

**Area Plan Update**  
**July 1, 2025, to June 30, 2026**

**Orange County, California**  
**PSA 22**

California Department of Aging  
Due May 1, 2025

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**AREA PLAN UPDATE (APU) CHECKLIST**

**Check one:**  FY25-26  FY 26-27  FY 27-28

Use for APUs only due May 1, 2025, 2026, and 2027

AP Guidance Section	Required Annual Update Sections	Check Updated
n/a	<b>A) Transmittal Letter-</b> (submit by email with electronic or scanned original signatures)	<input checked="" type="checkbox"/>
n/a	<b>B) APU-</b> (submit entire APU electronically only)	<input checked="" type="checkbox"/>
2	<b>C) Estimate-</b> of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>
6	<b>D) Priority Services and Public Hearings</b>	<input checked="" type="checkbox"/>
n/a	<b>E) Annual Area Plan Budget</b> (send to <a href="mailto:finance@aging.ca.gov">finance@aging.ca.gov</a> )	<input checked="" type="checkbox"/>
8	<b>F) Service Unit Plan (SUP) and LTC Ombudsman Program Outcomes</b>	<input checked="" type="checkbox"/>
11	<b>G) Legal Assistance</b>	<input checked="" type="checkbox"/>
AP Guidance Section	If there has been a change to another section, check the “Mark Changed” box AND include the “AAA Area Plan Summary of Changes” Attachment A:	Mark Changed
1	Mission Statement	<input type="checkbox"/>
5	Needs Assessment/Targeting	<input checked="" type="checkbox"/>
7	AP Narrative Objectives:	<input checked="" type="checkbox"/>
7	• System-Building and Administration	<input checked="" type="checkbox"/>
7	• Title IIIB-Funded Programs	<input checked="" type="checkbox"/>
7	• Title IIIB-Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/>
7	• Title IIIC-1 or Title IIIC-2	<input checked="" type="checkbox"/>
7	• Title IIID-Evidence Based	<input checked="" type="checkbox"/>
7	• HICAP Program	<input checked="" type="checkbox"/>
9	Senior Centers and Focal Points	<input type="checkbox"/>
10	Title IIIE-Family Caregiver Support Program	<input checked="" type="checkbox"/>
12	Disaster Preparedness	<input type="checkbox"/>
13	Notice of Intent to Provide Direct Services	<input type="checkbox"/>
14	Request for Approval to Provide Direct Services	<input type="checkbox"/>
15	Governing Board	<input checked="" type="checkbox"/>
16	Advisory Council	<input checked="" type="checkbox"/>
17	Multipurpose Senior Center Acquisition or Construction	<input type="checkbox"/>
18	Organizational Chart(s) (Must match Budget)	<input checked="" type="checkbox"/>
19	Assurances	<input checked="" type="checkbox"/>
<b>Atch. A</b>	Summary of Changes	<input checked="" type="checkbox"/>
<b>Atch. B</b>	OCA Modernization Supplemental Summary	<input checked="" type="checkbox"/>
<b>Atch. C</b>	Local Master Plan for Aging Supplemental Summary	<input checked="" type="checkbox"/>
<b>Atch. D</b>	Glossary of Acronyms	<input type="checkbox"/>
<b>Atch. E</b>	References	<input checked="" type="checkbox"/>

**TRANSMITTAL LETTER**  
**2024-2028 Four Year Area Plan/ Annual Update**

**Check one:**  FY 24-25  **FY 25-26**  FY 26-27  FY 27-28

**AAA Name: County of Orange Office on Aging**

**PSA22**

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

\*1. Donald P. Wagner

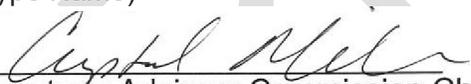
(Type Name)

\_\_\_\_\_  
Signature: Governing Board Chair<sup>1</sup>

4/23/2024  
Date

2. Crystal Miles

(Type Name)

  
\_\_\_\_\_  
Signature: Advisory Commission Chair

4/25/2025  
Date

3. Claudia Harris

(Type Name)

Signed by:

  
\_\_\_\_\_  
Signature: Area Agency Director

4/25/2025  
Date

**\*In a Minute Order dated 4/23/2024, the Orange County Board of Supervisors, as the governing body of the PSA 22, Area Agency on Aging, approved the 2024-2028 Area Plan and authorized the Director of the Office on Aging to execute and submit plan updates and amendments for the 2024-2028 planning period.**

<sup>1</sup> Original signatures or electronic signatures are required.

**SECTION 1. MISSION STATEMENT**

The Office on Aging is a division of OC Community Services, which is a department of OC Community Resources. The mission of the Office on Aging complements those of OC Community Resources, OC Community Services and the core mission of all AAAs as articulated in the California Code of Regulations.

The Mission of OC Community Resources is: Connecting people and resources.

The Mission of OC Community Services is: As an opportunity catalyst, OC Community Services facilitates the provision of economic, housing and community services that enhance the quality of life for the people of Orange County.

**The Mission of the Office on Aging** is: To ensure that Orange County's older adults experience a high quality of life characterized by independence, safety, health, transportation, affordable housing, appropriate nutrition and social activity.

The Vision of the Office on Aging is Orange County is the best place in America to age with dignity.

Furthermore, the Office on Aging is committed 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.

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

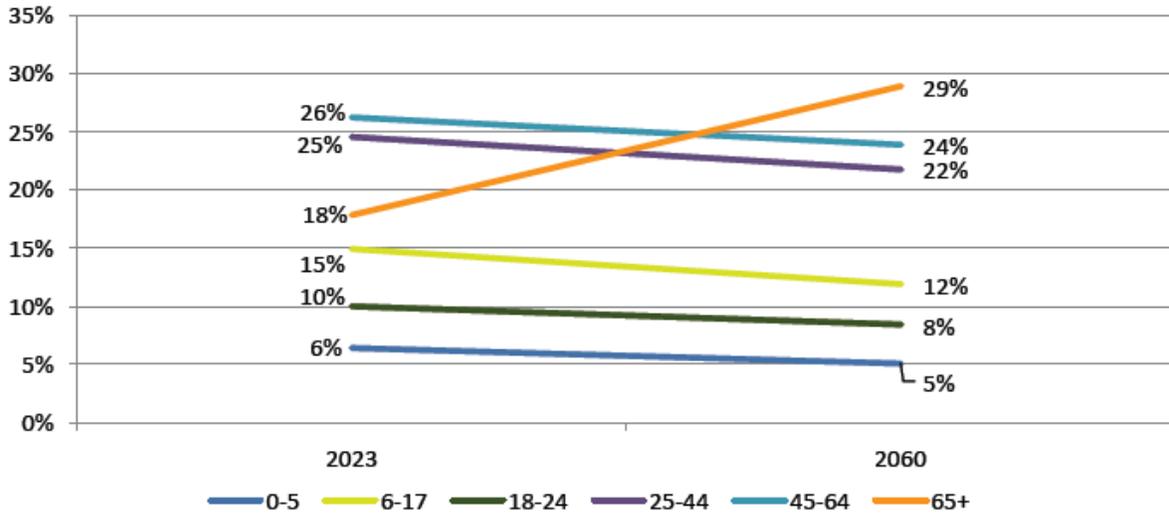
Orange County is one of the largest counties in the country. Located within the heart of Southern California, the County is nestled between Los Angeles to the north and San Diego to the south, with Riverside and San Bernardino counties to the east. The county covers 798 square miles with both urban and suburban qualities, and includes 34 cities, several large unincorporated areas, 9 beaches and 42 miles of coastline. While Orange County's population has experienced a slight decline, the County continues to be the third-most-populous county in California following Los Angeles and San Diego, with a population of 3,135,755 (U.S. Census Bureau, 2023). Orange County has 8% of California's population but only 0.5% of its land area. It is one of the most densely populated areas in the United States. As of the 2020 U.S. Census, the county had a population density of approximately 4,019.7 people per square mile which is significantly higher than the national average of about 93.4 people per square mile. According to the U.S. Census Bureau, as of the 2019-2023 American Community Survey, approximately 29.9% of Orange County's population was foreign-born this percentage translates to about 393,000 foreign-born residents.

According to the U.S. Census Bureau (2023), there are 742,056 older adults aged 60 and older and approximately 529,832 older adults 65 years or older reside in Orange County (U.S. Census Bureau, 2023). Although predominantly White (Non-Hispanic) (55.7%), the 65 and over population continues to be diverse with Asian making up approximately (23.6%) of the population, followed by Hispanic/Latino (16.8%), Black/African American (1.5%), American Indian/Alaskan Native (0.5%), Native Hawaiian/Pacific Islander (0.3%), and two or more races/other race (16.8%). Although precise data on lower-income minority older adults in Orange County is not easily accessible, recent information indicates that about 28% of older adults (65 and over) in the county lack sufficient income to meet their basic needs, given the local cost of living (Justice in Aging, 2023). About 22.4% of residents aged 65 and over live below 200% of the federal poverty level, indicating significant economic hardship (Orange County Aging Services Collaborative, 2022). This amounts to approximately 148,000 older adults experiencing economic insecurity.

