FOR SANTA CRUZ AND SAN BENITO COUNTIES
Committed to maximizing the health and independence of seniors since 1979

2016-20
AREA PLAN ON AGING
PLANNING AND SERVICE AREA 13
Santa Cruz and San Benito Counties

**DRAFT***
2019-20 UPDATE

Final review of the draft update will take place at the next Area Agency on Aging Advisory Council meeting, March 20, 10:00AM, Watsonville Community Hospital, Conference Room 2, 75 Nielsen St. The public is welcome.

For questions or to submit written comments, please contact:
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OVERVIEW OF THE AREA AGENCY ON AGING

WHAT IS THE AREA AGENCY ON AGING?
For nearly 40 years, the Seniors Council has been the designated Area Agency on Aging (AAA) for Santa Cruz and San Benito Counties, part of a network of 33 such agencies in California. So what does an Area Agency on Aging do?

- **Assess** the needs of seniors.
- **Advocate** at the local and state level for the needs of seniors.
- **Provide visible leadership** on senior issues in the community by monitoring and evaluating and commenting, or providing technical support on issues affecting seniors.
- **Plan for services** for the nearly 77,000 seniors (age 60+) in Santa Cruz and San Benito Counties, and ensure that all senior services are well-coordinated.
- **Receive and allocate Older Americans Act** and Health Insurance Counseling and Advocacy Program (HICAP) funding in our two-county planning region. During Program Year 2018-19, these funds totaled nearly $1.7 million. 97% of all program funding is contracted out to local service providers.
- **Ensure that AAA-funded programs provide quality, efficient, effective services** that meet all OAA program and regulatory requirements and service delivery methods.
- **Ensure that the senior service delivery network is well-coordinated and there is no duplication.**
- **Monitor emerging needs and support the development of innovative programs.**

WHO DO WE SERVE?

- In general, Older Americans Act programs are available to those **age 60 or older.** Some programs, such as Family Caregiver Support are available to those under 60. HICAP services are available to Medicare beneficiaries and those becoming eligible for Medicare.
- Programs are available to all seniors, but the Act requires AAA service providers to target services to those in **greatest economic and social need.**
- During 2017-18, **more than half of clients receiving meals through our nutrition programs** (the largest AAA program) had incomes at or below the federal poverty level.

The California Department of Aging estimates that in 2018, the 60+ population is:*
Santa Cruz County: 65,283 persons age 60 or older with 16,155 age 75 or more.
San Benito County: 11,706 persons age 60 or older with 3,151 age 75 or more.

Demand for services continues to increase and the needs of many seniors are becoming more complex. At the federal level, funding generally has remained flat. **AAA program funding continues to remain near 1984-85 funding levels,** in spite of the fact that the senior population continues to grow rapidly. **The Older Americans Act requires that agencies receiving funds under the Act obtain local matching funds,** including local government funds. Maintaining this local support is more important than ever.

*Source: California Department of Finance Population Projections.
The AREA AGENCY ON AGING Planning and Contract Cycle consists of four steps:

- Assess needs
- Develop a plan
- Allocate Funds
- Ensure Quality & Accountability

**ASSESSING LOCAL NEEDS**
The federal Older Americans Act required the establishment of local Area Agencies on Aging. Local planning allows areas to tailor program funding to the unique needs and resources in each area. Every four years, the AAA conducts a senior needs assessment survey, which is the foundation of the planning process. It also provides an important opportunity for seniors to participate directly in the planning process, and for their voices to be heard. Some issues identified can be addressed with program funding, while others become advocacy priorities. Preparations are underway for the 2019 survey which will be used for the 2020-24 Area Plan on Aging.

**DEVELOPING A PLAN**
After compiling the results of the needs assessment survey, we then prepare the 4-year Area Plan on Aging for submittal to the California Department on Aging. The plan outlines what our goals are and what services that will be provided with the federal and state program funds. It also highlights the AAA’s unique role in providing advocacy and leadership on senior issues and ensuring a well-coordinated senior service delivery network. The Plan and its annual updates are submitted to the California Department of Aging for review and approval.