Orange County's median age increased from 38.6 in 2019 to 39.2 years in 2021. Since 2010, the county's median age has increased by 4 years or by 11.4% (Census Bureau, 2023). Residents over the age of 65 are the only age group expected to increase in proportion over the next several decades, growing from 18% of the population in 2023 to 29% in 2060. The distribution of older adults across Orange County varies significantly by city. Laguna Woods has the highest proportion of residents aged 65 and over, with 81% of its population falling into this age group. Other cities with notable concentrations include Seal Beach at 38% and Villa Park at 27.4%. When looking at total numbers, Anaheim has the largest population of older adults, with approximately 36,758 residents aged 65 and over, followed by Huntington Beach with 31,995, and Santa Ana with 26,355 (Patch, 2023).

Population projections from the California Department of Finance indicate a significant demographic shift in Orange County by 2060, as illustrated in the graph on the following page.

**PROJECTED CHANGE IN AGE GROUP PROPORTIONS OF TOTAL ORANGE COUNTY POPULATION, 2023 AND 2060**



The portion of residents aged 65 and older is expected to nearly double, increasing from 15.7% in 2020 to 26.1% in 2060. This trend is attributed to declining birth rates and an aging population, with 65+ age group being the only demographic projected to grow between 2021 and 2060.

**UNIQUE RESOURCES**

**Health and Wellness**

Orange County continues to rank among the healthiest counties in California, ranking #6 out of 58 counties. Orange County’s health care system includes more than 37 medical hospitals, two behavioral health hospitals, 210 home health and hospice agencies, 76 long-term care facilities, and 65 community clinics. Although the County has no public hospital, safety net services are provided by a combination of public and private entities including private physicians, hospitals, urgent care centers, and emergency departments.

According to the California Department of Aging (2023), 79% of older adults in Orange County rated their physical health as excellent or good, and 85% rated their mental health the same. While 72% gave positive ratings to community health and wellness opportunities, fewer were satisfied with physical health care (48%), mental health care (40%), and long-term care options (42%). Health-related issues were among the most common challenges, with 36% reporting physical health concerns, 29% mental health challenges, and 36% identifying health care access as a barrier. Chronic conditions such as heart disease, cancer, and stroke account for 70% of deaths in the county, highlighting the need for prevention and management of illnesses like obesity, diabetes, and high blood pressure. These findings emphasize the importance of a strong public health response to support the independence and well-being of Orange County’s aging population.

**Housing and Economics**

As California and Orange County age, they face emerging challenges: more people remaining in the workforce, a growing number of neighbors living alone, and a decrease in economic security

for many individuals. While inflation has begun to slow, consumer finances remain tight. Orange County continues to be one of the most expensive areas in the U.S., with the cost of living 56% above the national average, largely driven by housing costs (Redfin, 2025).

Housing remains one of the most significant elements of the cost of living, and it is a primary challenge nationwide, particularly in Orange County. According to the Orange County Business Council (2023), housing supply continues to lag behind demand, leading to high home prices and a critical need for investment in all forms of housing, especially multi-unit housing. The median price of an existing single-family home in Orange County was \$1.265 million in May 2023, compared to \$836,110 across California (Orange County Business Council, 2023).

While the majority of older adults in Orange County own their homes (73.1%), and many "age in place," rising living costs over the span of retirement will negatively impact their purchasing power. In essence, older adults will require twice as much income later in life to purchase the same goods and services they bought earlier in retirement. According to the U.S. Census Bureau (2023), 31.7% of older adult homeowners and 64.4% of renters spend 30% or more of their income on household costs, leaving little income for essential needs like food, transportation, and medical insurance.

The 2020 California Health Interview Survey (CHIS) estimates that 26.7% of older adults in Orange County have a household income below the Elder Economic Security Standard Index, a significant increase from the 2015 estimates (9% of single older adults and 9.6% of older adult couples). In 2022, the California Department of Aging reported that 77,745 adults over age 60 in Orange County were considered "low income," an increase from 74,045 in 2021 (California Department of Aging, 2022).

Though there are programs to help meet basic needs, many use the Federal Poverty Guidelines (FPL) to determine eligibility, which are the same nationwide and fail to consider local living costs. As a result, the number of older adults living in poverty continues to rise. In 2022, over 8.6 million (11.2%) older adults nationwide were living below the poverty level (American Community Survey, 2022).

While Social Security and Supplemental Security Income (SSI) provide valuable assistance to retirees, they account for only about 40% of former earnings, leaving many older adults struggling to make ends meet. Although many manage to stay in stable housing despite financial challenges, a growing segment of older adults faces homelessness. The 2022 Point in Time Count (PIT) identified 718 homeless older adults (62+) in Orange County, an increase from the 677 identified in the 2019 PIT count (Orange County Homeless Continuum of Care, 2022).

### **The Older Adult Service Network in Orange County**

The older adult services network is a tremendous resource within Orange County. Publicly funded programs and services form a foundation for the broader spectrum of older adult services in Orange County and assist older adults in maintaining their independence. In addition to public entities providing services to older adults, the network of non-profit organizations serving older adults in Orange County makes invaluable contributions to the well-being and quality of life of Orange County's most vulnerable older adult population. The efficiency and effectiveness of the older adult service delivery system is widely acknowledged in the county. The network of contracted service providers of programs administered by the

Office on Aging (OoA) constitutes a foundation of valuable resources to the OoA and, most importantly, to the community and the thousands of older adults, caregivers and their families receiving services. The section below describes specific network organizations that contribute to the older adult network.

## **Office on Aging**

The OoA is a program in the OC Community Services (OCCS) division, which serves special population groups such as older adults, caregivers, persons with disabilities, veterans, and the under/unemployed in Orange County. OCCS is comprised of the following divisions: Office on Aging, Workforce & Economic Development Division (WEDD), and the Veterans Service Office (VSO). In addition to the OoA the following agencies are among the major public-sector providers of important services for Orange County's older adult population.

## **Veterans Service Office (VSO)**

Veterans Service Office provides advocacy services and assistance to Orange County veterans, survivors' and dependents, focusing on U.S. Department of Veterans Affairs disability benefits and survivor benefits. Approximately 60% of the veterans served at the VSO are 60 and older. VSO also collaborates with the HCA program OC4Vets, which provides one-stop access for Veterans with behavioral health issues to services including housing and transportation assistance, mental health services, and employment training and development.

## **Workforce and Economic Development Division (WEDD)**

The Workforce and Economic Development Division is primarily responsible for administering programs and activities of the Workforce Innovation and Opportunity Act (WIOA) in Orange County. The WIOA assists individuals who are employed, unemployed and underemployed, to increase their self-sufficiency and/or improve their ability to meet the demands of Orange County businesses and employers. OoA staff attends the WEDD regional and partner meetings.

## **Orange County Housing Authority (OCHA)**

The Orange County Housing Authority (OCHA) administers federally funded programs to provide monthly rental assistance to qualified tenants. Such programs include the Housing Choice Voucher Program (HCV), a federally funded program through the U.S. Department of Housing and Urban Development (HUD) offering housing assistance to the elderly, low-income families and persons with disabilities. In addition to the HCV Program, OCHA also administers other voucher programs including Veterans Affairs Supportive Housing (VASH), Continuum of Care, Non-Elderly Disabled, Mainstream, Emergency Housing, Family Unification, and Family Self-Sufficiency Vouchers. These programs combined with the HCV Program provide rental assistance to over 25,000 people per month in Orange County. Of the 25,000 people assisted, approximately 70% are elderly and/or disabled.

## **Health Care Agency (HCA)**

The [County of Orange Health Care Agency \(HCA\)](#) provides behavioral health services directly and through contracted agencies. There are HCA-staffed programs and contracted programs

providing direct services specifically to older adults with behavioral health problems. The HCA programs are the [Senior Health Outreach Prevention Program \(SHOPP\)](#), the [Substance Abuse Resource Team \(START\)](#), and [Older Adult Mental Health Recovery Services](#). The Health Care Agency provides services to older adults in their own homes through the SHOPP, START and Older Adult Mental Health Recovery Services programs. In addition to behavioral health services, HCA now oversees Continuum of Care, a regional strategy to address homelessness in Orange County as well as coordinating the OC Health Improvement Plan.

### **Social Services Agency (SSA)**

The Social Services Agency administers the [CalFresh Program](#), [Medi-Cal](#), [Adult Protective Services \(APS\)](#), [In-Home Supportive Services \(IHSS\)](#), [General Relief](#), and the [Cash Assistance Program](#) for Immigrants (for some legal non-citizens who are not eligible for federal food stamps). According to the Social Services Agency 2021-2022 Annual Report, an average of 1 in 5 older adults received Medi-Cal benefits, 1 in 34 older adults were enrolled in IHSS, and 1 in 12 older adults received CalFresh benefits. CalFresh Expansion was implemented June 1, 2019, in response to a new state policy and allows Supplemental Security Income (SSI) recipients to be eligible for CalFresh benefits. Since SSI is a program for those over 65 years of age, blind, or disabled who also have limited income and resources, this new CalFresh benefit is an additional resource for those who struggle to buy healthy foods.

### **Orange County Transportation Authority (OCTA)**

OCTA provides public transportation services to older adults through two major programs, [Senior Mobility Program \(SMP\)](#) and [OC ACCESS \(ADA paratransit\)](#). OC ACCESS is a shared-ride service that is available to qualified applicants whose physical or cognitive limitations prevent them from utilizing the regular OC Bus fixed-route service. Through the OC Go Fare Stabilization Program, OCTA provides fare discounts for older adults and persons with disabilities. OCTA also introduced a new ride-share pilot program – OC Flex - in certain Orange County cities, which may be more appealing to older adults than Uber or Lyft.

### **CalOptima**

Medi-Cal recipients in Orange County are served by [CalOptima](#), a County Organized Health System (COHS), providing coverage through four major programs: Medi-Cal, OneCare, PACE (Program of All-Inclusive Care for the Elderly), Cal-AIM, and OneCare Connect. As of June 30, 2023, 988,716 Orange County residents are CalOptima members, including 17,687 in OneCare (HMO D-SNP), and 439 in PACE, a program that provides needed preventive, primary, acute and long-term care services in a variety of settings. Office on Aging is an appointed advisory member of CalOptima's OneCare Connect Member Advisory Committee.

### **Orange County Aging Services Collaborative (OCASC)**

OCASC is an initiative that brings together nonprofit and governmental older adult service providers who are committed to effectively meeting the needs of our aging community through ongoing coordination. In 2023, OCASC merged with the Orange County Strategic Plan on Aging (OCSPA), a coalition of public and private stakeholders to leverage its ability to develop Orange County as a community that facilitates successful aging. The

collaborative, and its established committees, meet regularly to develop public policy through education within the community and with elected officials, create marketing strategies, maintain knowledge on older adult issues in Orange County, and improved access and awareness of available services by connecting member agencies. The Office on Aging is an advisory member on the collaborative and participates on several of the committees.

### **Orange County Elder Abuse Forensic Center**

Orange County is home to the nation's first Elder Abuse Forensic Center. Launched in May 2003, the Elder Abuse Forensic Center changes the way elder abuse cases are prosecuted through an unprecedented collaborative process. Orange County's Elder Abuse Forensic Center is staffed by team of professionals from legal, medical, social services, and law enforcement agencies. It is a partnership between UCI Geriatric Medicine, Adult Protective Services, Ombudsman, Health Care Agency, Orange County Sheriff's Department, the District Attorney's Office, Public Guardian, Orange County Superior Court, and leading non-profit experts. Together they conduct case reviews; in-home medical and mental status, and evidentiary investigation; taped victim interviews; education; consultation; and research. The collaboration brings these experts together to better understand, identify and treat elder abuse, determine more efficient ways to successfully prosecute elder abuse cases and support the prevention of elder abuse through greater awareness and education among those professionals who work with older and disabled adults.

In addition, Office on Aging staff participates on the Financial Abuse Specialist Team (FAST). FAST provides information in the areas of law, criminal investigation, civil litigation, guardianship, fiduciary matters, banking and accounting, real estate, insurance, and older adult services. FAST assists Adult Protective Services (APS), Long-Term Care Ombudsmen, law enforcement, and attorneys in resolving complicated matters of abuse.

### **County Nutrition Action Partnership (CNAP)**

Recognizing that something needs to be done to counter the serious and expensive chronic health conditions related to obesity, especially in low-income communities, the Office on Aging participates on the OCASC Food and Nutrition sub-committee as part of the CNAP. The committee is comprised of a variety of community partners to share expertise, leverage resources and use their collective voices and influence to transform communities into healthy places where all residents can thrive.

### **BeWell OC**

Be Well OC is an initiative that brings together a community-based, cross-sector of organizations —public, private, academic, faith and others—to create a community-wide, coordinated ecosystem to support optimal mental health. The long-term goal of this movement is to create regional wellness hubs which will serve as a central resource location for mental healthcare.

## **CONSTRAINTS**

### **Cost of Housing/Living**

For older adults on a fixed income, Orange County is one of the most expensive areas of the United States in which to live. The growing cost of housing, medical and other basic necessities present a significant challenge, often impacting their physical and mental health. Orange County's median housing burden is 44%, which exceeds affordability standard of paying no more than 30% of income toward housing costs. High housing prices relative to other markets, income that would be considered sufficient in other areas insufficient in Orange County (Orange County Business Council, 2023).

The Elder Economic Security Index (EESI) measures the income needed by older adults to meet their basic needs, adjusting for household size and location. This index considers costs for housing, healthcare, transportation, food, and daily living essentials. According to the 2023 Elder Index, an older adult in "good" health renting in Orange County would need approximately \$38,772 per year—130% of the national average of \$29,748 (Justice in Aging, 2023).

For older adults who rent, housing costs are one of the largest expenses. Both single older adults and older adult couples who rent in Orange County face some of the highest rates of economic insecurity. The cost of even the lowest-priced apartments exceeds what many older adults can afford. Fair market rent for a one-bedroom apartment in Orange County increased from \$1,905 in 2022 to \$2,113 in 2023, a 10.9% increase. Additionally, the fair market rents for two-bedroom and three-bedroom units rose by 9.3% and 8.5%, respectively (U.S. Department of Housing and Urban Development, 2023). However, rental prices can vary significantly based on location. Approximately 36.1% of those aged 65+ who live alone bear the brunt of these high rent prices, leaving little income for food, healthcare, transportation, or other basic needs (Orange County Business Council, 2023).

Furthermore, the "2023 Report on Aging in Orange County" notes that the most significant barriers to independent living for older adults and people with disabilities in the region continue to be the availability of in-home care and affordable, accessible housing (Orange County Office on Aging, 2023).

### **Limited Funding and a Growing Population**

Although federal and state funding for services to older adults has increased in past years, the rate of increase is not always proportional to the growing number of older adults. Rising operational costs, the aging and frailty of clients, and the increased demand for services have strained the resources of contracted service providers, the Office on Aging, and other organizations supporting older adults in the county. Orange County residents aged 65 and older are the only age group projected to grow proportionately to other age groups in the next 25 years. In 2023, individuals aged 65 and older made up 18% of the county's population, and by 2060, they are expected to comprise 29% of the total population (California Department of Finance, 2023). While this growth mirrors both national and statewide trends, the increase in the older adult population is more pronounced in Orange County compared to the nation (U.S. Census Bureau, 2023). This demographic shift is further exacerbated by rising costs for contractors, such as increased food prices and fluctuating gasoline costs for nutrition and transportation providers. As the demand for services continues to outpace

available resources, there will inevitably be limits to the services that can be provided.

### **Fragmentation in Service Delivery**

Within Orange County there are several different agencies providing services to older adults. As lead advocate, systems planner, and facilitator of services for older adults, their families and caregivers, the Office on Aging is challenged with the task of tracking and coordinating with the programs offered by other agencies. With multiple funding and regulatory silos, older adults may find it hard to enter or navigate the system of care, making the role of the Office on Aging more critical. As core partners in the Aging and Disability Resource Connection (ADRC), the Office on Aging and the Dayle McIntosh Center (DMC) continue to work on addressing coordination among service providers through the ADRC. The ADRC initiative focuses on coordination and providing long-term support services (LTSS) to older adults and persons with disabilities through specific service deliveries. The ADRC and the many collaborative efforts within the provider network are focused on providing ready access into the service network for older adults, caregivers and persons with disabilities.

Finding ways to develop and finance additional service capacity that meets needs, allows choice, and ensures quality care will be a challenge for the Office on Aging and local governments in years to come; demanding strategic planning, collaboration and partnership with the broad spectrum of service providers as we strive to make Orange County the best place in America to age with dignity.

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

The Office on Aging is the designated Area Agency on Aging (AAA) for Orange County since 1974. As the local AAA, the Office on Aging is mandated by Federal law to be the lead advocate, system planner, and facilitator of services and programs for older adults, persons with disabilities, and family caregivers. This mandate includes accomplishing the goals of the older adult programs funded by Federal, State, and county general funds.

Orange County's Board of Supervisors and the older adult community have preferred those services be privatized to local non-profit or municipal contractors to the maximum extent possible. Rather than provide services directly, Office on Aging administers a majority of contracts for the provision of services to older adults through community-based organizations or public agencies. These programs are funded with federal and State funds; County General Funds; Tobacco Settlement Revenue and local Measure M2. Contracts for provision of services are awarded every four years through a competitive Request for Proposals process.

The Office on Aging administers and monitors support service programs for older adults (60+) and family caregivers funded by the CA Department on Aging. The following contracted programs along with the direct services provided, are some indicators of the leadership role of the Office on Aging within the aging network in Orange County. It should be noted that fallout from the COVID pandemic continues to have a dramatic effect on some of the programs and services administered by the Office on Aging. Many consumers remain reluctant to resume in-home supportive service programs (Personal Care, Homemaker, Chore) out of fear for the health and wellbeing, resulting in decreased participation.

**CONTRACTED PROGRAMS (CDA FUNDED)**

**Elderly Nutrition Program**

The Elderly Nutrition Program (ENP) is the largest program funded by the Office on Aging and fills a critical nutrition need countywide. Two contractors serve on average 100,000 congregate and home-delivered meals per month.