**ALLOCATING FUNDS**
The funding for Area Agency on Aging programs originates at the federal level with the Older Americans Act, and is augmented by state matching funds. These funds come in specific service categories. AAA’s are also required to obtain local matching funds. Area Agency on Aging services are put out to bid on a regular cycle. In the fall of 2016, the AAA completed a Requests for Proposals for services for the 2017-21 funding cycle. Approved service providers were awarded funds on a 4-year funding cycle, with one-year renewable contracts, pending funding availability and provided that the provider remains in good standing with contract terms. AAA-contracted providers are currently completing the first year of the 4-year contract cycle.

**ENSURING QUALITY & ACCOUNTABILITY**
Services provided by the AAA and its contracted services providers must fully comply with state and federal requirements for Older Americans Act programs, including a requirement to target services to seniors in greatest need, which includes low-income and ethnic minority seniors. All contracted providers receive ongoing desk monitoring, technical support as needed, and on site visits at least every two years. Nutrition programs receive more in-depth quarterly site visits, plus annual onsite monitoring. The AAA is regulated and monitored by the California Department of Aging, by a publicly-appointed AAA Advisory Council and by the Seniors Council Board of Directors.
PROPOSED CHANGES FOR 2019-20 AREA PLAN UPDATE

2019-20 FUNDING: Funding awards for 2019-20 have not yet been released. At this time, we have not received confirmation of any changes to funding levels for Older Americans Act Programs.

2019-20 SERVICE DELIVERY: Due to anticipated continued flat funding, proposed service units for Older Americans Act programs are relatively unchanged. If funding is increased or decreased, service units will be renegotiated with contracted service providers if necessary.

2019-20 GOALS AND OBJECTIVES:
- No changes are proposed to the four goals.
- Proposed revisions to existing objectives are in red.
- Objectives 3.8 and 4.7 completed, Objective 3.10 discontinued
- New objective added for new CalFresh SSI outreach project 3.11

PRIORITIES FOR THE AREA AGENCY ON AGING IN 2019-20
- Continue to provide visible leadership to highlight the needs of seniors and the importance of local, state and federal funding for senior programs.
- Monitor proposals or legislation affecting seniors and coordinate advocacy efforts as needed. Advocate for initiatives to modernize the State aging program framework to meet the needs of a growing senior population, including development of a first-ever Master Plan on Aging for California.
- Continue to support the AAA contracted service provider network to ensure a sustainable and viable service delivery system, maintaining high quality services in an environment of flat funding and increasing demand.
- Conduct the 2019 senior needs assessment survey and prepare summary report.
- Draft the 2020-24 Area Plan on Aging.
- Promote the development of Age Friendly Cities in the PSA.
- Monitor new and emerging needs.

The Seniors Council, as the Area Agency on Aging, remains committed to our mission of providing cost-effective home and community-based services for seniors to allow them to live in their homes and in the community with greatest degree of independence possible.
2016-20 AREA PLAN DRAFT NARRATIVE GOALS AND OBJECTIVES
2019-20 UPDATE

GOAL 1: MAKE SENIORS A PRIORITY THROUGH LEADERSHIP AND ADVOCACY

Rationale: The AAA is mandated to be a visible leader in the community on issues relating to seniors. Funding for senior services continues to remain flat at a time when the senior population is growing at an unprecedented rate, including a sharp rise in those 85+. The need to educate elected officials and the public about the growth of the senior population, the needs of seniors in the PSA and advocacy for funding for senior programs has never been more critical.