**Transportation**

The Office on Aging also administers federal Older Americans Act Title III funds for transportation for older adults to travel to locations such as financial institutions, grocery stores, social/recreational activities, senior centers (including congregate meal sites), community education programs, or places of worship. The scope of this service activity was expanded for the awarded contracts that started in FY 2020-2021.

**Legal Services**

Legal advice, counseling, and representation is provided primarily through individual, one-on-one consultation with older adults. Services are provided by attorneys and paralegals (working under the direction of an attorney) at various locations throughout the county, including senior centers.

## **Family Caregiver Support Program**

Allocates funding to provide multifaceted systems of support services for unpaid family caregivers of older individuals.

## **Case Management**

The Office on Aging contracts with community-based service providers for case management services funded by Title III B of the Older Americans Act. Case Management includes assessing needs, developing care plans, authorizing, and coordinating services among providers, and providing follow-up and reassessment, as required.

## **In-Home Services**

The Office on Aging contracts with community-based service providers for in-home services funded by Title III B of the Older Americans Act including personal care, homemaker, and chore services to homebound older adults, to maintain independent living or provide respite for the primary caregiver.

## **Ombudsman**

The Ombudsman program investigates complaints of elder and dependent abuse made by, or on behalf of, individual residents of long-term-care (LTC) facilities. Staff and volunteers work with licensing agencies and law enforcement in the investigation of abuse in facilities. Staff and volunteers visit all licensed LTC facilities, providing a regular presence to ensure that the rights of residents are protected.

## **Elder Abuse Prevention**

The Elder Abuse Prevention program includes activities to develop, strengthen, and administer programs for the prevention and treatment of elder abuse, neglect, and exploitation. Education and training sessions are provided in the community to the public, professionals, and family caregivers.

## **Health Insurance Counseling and Advocacy Program**

This program provides both community education sessions open to the public and individualized one-to-one counseling on Medicare, managed care, and other private health insurance issues.

## **Adult Day Care**

Adult day care is personal care for dependent older adults in a supervised, protective, and congregate setting during some portion of the day.

## **Senior Community Service Employment Program (SCSEP)**

SCSEP provides part-time, work-based training opportunities at local non-profit or government agencies for unemployed low-income adults age 55+. While training in community service positions, participants provide non-profit or government "host agencies"

with support to provide community services. The Program provides participants with a variety of supportive services, such as personal and job-related counseling and job-related training as preparation unsubsidized employment opportunities for, job search assistance, and job referrals. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wages.

## **DIRECT SERVICES (CDA FUNDED)**

### **Information & Assistance**

The Office on Aging Information & Assistance (I&A) call center provides information and referral services via a state-of-the-art call center system. The I&A call center acts as a single point of entry for referrals to services and programs for older adults, caregivers, and persons with disabilities. In addition to having bi-lingual/bi-cultural staff to serve Spanish and Vietnamese speaking callers, the call center also uses a Language Line to provide access to translation services in over 150 languages as needed. Consumers contacting the call center can be directly connected with public and private community-based programs to meet their needs. I&A staff utilize a resource database to track client contact information and offer several resource options, as well as perform follow-up on all assistance calls to ensure that consumers were connected with referred services. The resource database is also accessible to the public via the Office on Aging or through the OC Senior Services mobile application.

### **Health Promotion**

The Office on Aging provides health promotion services through the activities of the health educator. The Office on Aging Health Educator oversees the Chronic Disease and Diabetes Self-Management Programs and A Matter of Balance Falls Prevention Program. Activities include facilitating the classes to the public, recruiting and training new leaders, providing technical assistance to current leaders, conducting fidelity checks, recruiting and working with workshop sites, collecting class surveys, managing workshop supplies, and seeking out partnerships to expand these programs. To support the activities of the Health Educator, the Office on Aging has a Memorandum of Understanding (MOU) with HCA to help promote the Chronic Disease Self-Management Education trainings and community workshops. Through the MOU with HCA, a Registered Dietician is assigned to assist the Health Educator with facilitating classes.

### **Community Education (Speaker's Bureau Program)**

The speaker's bureau is a network of professionals and knowledgeable volunteers who are trained and available to speak at no charge to local community group. The mission of the Speakers Bureau Network is to educate and empower individuals to enhance the quality of life for older adults. The Office on Aging staff acts as an intermediary connecting expert speakers and community groups.

### **Aging & Disability Resource Connection (ADRC)**

Redesignated in 2019, the Orange County ADRC operates as a collaborative between the Office on Aging and the local Independent Living Center – The Dayle McIntosh Center. The

Orange County ADRC has developed a successful program that connects older adults, caregivers, veterans and those with disabilities to long term services and supports. The OC ADRC has collaborated with numerous community business organizations in Orange County and has developed a successful referral process that utilizes a No Wrong Door service model to connect individuals to services. Funding for this program continues to decrease as more ADRC's emerge throughout the state, but Orange County will continue to connect with more community business organizations and connect clients to the services they need.

## **LOCALLY FUNDED PROGRAMS**

### **The Senior Non-Emergency Medical Transportation Program (SNEMT)**

The SNEMT program offers non-emergency transportation to doctor, dentist, pharmacy and other medical-related destinations for older adults and is funded through a collaboration between the Orange County Transportation Authority (OCTA), the Health Care Agency (HCA), and Office on Aging. HCA administers Tobacco Settlement Revenue (TSR) funds, which are implemented by the Office on Aging for SNEMT, and Measure M2 funds are allocated by OCTA. The Office on Aging contracts with the two providers of SNEMT services. The purpose of the SNEMT program is to provide a coordinated community-based system of non-emergency medical transportation for older adults (60+) who lack other reasonable means of medical-related transportation. The program utilizes cars, vans, mini-buses or other appropriate vehicles on a cost-per-mile basis.

## **OTHER INITIATIVES**

### **Leadership in Community-Based System Development**

From its beginning 50 years ago, the primary mission of the Office on Aging has been to advocate for the development of a comprehensive and coordinated system of services that responds to the social, economic and health-related needs of Orange County's older adults. The Office on Aging has served as the primary advocate for older adults by developing area plans for services, administering service contracts, providing staff support to the Older Adults Advisory Commission, supporting a continuum of community based long term care services, publicizing and disseminating information on available resources, identifying service gaps and barriers, and providing selective direct services.

The Office on Aging works closely with community-based organizations and other government agencies on a variety of projects throughout the year. As previously mentioned, the ADRC is a collaboration between the Office on Aging and Dayle McIntosh Center for connecting consumers with home and community-based resources. Other collaborations that make it possible for the Office on Aging to positively influence the community on behalf of older adults include the Orange County Aging Services Collaborative, Financial Abuse Services Team (FAST), OC Roundtable, Community Alliance Forum Committee, Older Adult Veteran Task Force, OC Older Adult Mental Health Advisory Council, North Orange County Senior Collaborative, CalOptima OneCare Connect Member Advisory Committee, among others.

The outcome of these partnerships includes better communication between the Office on

Aging and other key informants, more efficient and effective use of resources, the opportunity to influence policy and planning within the County, and opportunity for the Office on Aging to hear and consider the needs of those in the greatest social and economic need.

### **Local Master Plan on Aging**

In 2019, Governor Gavin Newsom issued an executive order calling for the creation of a statewide Master Plan for Aging. The plan recognizes that California is undergoing a major demographic shift—soon, one in four residents will be an older adult. This transformation is expected to significantly impact family structures, community dynamics, and the state’s economy.

In alignment with the state’s vision, Orange County is actively developing its own local Master Plan for Aging. Led by the OC Office on Aging, this local plan will address the specific needs of the county’s diverse and growing older adult population. For additional details, see Attachment C: Local Master Plan for Aging Supplement Summary.

### **OLDER ADULT ADVISORY COMMISSION**

The Orange County Older Adults Advisory Commission (OACC) advises the Orange County Board of Supervisors and the Office on Aging on matters affecting older adults in Orange County.

The Commission meets monthly and consists of forty volunteer citizens, including local elected officials, representatives of health care and supportive services provider organizations, persons with leadership experience, caregiver representatives and the public. At least half of the membership are older adults (60+). The Board of Supervisors appoints ten members, the City Selection Committee appoints ten members, and the Commission’s Executive Committee appoints the remaining twenty at-large members. The Executive Committee consists of the Chair, Vice-Chair, Past-Chair, Secretary and three at-large members.

## **SECTION 4. PLANNING PROCESS & ESTABLISHING PRIORITIES**

The OC Office on Aging conducts a comprehensive and ongoing planning process to assess and respond to the needs of Orange County's older adult (60+) population. This process includes continuous collaboration with service providers, community partners, and stakeholders to ensure that programs and services are aligned with current trends and community needs.

For the 2024–2028 Area Plan, the Community Assessment Survey for Older Adults (CASOA) commissioned by the California Department of Aging (CDA) was utilized along with other existing data sources such as the 2020 U.S. Census and feedback from community partners. The CASOA served as the foundation for the development of the initial goals while we awaited the results of the Orange County Older Adults Needs Assessment Survey, which were being analyzed at that time.

In March 2025, the Orange County Older Adults Needs Assessment Report was finalized. The results from the OC Older Adults Needs Assessment Survey provided deeper insight into specific regional priorities and service gaps. These findings were used to reevaluate and refine our current goals, ensuring that program priorities remained relevant and responsive to the community's most pressing needs.