1.1 The AAA Executive Director, with support from the Seniors Council Advocacy Committee, the AAA Advisory Council and the Seniors Council Board of Directors, will continue to provide visible leadership to increase awareness about the needs of seniors in Santa Cruz and San Benito Counties. Expected outcome during 2019-20 will be the wrap up of survey distribution, analysis of survey data and development of Needs Assessment Report. Measurement: 2019 Needs Assessment Report Completion. Status: Revised

1.2 The AAA Executive Director, with support from the Seniors Council Advocacy Committee, the AAA Advisory Council and the Seniors Council Board of Directors will continue to work with County and City staff in all jurisdictions in Santa Cruz and San Benito Counties to support the inclusion of seniors as a priority population and to advocate for local jurisdictional investment in community-based senior programs as a fiscally sound method to decrease health care costs, improve health outcomes and help seniors to live independently in their homes to the greatest extent possible. Expected outcome during 2019-20 is the inclusion of seniors as a priority population in the jurisdictional funding process throughout the PSA. Measurement: number of jurisdictions including seniors as priority population. Status: Continued.

1.3 After convening a successful “Solutions Summit” in Santa Cruz County in Fall 2017, four workgroups were formed. With the support of AAA Executive Director and AAA Planner, over a year later three workgroups continue to remain active: Aging in Place, Loneliness and Isolation and Senior Homeless. In 2018-19, each workgroup will establish one priority area of focus. Measurement: Number of workgroup meetings Status: Revised

1.4 The leadership of the Tri-County Collaborative, including the AAA Executive Director, and the Directors of the Monterey County AAA and the Central Coast Center for Independent Living, will continue to meet to explore future opportunities for regional collaboration. Status: Revised

Note: Objectives labeled “PD” (Program Development) or “Coord.” (Coordination) utilize a small amount of Title III B program funding to support staff time. Each of these objectives must be approved by the Department of Aging and are documented in detail on staff time sheets.
1.5 The AAA Executive Director, with the support of the AAA Advisory Council and Seniors Council Advocacy Committee, will provide visible leadership and advocacy at the state level to advocate for seniors as a priority population, increase awareness about the growing senior population and advocate for increased investment in community-based senior programs as a cost effective measure to improve health outcomes, decrease health care costs and allow seniors to live as independently as possible. **2019-20 advocacy at the State level will build on prior years work to augment funding for senior nutrition programs.** Expected outcome during is increased State funding for senior nutrition programs. Measurement: Amount of increased State funding for senior nutrition programs. **Status: Continued**

1.6 Through active participation on the Santa Cruz County Regional Transportation Commissions Elderly and Disabled Transportation Advisory Committee and the San Benito County Social Services Transportation Advisory Committee, the AAA Executive Director will lead efforts to preserve and expand access to, and affordability of, transportation options for seniors and the disabled. **Expected outcome during 2019-20 is effective advocacy on behalf of seniors and the disabled to minimize the impacts of any proposed service reductions on seniors and the disabled.** Measurement: estimated impact of advocacy efforts on any proposed service reductions. **Status: Continued**

1.7 The Seniors Council Advocacy Committee, composed of members of the AAA Advisory Council and Seniors Council Board, and community members will monitor legislation affecting seniors and senior services and inform the community about issues and legislation of interest, including the work of the California Senior Legislature. **Expected outcome during 2019-20 is an increased awareness about issues and pending legislation and expanded opportunities for civic engagement in the political process.** Measurement: Number of Advocacy Alerts issued **Status: Continued**

1.8 The AAA Executive Director, AAA Advisory Council and Advocacy Committee will highlight the need for affordable senior dental care, the number one challenge identified by seniors in the needs assessment survey. The AAA Executive Director will continue to promote awareness about the dental needs of seniors. **Expected outcome during 2019-20 is support for legislation that would expand access to dental care for seniors.** Measurement: Letters of support or testimony in support of legislation regarding dental care. **Status: Continuing**

1.9 AAA staff will continue to monitor the implementation of significant reforms in the healthcare delivery system, ensuring that local systems in each county in the PSA are well coordinated, and providing local advocacy on behalf of seniors. During 2019-20, the AAA will continue to improve awareness about the senior service provider network, as well as and opportunities for collaboration with health plan and health care providers including the Central California Alliance for Health, Anthem Blue Cross, and **Medicare Advantage introduced in 2018-19 with Kaiser and United Healthcare.** Measurement: Number of meetings attended with health plan and healthcare providers. **Status: Revised**
1.10 The AAA Executive Director and AAA Planner will participate in, and coordinate with local commissions such as the San Benito Long Term Care Commission, the Santa Cruz County Seniors Commission and the IHSS Commission to promote the needs of seniors and ensure coordination across services. The AAA Executive Director will also participate in newly established quarterly senior center director’s meetings. Expected outcome is consistent communication between the AAA and relevant commissions and senior centers in the PSA. Measurement: Number of commission meetings attended. Status: Continued