The overall objectives of the needs assessments included:

- Identifying strengths within the community that support successful aging
- Highlighting specific unmet needs among older adults
- Estimating older adults' contributions to their communities
- Projecting future needs to inform long-term planning

These assessments are essential for determining service priorities and funding allocations. Per CCR Title 22, Article 3, Section 7312, the OC Office on Aging must allocate an "adequate proportion" of federal funds to three priority service areas. For the 2024–2028 planning cycle, the AAA determined the following minimum percentages:

- **42%** for Access (Information & Assistance, Transportation, Case Management, and Outreach)
- **20%** for In-Home Services (including Adult Day Care)
- **12%** for Legal Assistance

These funding priorities are continually reviewed against evolving data and fiscal conditions. The Office on Aging has strategies in place to manage both increases and decreases in available resources, with a focus on maintaining essential services and expanding support in areas of growing need when feasible.

Public involvement is central to the planning process. The Office on Aging offers multiple avenues for community engagement, including public hearings, surveys, stakeholder input, and ongoing collaboration with community-based organizations. This inclusive approach ensures that the Area Plan reflects the lived experiences and voices of older adults throughout Orange County.

## **SECTION 5. NEEDS ASSESSMENT & TARGETING**

The California Department of Aging conducted the California Assessment Survey of Older Adults (CASOA) from August 14 to August 28, 2023. This statewide survey was administered to 5,000 randomly selected households with an adult member aged 55 or older, using both online and mailed formats, and was available in multiple languages. It gathered data on key areas of livability including Community Design, Employment and Finances, Equity and Inclusion, Health and Wellness, Information and Assistance, and Productive Activities.

A total of 411 surveys were completed, with results statistically weighted to reflect the demographic makeup of California's older adult population. Key findings indicated that housing, access to information, and health care were major challenges. While 79% of respondents rated their quality of life as excellent or good, many identified affordability, employment, and service access as areas needing attention.

Data from CASOA was used to guide priorities and planning while the results of our own local survey, the OC Older Adults Needs Assessment survey, were being analyzed. CASOA provided a valuable, data-driven foundation for addressing regional needs, guiding outreach efforts, service improvements, and strategies to support vulnerable populations including low-income, minority, and limited English-speaking older adults.

### **CASOA Highlighted Results – Information and Assistance:**

- 61% rated regional older adult services as excellent or good.
- 62% felt somewhat or very informed about available services.
- Only 41% positively rated the availability of resource information.
- 37% reported difficulty accessing or navigating services like Medicare or Social Security.

The Orange County Older Adults Needs Assessment was conducted from September 2023 to January 2024 and informed the Older Adults Needs Assessment Report released in March 2025. The study included a total of 7,522 responses through three targeted surveys: the Aging Adult Community Survey, Caregiver Survey, and Paid Provider Survey. Outreach efforts included multilingual formats and engagement with hard-to-reach populations.

### **Key Findings – Aging Adult Community Survey:**

- **Health Concerns:** Top issues include Alzheimer's, arthritis, cancer, heart disease, and emotional well-being.
- **Desired Services:** High demand for transportation, in-home care, and navigating services.
- **Social Isolation:** 1 in 3 reported age-based discrimination; isolation contributed to physical and mental health challenges.
- **Technology & Financial Concerns:** 1 in 4 were uncomfortable with technology; financial insecurity and homelessness fears were common among those aged 55–64.

### **Caregiving Insights:**

- 77% of caregivers were female; 60% also held jobs.
- Caregiving often caused emotional and social strain; 90% expressed interest in free respite services.

### **Paid Provider Insights:**

- Most worked in in-home care or as caregiving resource providers.
- Identified Alzheimer's, mental health, and disabilities as top concerns.
- Felt services were moderately accessible but insufficient.

These findings underscore the ongoing need for improved outreach, education, and communication strategies to ensure older adults are aware of and can access the services they need, which aligns with and reflects our current goals and objectives.

### **TARGETING**

The targeting priorities established in the Older Americans Act (Sections 102 and 306(a)), California Code of Regulations (CCR Article 3, Section 7310), and LGBT Disparities Reduction Act of 2016 require that AAAs use outreach efforts to identify individuals eligible for assistance under federal law. Special emphasis is to be given to older adults:

- residing in rural areas
- having the greatest economic need and social need, with particular attention to low-income minority individuals
- having severe disabilities
- having limited English-speaking proficiency
- having Alzheimer's disease or related disorders, and their caregivers
- at risk of institutional placement
- LGBTQ community

There are often barriers to serving the abovementioned communities.

- Language barriers and transportation problems can impede access.
- Low-income older adults are especially vulnerable living in Orange County, with its high cost of living.
- LGBTQ older adults are largely a hidden population in Orange County, often due to their past experiences of discrimination.

It must also be noted that resource limitations caused by increased population and demand result in further barriers to service, as individuals are either delayed in receiving, or unable to access, needed services.

The Office on Aging remains committed to ensuring that services are accessible to individuals with the characteristics identified in the Older Americans Act and California Code of Regulations. This is done in part by allocation of Title III funds according to a funding formula, which gives additional weight to minority and low-income older adults. In addition, the Office on Aging has developed a number of strategies to meet the needs of target populations.

- The Office on Aging contracts with service providers serving ethnic minorities and maintains collaborative partnerships with others through coalitions and other relationships.
- Evaluation criteria in the Request for Proposals process address the need for providers to appropriately target those groups emphasized in the federal regulations.
- Requests for Proposals contain language requirements to ensure the use of printed

materials in languages appropriate to the demographic composition of the service area; contractors must also make use of bilingual paid or volunteer staff or have access to interpreters.

- The Office on Aging call center assures access to services through bilingual staff and the use of the language line provided for callers with limited English proficiency.
- All Office on Aging contracted service providers are required to have materials available to clients in the five threshold languages – English, Spanish, Korean, Chinese and Vietnamese.
- All Office on Aging contracted service providers are required to meet the requirements under Title VI of the Civil Rights Act that address the obligation to provide meaningful access to services to those having limited English proficiency.
- All Office on Aging contracts address the issue of compliance with non-discrimination laws – specifically Title VI of the Civil Rights Act.
- There is low-income ethnic minority representation on the Older Adults Advisory Commission.
- The Office on Aging to continue working with community organizations, such as the LGBTQ Center of Orange County and City of Laguna Beach, to increase services and programming, and address the barriers to service faced by LGBTQ elders. The LGBTQ Center of Orange County offers a 55+ support group and a safe space to express and share feelings, explore thoughts and experiences, and enhance awareness of community resources.

**SECTION 6. PRIORITY SERVICES & PUBLIC HEARINGS**

**2024-2028 Four-Year Planning Cycle  
Funding for Access, In-Home Services, and Legal Assistance**

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B fund<sup>2</sup> listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2024-25 through FY 2027-2028

**Access:**

Transportation, Assisted Transportation, Case Management, Information and Assistance, Outreach, Comprehensive Assessment, Health, Mental Health, and Public Information

2024-25 42 %                      25-26 42 %                      26-27 \_\_\_\_\_ %                      27-28 \_\_\_\_\_ %

**In-Home Services:**

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s Day Care Services, Residential Repairs/Modifications

2024-25 20 %                      25-26 20 %                      26-27 \_\_\_\_\_ %                      27-28 \_\_\_\_\_ %

**Legal Assistance Required Activities:**<sup>3</sup>

Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar

2024-25 12 %                      25-26 12 %                      26-27 \_\_\_\_\_ %                      27-28 \_\_\_\_\_ %

**Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA.**

The allocations are justified through a comprehensive analysis of various factors, including historical funding levels, service level trends, needs assessments, and anticipated future demands. To determine if the allocations are sufficient to meet the need, we conduct thorough assessments of the resources available against anticipated demand. This involves evaluating the effectiveness of past allocations, identifying any gaps in services, and forecasting future needs based on factors such as population growth, and changing service demands. Furthermore, the Office on Aging engages in ongoing monitoring and evaluation to assess the adequacy of allocations. By regularly reviewing performance metrics, feedback mechanisms, and emerging trends, we can make informed adjustments to allocations as necessary to ensure that they remain sufficient to effectively address the identified needs.

**PUBLIC HEARING:**

At least one public hearing must be held each year of the four-year planning cycle. CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, Older Americans Act Reauthorization Act of 2020, Section 314(c)(1).

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English? <sup>4</sup> Yes or No	Was hearing held at a Long-Term Care Facility? <sup>5</sup> Yes or No
2024-2025	03/08/24	Easterseals 1063 McGaw Ave. #100, Irvine, CA 92614	23	No	No
2025-2026	4/24/2025	Easterseals 1063 McGaw Ave. #100, Irvine, CA 92614	7	No	No
2026-2027					
2027-2028					

**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.**

The Area Plan draft was posted on the Office on Aging’s website and for those who were unable to attend the public hearing and wanted to provide a comment could do so by emailing the [areaagencyonaging@occr.ocgov.com](mailto:areaagencyonaging@occr.ocgov.com). The Office on Aging utilized its network of community organizations, service providers, senior centers, and disability advocacy groups to assist with reaching out to homebound and/or disabled older adults and help facilitate communication and engagement with their participants. Additionally, the Office on Aging advertised the Area Plan Update draft in its newsletter and on social media platforms and released a Public Notice in a local newspaper to increase awareness and encourage further public engagement. These channels were used to reach a broader audience and ensure that the community had multiple opportunities to provide input.

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.**

Not Applicable.

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.**

No comments were received.

6. **List any other issues discussed or raised at the public hearing.**

A participant noted the absence of housing support for older adults in the Area Plan, emphasizing it as a high-need area due to rising living costs and increased inquiries. They asked if housing assistance, such as vouchers, would be included in future plans.

A participant commented future plans for In-Home Supportive Services (IHSS) need to become available to Medicare recipients, noting that it is currently limited to those enrolled in Medi-Cal.

A participant shared that the Senior Non-Emergency Medical Transportation program only covers medical transportation and emphasized the need for transportation funding that also supports social trips to help prevent isolation and expressed a desire for expanded older adult transportation services. In response, it was noted that there is a non-SNEMT transportation program in place to assist with travel between congregate sites, operated by local providers.

A participant highlighted that many older adults face significant barriers when trying to access or maintain Social Security benefits due to a lack of accommodations for disabilities. These challenges can lead to lost benefits and discourage individuals from applying or reapplying. They suggested the need for a more accessible system to support older adults in navigating benefits.

Suggestion that the Area Plan include a more detailed structure outlining how the four goals will be achieved. Specifically, recommending adding clearly defined action steps

for each goal, including measurable objectives, and timelines.

A stronger advocacy at the county level to the state regarding the need to streamline eligibility requirements across programs was recommended. Currently, many programs use different definitions of income levels, such as varying federal poverty guidelines which creates confusion and unnecessary barriers for older adults trying to access services. Aligning these requirements would help simplify the process and ensure that those in need aren't excluded based on inconsistent criteria. They urged the county to advocate for more consistent and equitable standards at the state level to make access to services more straightforward and fair.

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

None.

<sup>2</sup>Minimum percentages of applicable funds are calculated on the annual Title III B baseline allocation, minus Title III B administration and minus Ombudsman. At least one percent of the final Title III B calculation must be allocated for each "Priority Service" category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

<sup>3</sup>Legal Assistance must include all the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

<sup>4</sup>A translator is not required unless the AAA determines a significant number of attendees require translation services.

<sup>5</sup>AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

**SECTION 7. AREA PLAN NARRATIVE GOALS & OBJECTIVES**

**Goals and Objectives are required per California Code of Regulations Title 22 Section 7300**

(c) Goals are statements of ideal conditions that the AAA wishes to achieve through its planned efforts. Objectives are measurable statements of action to meet the goals. Objectives indicate all of the following:

- (1) The nature of the action.
- (2) The party responsible for the action.
- (3) How the action will be accomplished.
- (4) The anticipated outcome of that action.
- (5) How the outcome of the action will be measured.
- (6) The projected dates for starting and completing the action.
- (7) Any program development and coordination activities, as specified in Section 9400, Welfare and Institutions Code, that are associated with the objective.

The four goals identified below serve as the guiding principles and targeted outcomes for our initiatives, ensuring alignment with our mission and strategic priorities.

**Goal #1: Inform and Educate**

**Rationale:** The most commonly cited reason for non-use of available services and resources is lack of knowledge and awareness. Informing and educating communities lays the groundwork for building awareness, fostering empathy and understanding, mobilizing support, and empowering individuals and communities to address the needs of older adults effectively.

Objectives	Projected Start and End Dates	Type of Activity and Funding Source <sup>6</sup>	Update Status <sup>7</sup>
1.1 The Office on Aging (OoA) will expand the scope of traditional community outreach efforts to include increased education and awareness of resources and services available to older adults, caregivers, and persons with disabilities by: <ul style="list-style-type: none"> <li>▪ Continued collaborative efforts with community partners and County agencies to incorporate an OoA component into new staff trainings, new counselor trainings, county programs, and volunteer trainings.</li> <li>▪ Continued collaboration with other county agencies and</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.

	<p>programs to expand outreach efforts.</p> <ul style="list-style-type: none"> <li>▪ Continued partnerships with the Orange County Board of Supervisors to co-host older adult-focused events in the respective districts.</li> <li>▪ Continue to analyze social media usage trends to determine effective outreach methods.</li> <li>▪ Continue to expand outreach efforts in ethnic communities by investigating and utilizing various modes of communication to determine effective methods.</li> </ul>			
1.2	<p>The Older Adults Advisory Commission (OAAC) will continue to communicate with community members and groups about upcoming OAAC meetings and resources available to older adults.</p>	July 1, 2024 – June 30, 2026	N/A	Continued.
1.3	<p>The OoA will continue to coordinate disaster preparedness plans and activities with local agencies to expand community education and awareness of emergency preparedness for older adults and persons with disabilities using the following methods:</p> <ul style="list-style-type: none"> <li>▪ Disseminate emergency/disaster preparedness packets.</li> <li>▪ Continue to distribute “File of Life” magnets.</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.
1.4	<p>The OoA will plan, arrange and/or provide a minimum of forty (40) educational presentations to groups of older adults, caregivers, and service providers to include but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Evidence based-health promotion programs.</li> <li>▪ Older adult program overviews</li> <li>▪ Nutrition and Exercise</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.

	<ul style="list-style-type: none"> <li>▪ Scams/frauds</li> </ul>			
1.5	<p>The OoA will increase awareness of the OoA and available resources by preparing and distributing publications such as:</p> <ul style="list-style-type: none"> <li>▪ Monthly newsletters</li> <li>▪ Update website content</li> <li>▪ Social media posts</li> <li>▪ Highlight services and accomplishments in the OCCR Annual Report</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.

**Goal #2: Service Delivery Coordination & Enhancement of Collaborative Partnerships**

**Rationale:** Service delivery coordination within the older adult community is essential for optimizing care, improving health outcomes, enhancing efficiency, empowering older adults, reducing caregiver burden, and promoting aging in place. Furthermore, by fostering collaboration and partnerships, organizations and stakeholders can create a more supportive and inclusive environment that enables older adults to age with dignity, independence, and quality of life.

Objectives		Projected Start and End Dates	Type of Activity and Funding Source	Update Status
2.1	<p>The OoA will continue as an advisory member of the Orange County Aging Services Collaborative and support the ongoing activities by serving as a facilitator and planner on countywide initiatives.</p>	July 1, 2024 – June 30, 2026	Admin.	Continued.
2.2	<p>The OoA will coordinate the provision of services to unpaid family caregivers through its service providers to support them in their caregiving role, and allow the care receiver to maintain a healthy, safe lifestyle in the home setting as follows:</p> <ul style="list-style-type: none"> <li>▪ Contract for the delivery of virtual self-paced caregiver training modules and strategize how to increase caregiver engagement.</li> <li>▪ Facilitate a monthly in person support group for caregivers where they can share success</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.

	<p>stories, challenges and share information.</p> <ul style="list-style-type: none"> <li>▪ Conduct caregiver assessments every 6 months to stay connected to the caregiver and learn about their needs and challenges.</li> <li>▪ Conduct outreach to inform caregivers about available respite services and how to access them.</li> </ul>			
2.3	<p>The OoA will maintain the designated status for the Aging and Disability Resource Connection (ADRC) by continuing partnership with the Dayle McIntosh Center by:</p> <ul style="list-style-type: none"> <li>▪ Hosting and maintaining the ADRC website</li> <li>▪ Participating on the advisory committee</li> <li>▪ Implementing the core ADRC services</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.
2.4	<p>The OoA will continue to participate with other older adult-based organizations, on community collaborative groups that address emergent issues.</p>	July 1, 2024 – June 30, 2026	Admin.	Continued.
2.5	<p>Establish and maintain partnerships with other county agencies to share knowledge, information, address common challenges and create open lines of communication to better serve the target population.</p>	July 1, 2024 – June 30, 2026	Admin.	Continued.
2.6	<p>The OoA will collaborate, and support county agencies involved in creating the county’s Master Plan for Aging by providing access to pertinent aging information.</p>	July 1, 2024 – June 30, 2025	Admin.	Completed.
2.7	<p>The OoA will continue to partner with the Orange County Transportation Authority and the Orange County Health Care Agency to provide the Senior Non-Emergency Medical Transportation services and potentially expand the</p>	July 1, 2024 – June 30, 2026	Admin.	Continued.

	program should other funding sources become available.			
2.8	The OoA Health Educator will collaborate with community partners to offer the following evidence-based health promotion programs: <ul style="list-style-type: none"> <li>▪ Chronic Disease Self-Management Program</li> <li>▪ Tomando Control de su Salud</li> <li>▪ Diabetes Self-Management Program</li> <li>▪ Programa de Manejo Personal de la Diabetes</li> <li>▪ A Matter of Balance</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.
2.9	The OOAC will develop priority recommendations to present to the Orange County Board of Supervisors.	July 1, 2024 – June 30, 2025	Admin.	Completed.
2.10	OoA will provide ongoing technical assistance to contracted service providers to ensure effective program management and performance metrics are met.	July 1, 2024 – June 30, 2026	Admin.	Continued.