1.11 The AAA Executive Director and AAA Planner will monitor and address new and emerging issues and needs affecting seniors in the PSA, and engage with community partners as they arise to work towards solutions. Expected outcomes and measurements will be determined as these arise. During 2019-20, AAA staff will continue to monitor the status of the Live Oak Senior Center and provide leadership and advocacy to maintain the center as a key focal point for senior services. The Executive Director will also continue to serve on the Board of Watsonville Senior Center to advocate for improvements in center management and operations. Expected outcomes and measurements will be determined as these arise. Status: Revised

1.12 The AAA Executive Director will continue to be an active participant in the HOME Collaborative, a tri-county group of agencies from Santa Cruz, San Benito and Monterey Counties coordinating efforts to increase awareness about rising senior homelessness and develop solutions. The Solutions Summit Senior Homeless Workgroup will continue to raise awareness about senior homelessness and ensure that providers of services to the homeless are inclusive for seniors and persons with disabilities. Expected outcomes are increased awareness about senior homelessness and improved coordination among providers in the Tri-County Region. Status: Revised

1.13 The AAA Executive Director and Planner will raise awareness about senior needs and issues in the PSA by developing a media outreach plan, including social media, submitting articles for publication as the need and opportunities arise. Measurement: Number of articles published. Status: Continuing
GOAL 2: MAXIMIZE THE IMPACT OF AAA SERVICE DELIVERY FUNDS THROUGH EFFECTIVE SERVICE DELIVERY IN A WELL-COORDINATED SERVICE NETWORK

Rationale: A key function of the AAA is to oversee the contracting and service delivery process for program funding. During the contracting process, the AAA ensures that services are delivered by providers that meet all contract and regulatory requirements, and that services are delivered in an efficient and effective manner, in accordance with all mandates and applicable regulations.

2.1 AAA staff will ensure that AAA service delivery funds are allocated appropriately in accordance with the mandates and requirements of the AAA’s Area Plan Contract with the California Department of Aging and all applicable regulations. Service provider contracts will enter the third year of the 2017-21 funding cycle on July 1, 2019. Contracts have one-year terms, with up to 3 one-year renewals total, pending fundability and that provider remains in good standing. Expected outcome is a service provider contract process that meets all applicable regulations and requirements.
Measurement: Number of provider contracts

Status: Revised

2.2 AAA program and fiscal staff will ensure that AAA-funded services are efficient, effective and high quality, and meet all contract and regulatory requirements. All service providers will receive ongoing fiscal and program desk monitoring, annual risk assessments and on-site monitoring every two years. The AAA Nutrition Consultant will monitor compliance of service providers to contractual requirements and, in conjunction with the AAA Planner, conduct an on-site annual monitoring. Expected outcome is nutrition programs that meet all contract and regulatory requirements. Measurement: documentation of completion of annual desk monitoring or site visits, review of quarterly monitoring, and annual on-site monitoring for each nutrition provider.

Status: Continued

2.3 The AAA Contracted Nutritionist will develop and implement a program of quarterly nutrition education for the congregate and home-delivered meals programs in the PSA. Input from meal program participants will be taken into consideration when selecting topics for education. Expected outcome will be an improved understanding of good nutrition for senior meal program participants. Measurement: Total number of nutrition presentations

Status: Continued

2.4 The AAA Contracted Nutrition will convene at least two meetings of contracted nutrition providers to monitor trends in the meal programs, share best practices and develop strategies to support and promote the meal programs. Expected outcome is to maintain high quality, efficient senior nutrition programs. Measurement: number of contracted nutrition meetings.