**Goal #3: Enhance Quality of Services**

**Rationale:** Enhancing quality of services is essential to uphold the principles of dignity, respect, health, safety, empowerment, and community integration. By making quality of services a goal, the OoA and its providers demonstrate their commitment to promoting the well-being and quality of life of older adults in our care.

Objectives	Projected Start and End Dates	Type of Activity and Funding Source	Update Status
3.1 The OoA will ensure that participants are receiving excellent customer service and are satisfied by using these quality assurance protocols: <ul style="list-style-type: none"> <li>▪ Conduct a survey to a random sample of callers to measure their overall experience with the Information &amp; Assistance call center.</li> <li>▪ Launch customer satisfaction surveys to participants to</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.

	<p>measure their overall experience with the program and provide technical assistance to the service providers as needed.</p> <ul style="list-style-type: none"> <li>▪ Review evidence-based health promotion post surveys and assist with any performance or program implementation issues.</li> </ul>			
3.2	<p>Improve data collection and integrity to better measure activity, performance, and quality by:</p> <ul style="list-style-type: none"> <li>▪ Facilitating a development process to reach consensus on key data elements, definitions, collection submission of essential data and information and measures for programs.</li> <li>▪ Utilizing and researching current database capabilities to identify data and information required to measure the quality of programs and services.</li> <li>▪ Maintain and update a data policy and procedure manual with supporting desk guides.</li> </ul>	July 1, 2024 – June 30, 2026	Admin.	Continued.
3.3	<p>Provide training to align with quality improvement efforts for data and program management by creating guidelines and operational guides to streamline processes as needed.</p>	July 1, 2024 – June 30, 2026	Admin.	Continued.
3.4	<p>Identify gaps in services by incorporating applicable questions to customer satisfaction surveys.</p>	July 1, 2024 – June 30, 2026	Admin.	Continued.

**Goal #4: Participation in the Development of the County’s Master Plan for Aging**

**Rationale:** It is important for the OoA to actively engaging in planning efforts of the County’s Master Plan for Aging and play an important role in shaping the future of aging police and services and improving the lives of older adults.

<b>Objectives:</b>		<b>Projected Start and End Dates</b>	<b>Type of Activity and Funding Source</b>	<b>Update Status</b>
4.1	The OoA in collaboration with participating County agencies, will release the OC Older Adults Needs Assessment Report and review its findings to assess the needs of the County’s multicultural and diverse older adult communities, as well as to identify gaps in care and services.	July 1, 2024 – June 30 2025	Admin.	Completed.
4.2	The OoA assume a leadership role in drafting and remain on track to release the OC MPA by June 30, 2025.	July 1, 2024 – June 30 2026	Admin.	Continued.

<sup>6</sup>Indicate if the objective is Administration (Admin.), Program Development (PD) or Coordination (C). If a PD objective is not completed in the timeline required and is continuing in the following year, provide an update with additional tasks. For program specific goals and objectives please identify service category where applicable.

<sup>7</sup>Use for the Area Plan Updates to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

**SECTION 8. SERVICE UNIT PLAN (SUP)****TITLE III/VII SERVICE UNIT PLAN  
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)
2024-2025	2,200	2	
2025-2026	2,418	2	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	4,400	2	
2025-2026	4,836	2	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	600	2	
2025-2026	541	2	
2026-2027			
2027-2028			

**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)
2024-2025	32,000	2	
2025-2026	28,832	2	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	10,000	2	
2025-2026	9,010	2	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	18,000	2	
2025-2026	18,000	2	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	20,000	1	
2025-2026	18,020	1	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	5,000	1	1.1
2025-2026	4,505	1	1.1
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	8,300	2	
2025-2026	8,300	2	
2026-2027			
2027-2028			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	350,000	2	
2025-2026	315,350	2	
2026-2027			
2027-2028			

**Home-Delivered Meals****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	1,000,000	2	
2025-2026	950,000	2	
2026-2027			
2027-2028			

**Nutrition Education**

**Unit of Service = 1 session**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2024-2025	16	1, 2	
2025-2026	16	1, 2	
2026-2027			
2027-2028			

**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 Senior Center Activities** **Unit of Service = 1 Hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	20,000	2	
2025-2026	21,980	2	
2026-2027			
2027-2028			

**Other Supportive Service Category Cash/Material Aid Unit of Service = 1 Assistance**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	14,500	2	
2025-2026	15,936	2	
2026-2027			
2027-2028			

**Other Supportive Service Category Community Education Unit of Service = 1 Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	40	1	
2025-2026	40	1	
2026-2027			
2027-2028			

**Other Supportive Service Category Disaster Preparedness Materials Unit of Service = 1 Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	1,000	1	1.2
2025-2026	901	1	1.2
2026-2027			
2027-2028			

**Other Supportive Service Category Residential Repairs/Modifications Unit of Service = 1 Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	15	2	
2025-2026	32	2	
2026-2027			
2027-2028			

**Other Supportive Service Category** Public Information

**Unit of Service = 1 Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	24	1	1.4
2025-2026	22	1	1.4
2026-2027			
2027-2028			

**3. Title IIID/Health Promotion—Evidence-Based**

Provide the specific name of each proposed evidence-based program.

**Evidence-Based Program Name(s):**

1. Chronic Disease Self-Management Program (CDSMP)
2. Tomando Control de su Salud
3. Diabetes Self-Management Program (DSMP)
4. Programa de Manejo Personal de la Diabetes
5. A Matter of Balance (AMOB)

**Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (If applicable)
2024-2025	2,000	2	2.8
2025-2026	1,802	2	2.8
2026-2027			
2027-2028			

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

**2024-2028 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 2021-2022 was 57%.

Fiscal Year Baseline Resolution Rate	# Of complaints Resolved	+ # of partially resolved complaints	Divided by the total number of Complaints	= Baseline Resolution Rate	Fiscal Year Target Resolution Rate
2022-2023	806	0	1,111	73%	<u>70</u> % 2024-2025
2023-2024	984	0	1,262	78%	<u>78</u> % 2025-2026
2024-2025					<u>      </u> % 2026-2027
2026-2027					<u>      </u> % 2027-2028

Program Goals and Objective Numbers: Goal# 2

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

1. FY 2022-2023 Baseline: Number of Resident Council meetings attended <u>920</u> FY 2024-2025 Target: <u>850</u>
2. FY 2023-2024 Baseline: Number of Resident Council meetings attended <u>1,042</u> FY 2025-2026 Target: <u>1,042</u>
3. FY 2024-2025 Baseline: Number of Resident Council meetings attended _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Resident Council meetings attended _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>2</u>

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

1. FY 2022-2023 Baseline: Number of Family Council meetings attended <u>21</u> FY 2024-2025 Target: <u>15</u>
2. FY 2023-2024 Baseline: Number of Family Council meetings attended <u>21</u> FY 2025-2026 Target: <u>21</u>
3. FY 2024-2025 Baseline: Number of Family Council meetings attended _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Family Council meetings attended _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>2</u>

**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 2022-2023 Baseline: Number of Instances <u>4,376</u> FY 2024-2025 Target: <u>2,200</u>
2. FY 2023-2024 Baseline: Number of Instances <u>4,479</u> FY 2025-2026 Target: <u>4,479</u>
3. FY 2024-2025 Baseline: Number of Instances _____ FY 2026-2027 Target: _____
5. FY 2025-2026 Baseline: Number of Instances _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>2</u>

**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.

6. FY 2022-2023 Baseline: Number of Instances <u>9,662</u> FY 2024-2025 Target: <u>5,000</u>
7. FY 2023-2024 Baseline: Number of Instances <u>9,837</u> FY 2025-2026 Target: <u>9,837</u>
8. FY 2024-2025 Baseline: Number of Instances _____ FY 2026-2027 Target: _____
9. FY 2025-2026 Baseline: Number of Instances _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>2</u>

**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 2022-2023 Baseline: Number of Sessions <u>15</u> FY 2024-2025 Target: <u>17</u>
2. FY 2023-2024 Baseline: Number of Sessions <u>14</u> FY 2025-2026 Target: <u>16</u>
3. FY 2024-2025 Baseline: Number of Sessions _____ FY 2026-2027 Target: _____
4. FY 2025-2026 Baseline: Number of Sessions _____ FY 2027-2028 Target: _____
Program Goals and Objective Numbers: <u>2</u>

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

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

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster

preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.) Be specific about the actions planned by the local LTC Ombudsman Program.

**FY 2024-2025**

**FY 2024-2025 Systems Advocacy Effort(s):**

There is an increasing need to protect the state’s growing population of vulnerable elderly and disabled residents in licensed facilities from abuse and neglect and to counter an unfortunate statewide decline in Program volunteers. Ombudsman advocacy in FY 24-25 must focus on improving the education about and the awareness of the Program. Ombudsmen, along with the California Long Term Care Ombudsman Association (CLTCOA), will advocate by educating legislators about Program accomplishments and the important role Ombudsmen have in securing the safety and well-being of the state’s most vulnerable citizens.

**FY 2025-2026**

**Outcome of FY 2024-2025 Efforts:**

The Systems Advocacy for FY 2024-2025 to educate state legislators about Program accomplishments was successful as demonstrated by acceptance of an increase in program funding through One-Time Only funds. This was due to a CLTCOA/Ombudsman Program designed proposal that was not dependent on General Funds.