Status: Continued
2.5 The AAA will ensure the effective provision of services in the service unit plan outlined in this Area Plan under Title IIIB Supportive Services, Title III Ombudsman, Title IIIC Nutrition Programs, Title IIID Health Promotion, Title IIIE Family Caregiver Support Program, Title VIII Elder Abuse Prevention Program, as well as the Health Insurance Counseling and Advocacy Program. Expected outcome is provision of services that meets the targets contained in the Service Unit Plan. Measurement: Documentation of ongoing service unit performance. Status: Revised

2.6 The contracted Ombudsman provider will recruit and train new Ombudsman volunteers so as to have a greater presence and coverage in facilities to serve more clients. Measurement: Documentation of training and information updates Status: Revised

2.7 The AAA Executive Director will ensure that AAA Contracted Service Providers receive regular updates and training as needed to maintain compliance with contract standards. Measurement: documentation of training and information updates. Status: Revised

2.8 The AAA Executive Director will convene regular meetings of Aging and Disability Service Providers, which includes AAA contracted service providers as well as other community-based senior programs. Expected outcome of these meetings are improved communication across AAA and non-AAA senior service programs and coordinated advocacy strategies. Measurement: number of meetings and coordinated advocacy strategies. Status: Continued Coord

2.9 AAA staff will expand on efforts to connect and coordinate with organizations beyond the traditional senior service network to increase coordination and encourage innovative solutions. During 2019-20, staff will build on work begun at the Solutions Summit to connect with faith-based programs providing services to seniors, particularly in the areas of senior homelessness and efforts to decrease senior isolation and loneliness. Expected outcome is improved coordination between faith-based senior programs and the aging services network. Measurement: Number of meetings with faith-based senior programs to ensure coordination and no duplication of effort. Status: Revised Coord
GOAL 3: ENSURE ACCESS TO INFORMATION, BENEFITS AND PROTECTION OF RIGHTS FOR COMMUNITY LIVING SENIORS, RESIDENTS OF FACILITIES AND CAREGIVERS

Rationale: Access to information about services is the foundation of the service delivery system. Seniors and their caregivers must have accurate information about available services and benefits in order to access services. Ensuring that the rights of seniors are protected through access to services such as legal assistance, Ombudsman services and elder abuse is so essential. 40% of survey respondents said understanding Medicare or Medi-Cal benefits was a challenge, and 33% needed help understanding legal issues. 9% of respondents said they were either hurt by or felt afraid of a family member or caregiver at some point.

3.1 Through the provision of Title IIIB and Title IIIIE information and assistance services by AAA contracted providers in both counties, seniors and their caregivers will have access to accurate, up-to-date information about senior programs and services. Services will be available by phone, through agency web pages and via agency-developed resource guides. Measurement: Number of information contacts and resource guides distributed. Status: Continued

3.2 The Tri-County Collaborative (MBARC) will revisit the practicality of forming a region-wide “no wrong door” ADRC program. Expected outcome is determination of viability of establishing an ADRC without a stable funding source. Measurement: number of MBADRC meetings convened. Status: Revised Coord.

3.3 Through a contract with Senior Citizens Legal Services, seniors in Santa Cruz and San Benito Counties will have access to quality Legal Assistance for issues such as benefits eligibility, consumer and housing issues. Measurement: Number of legal assistance hours provided with AAA funding. Status: Continued

3.4 Through a contract with Advocacy, Inc. the Long Term Care Ombudsman Program will provide facility-placed residents advocacy and rights protection, complaint investigation and resolution. It will also offer education, information and referrals to the community and facility staff as mandated by law. Measurement: Program performance is documented and monitored through the California Department of Aging’s data reporting system. Status: Continued

3.5 Through a contract with Advocacy Inc., Title VII Elder Abuse Prevention activities will result in greater awareness about elder abuse, including identifying and preventing elder/dependent adult abuse. Services may include: public education sessions, trainings for professionals or caregivers and support to develop a coordinated system for elder abuse prevention. Measurement: Quarterly reporting of activities to the AAA. Status: Continued
3.6 Through a contract with Senior Network Services Health Insurance Counseling and Advocacy (HICAP) program, Medicare and Medicare-eligible seniors will receive accurate information about Medicare enrollment, benefits and supplemental insurance options. Funds provided by the Medicare Improvements for Patients and Providers Act (MIPPA) will support HICAP to do targeted outreach to Medicare beneficiaries about the Low Income Subsidies and the Medicare Savings Program. Measurement: Documentation of performance through the Department of Aging’s HICAP Database reporting system, and bi-annual narrative reports. Status: Continued.

3.7 The AAA will, through use of direct service Title IIIIB funds, provide support to Project SCOUT to provide free tax assistance to seniors by IRS-trained volunteers, ensuring that seniors receive accurate tax preparation. Expected outcome is completion of accurate tax returns, including any refunds, and assistance with late filing as needed. Measurement: number of returns completed, total dollar amount of refunds and number of late filings prepared. Status: Continued.

3.8 The AAA will continue to promote awareness of the needs of LGBT seniors and works towards the creation of LGBT-friendly access to services, including training specific to the implementation of SB 972, which will expand demographic assessment questions related to gender identification. Measurement: completion of training by contracted service providers. Status: Completed.

3.9 The AAA Nutritionist will coordinate and oversee the distribution of Senior Farmer’s Market Vouchers throughout the PSA, targeting voucher distributions in areas of greatest economic need. Status: Continuing.

3.10 The AAA Solutions Summit Income and Basic Needs Workgroup will develop ideas, and a pilot project to expand economic opportunities for seniors. Status: Discontinued.

3.11 Under the director of the AAA Executive Director and AAA Planner, staff and/or volunteers will assist with CalFresh outreach and enrollment efforts for older adult SSI recipients. Expected outcome is improved awareness about changes in CalFresh eligibility for SSI/SSP recipients and increased enrollments. Measurements: outreach contacts and enrollments. Status: New.
GOAL 4: PROMOTE HEALTH AND INDEPENDENCE FOR SENIORS IN SANTA CRUZ AND SAN BENITO COUNTIES

Rationale: Providing programs and supports that empower seniors to remain as healthy, independent and engaged in their communities to the greatest extent possible is the core mission of Area Agencies on Aging. A recent survey by AARP found that 3% of survey respondents expressed a desire to stay in their current residence as long as possible. The ability for seniors to remain engaged in the community is also very important to their well-being. 36% of AAA survey respondents reported feeling isolated or depressed.

4.1 The AAA Executive Director will continue to promote the effectiveness of AAA and other community-based senior programs as effective and cost-efficient means to improve the health and independence of seniors, and as effective tool to help decrease hospital readmissions. Measurement: number of meetings with elected officials, community partners, local healthcare systems or local insurance plans. Status: Continuing

4.2 The AAA Planner will ensure that Title IIID Health Promotion programs are fully compliant with the highest level of evidence-based requirements. During 2019-20, Title IIID funds will be used for the continuing provision of Tai Chi for Arthritis classes and the expansion of Matter of Balance classes. Measurement: number of classes provided Status: Continuing

4.3 With isolation and depression emerging as a Top 10 issue in the senior survey, the AAA will continue support for Family Service Agency’s Senior Peer Counseling Program, as well as the Solutions Summit Loneliness and Isolation workgroup. The workgroup is focused on raising awareness about senior isolation and loneliness, and developing pilot programs for a local telephone reassurance program. AAA Staff will also continue to be engaged in activities supporting the Museum of Art and History’s Senior Loneliness and Isolation Exhibit, running April, 2019 through October, 2019. Status: Revised.

4.4 The AAA Executive Director will promote senior volunteerism and encourage its contracted service providers to offer meaningful opportunities for seniors to participate in, and contribute to program operations. AAA funding will support a number of programs that utilize trained senior volunteers to provide services including: tax preparation, Ombudsman services, minor home modifications, assistance at senior dining centers, delivery of home-delivered meals, and HICAP counseling. Measurement: Number of senior volunteers utilized in AAA-funded programs. Status: Continued

4.5 The AAA will also promote the use of senior volunteers through the programs of its Aging and Disability Service Provider Network. Member organizations include non-AAA funded programs that utilize large numbers of senior volunteers including the Grey Bears brown bag program, the Foster Grandparent Program and the Senior Companion Program. Measurement: Estimated number of senior volunteers in the Aging and Disability Service Provider Network. Status: Continuing
4.6 The AAA Planner will continue to maintain liaison with, and provide technical support for, Village Santa Cruz. The first Village in the PSA, Village Santa Cruz will create opportunities for seniors to both provide services to others and receive services as increase opportunities for social and recreational activities. Village Santa Cruz is now a program of the Volunteer Center, and has hired paid part-time staff. The AAA Planner will continue to monitor the evolution of the Village model, providing support when requested. Measurement: number of requests for support. Status: Revised

4.7 The AAA will monitor the transition of Palo Alto Medical Foundation’s linkAGES platform to a private vendor. The program utilizes the concept of time banking as a way for seniors to connect and offer support and educational and recreational opportunities. AAA staff will also connect with TimeBank Santa Cruz to learn more about opportunities for seniors to receive services from members. Expected outcome is expanded opportunities for seniors to connect, share their talents and have expanded learning and social opportunities. Measurement: AAA staff meetings with program representatives. Status: Completed. LinkAGES is no longer active in Santa Cruz County, no additional meetings with TimeBank required.

4.8 AAA staff will promote the importance of minor home maintenance and modifications such as installation of grab bars and hand rails as an important method to support senior’s ability to remain safely independent in their homes, including support for legislation to provide funding support through the Older Californians Act. Expected outcome is increased funding for providers such as the Volunteer Center’s Helping Hands in Santa Cruz County and Habitat for Humanity project in San Benito County. Measurement: increased funding for minor home modifications. Status: Continued

4.9 Building on growing interest after an AARP presentation at the AAA Advisory Council, and a study session at a joint meeting the AAA Advisory Council and Seniors Council Board in 2018, the AAA will continue to encourage local jurisdictions to apply to become Age Friendly communities and provide staff support for the projects if grant funding can be secured. Active partners include the AAA Advisory Council, the Seniors Council Board of Directors and the Solutions Summit Aging in Place Workgroup. Measurement: at least one jurisdiction will submit an application for the Age-Friendly Community designation. Status: Revised
2019-20 CONTRACTED SERVICE PROVIDERS
SERVING SANTA CRUZ COUNTY ONLY

Community Bridges
- Home-delivered Meals
- Meals at Senior Dining Sites
- Transportation to Meal Sites

Vista Center for the Blind and Visually Impaired
- Comprehensive Assessment for Independent Living Skills Training

Family Service Agency
- Peer Counseling and Friendly Visiting

Volunteer Center
- Helping Hands Home Repair Program

Senior Network Services
- Information and Assistance
- Case Management
- Visiting/In-Home Assessment
- Family Caregiver Support Program

SERVING SAN BENITO COUNTY ONLY

Jovenes de Antaño
- Information and Assistance
- Home-delivered Meals
- Meals at Senior Dining Sites
- Transportation to Senior Dining Sites

Family Caregiver Support Program
- Case Management

SERVING BOTH SANTA CRUZ AND SAN BENITO COUNTIES

Advocacy, Inc.
- Ombudsman & Elder Abuse Prevention

Senior Citizens Legal Services
- Legal Assistance

Senior Network Services
- Health Insurance Counseling and Advocacy Program (HICAP)

AREA AGENCY ON AGING DIRECT SERVICES

Project SCOUT Tax Assistance (Santa Cruz County only)
- Program Development & Coordination
- Health Promotion Activities- Tai Chi for Arthritis, Matter of Balance
- Outreach/Senior Farmer’s Market Voucher Distribution

*note: AAA Direct Services utilize less than 3% of available service funding