**FY 2025-2026 Systems Advocacy Effort(s):**

This need continues into FY 2025-2026; however the advocacy will expand to efforts at the federal level to promote awareness of vital programs our vulnerable facility residents depend on. Joining national advocacy groups such as Consumer Voice, Center for Medicare Advocacy and Justice in Aging, Ombudsmen will educate their representatives in Washington on Medicaid, which is a key element of long-term skilled nursing facility payments and essential healthcare services. Similarly, Ombudsmen will educate representatives on Medicare as both programs are key to the health and safety of our core older adult constituency.

**FY 2026-2027**

**Outcome of FY 2025-2026 Efforts:**

**FY 2026-2027 Systems Advocacy Effort(s):**

**FY 2027-2028**

**Outcome of 2026-2027 Efforts:**

**FY 2027-2028 Systems Advocacy Effort(s):**

**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) Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter not in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

<p>1. FY 2022-2023 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>67</u> divided by the total number of Nursing Facilities <u>72</u> = Baseline <u>93</u> %  FY 2024-2025 Target: <u>95%</u></p>
<p>2. FY 2023-2024 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>68</u> divided by the total number of Nursing Facilities <u>73</u> = Baseline <u>93</u> %  FY 2025-2026 Target: <u>95%</u></p>
<p>3. FY 2024-2025 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ %  FY 2026-2027 Target: _____</p>
<p>4. FY 2025-2026 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint _____ divided by the total number of Nursing Facilities _____ = Baseline _____ %  FY 2027-2028 Target: _____</p>
<p>Program Goals and Objective Numbers: <u>2</u></p>

**B. Routine access: Residential Care Communities** (NORS Element S-61) Percentage of RCFEs within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year not in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

<p>1. FY 2022-2023 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>734</u> divided by the total number of RCFEs <u>1,002</u> = Baseline <u>73</u> %</p> <p>FY 2024-2025 Target: <u>80%</u></p>
<p>2. FY 2023-2024 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>837</u> divided by the total number of RCFEs <u>1,068</u> = Baseline <u>78</u> %</p> <p>FY 2025-2026 Target: <u>80%</u></p>
<p>3. FY 2024-2025 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %</p> <p>FY 2026-2027 Target: _____</p>
<p>4. FY 2025-2026 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ %</p> <p>FY 2027-2028 Target: _____</p>
<p>Program Goals and Objective Numbers: <u>2</u></p>

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

<p>1. FY 2022-2023 Baseline: <u>13.46</u> FTEs FY 2024-2025 Target: <u>14.94</u> FTEs</p>
<p>2. FY 2023-2024 Baseline: <u>13.69</u> FTEs FY 2025-2026 Target: <u>13.69</u> FTEs</p>
<p>3. FY 2024-2025 Baseline: _____ FTEs FY 2026-2027 Target: _____ FTEs</p>
<p>4. FY 2025-2026 Baseline: _____ FTEs FY 2027-2028 Target: _____ FTEs</p>
<p>Program Goals and Objective Numbers: <u>2</u></p>

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

1. FY 2022-2023 Baseline: Number of certified LTC Ombudsman volunteers <u>27</u> FY 2024-2025 Projected Number of certified LTC Ombudsman volunteers <u>30</u>
2. FY 2023-2024 Baseline: Number of certified LTC Ombudsman volunteers <u>24</u> FY 2025-2026 Projected Number of certified LTC Ombudsman volunteers <u>28</u>
3. FY 2024-2025 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2026-2027 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2025-2026 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2027-2028 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <u>2</u>

**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.

**Fiscal Year 2024-25**

The LTC Ombudsman program has several systems in place to ensure Ombudsmen are consistently submitting activities and complaint reports in a timely manner. All reports are tracked on a spreadsheet and the Ombudsmen report how and when the issue was resolved. Each month, Ombudsmen are provided with a list of their outstanding issues, which managers review. The LTC Ombudsman program will also begin auditing Ombudsmen in ODIN to ensure none are falling behind and to address any concerns.

**Fiscal Year 2025-2026**

The Program will provide two (2) trainings annually for new and veteran Ombudsmen that will be focused on documentation, both for Activities and for Cases. A particular focus will be on the distinction between a Case and an I&A (Information & Assistance), which has been an issue of concern and training on a statewide level.

Fiscal Year 2026-2027
Fiscal Year 2027-2028

**TITLE VII ELDER ABUSE PREVENTION SERVICE UNIT PLAN**

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

<input type="checkbox"/>	Ombudsman Program
<input type="checkbox"/>	Legal Services Provider
<input type="checkbox"/>	Adult Protective Services
<input checked="" type="checkbox"/>	Other (explain/list) <ul style="list-style-type: none"> <li>Council on Aging- Southern California</li> </ul>

**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**

The agency receiving Title VII Elder Abuse Prevention funding is: **Council on Aging – Southern California.**

<b>Total # of:</b>	<b>2024-2025</b>	<b>2025-2026</b>	<b>2026-2027</b>	<b>2027-2028</b>
<b>Individuals Served</b>	4,500	4,500		
<b>Public Education Sessions</b>	34	31		
<b>Training Sessions for Professionals</b>	21	19		
<b>Training Sessions for Caregivers served by Title III E</b>	6	6		
<b>Hours Spent Developing a Coordinated System</b>	300	300		

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2024-2025	8,000	FAST brochure and bookmarks, Healthcare Fraud brochure from Senior Medicare Patrol Materials.
2025-2026	8,000	FAST brochure and bookmarks, Healthcare Fraud brochure from Senior Medicare Patrol Materials; SPP Fraud Booklet, Recovery Guide, and Bookmark; and Answers Guide.
2026-2027		
2027-2028		

**TITLE IIIIE SERVICE UNIT PLAN**

**CCR Article 3, Section 7300(d)**

**2024-2028 Four-Year Planning Period**

This Service Unit Plan (SUP) uses the five federally mandated service categories that encompass 16 subcategories. Refer to the [CDA Service Categories and Data Dictionary](#) for eligible activities and service unit measures.

1. Access Services
2. Information Services
3. Respite Services
4. Supplemental Services
5. Support Services

At least one sub-service category should be provided for each of the five federally mandated service categories. The availability of services for Older Relative Caregivers (ORC) are dependent upon the AAAs individual needs assessment and public hearings.

Use the tables for each service provided and must include the following:

- Specify proposed audience size or units of service for all budgeted area plan funds.
- Providing an associated goal and objective from **Section 7 Area Plan Narrative Goals and Objectives**.

**Direct and/or Contracted IIIIE Services – Caregivers of Older Adults (COA)**

Provided to family caregivers of adults aged 60 and older or of individuals of any age with Alzheimer’s diseases or a related disorder.

<b>SUB-CATEGORIES (16 total)</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Caregivers of Older Adults (COA)</b>	<b>Proposed Units of Service</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>

<b>COA Caregiver Access Case Management</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
<b>2024-2025</b>	4,000	2	2.2
<b>2025-2026</b>	4,000	2	2.2
<b>2026-2027</b>			
<b>2027-2028</b>			
<b>COA Caregiver Access Information &amp; Assistance</b>	<b>Total Contacts</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
<b>2024-2025</b>	16,000	2	2.5
<b>2025-2026</b>	16,000	2	2.5
<b>2026-2027</b>			
<b>2027-2028</b>			
<b>COA Caregiver Information Services</b>	<b># Of activities: Total est. audience for above:</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
<b>2024-2025</b>	# Of activities: <b>226</b> Total est. audience for above: <b>177, 650</b>	2	2.1
<b>2025-2026</b>	# Of activities: <b>226</b> Total est. audience for above: <b>177,650</b>	2	2.1
<b>2026-2027</b>	# Of activities: Total est. audience for above:		
<b>2027-2028</b>	# Of activities: Total est. audience for above:		
<b>COA Caregiver Support Training</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
<b>2024-2025</b>	500	2	2.2
<b>2025-2026</b>	500	2	2.2
<b>2026-2027</b>			
<b>2027-2028</b>			

<b>COA Caregiver Support Groups</b>	<b>Total sessions</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	120	2	2.2
2025-2026	120	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Support Counseling</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	600	2	2.2
2025-2026	600	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Respite In-Home</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	1,385	2	2.2
2025-2026	1,248	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Respite Out-of-Home Day Care</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	4,700	2	2.2
2025-2026	4,235	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Respite Out-of-Home Overnight Care</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		

2026-2027			
2027-2028			
<b>COA Caregiver Respite Other</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	250	2	2.2
2025-2026	225	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Supplemental Services Legal</b>	<b>Total contacts</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	23	2	2.2
2025-2026	23	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Supplemental Services</b>	<b>Total occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	60	2	2.2
2025-2026	60	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Supplemental Services Home</b>	<b>Total occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>COA Caregiver Supplemental Services Assistive Technologies</b>	<b>Total Occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	15	2	2.2
2025-2026	15	2	2.2
2026-2027			

2027-2028			
<b>COA Caregiver Supplemental Services Caregiver</b>	<b>Total hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	825	2	2.2
2025-2026	825	2	2.2
2026-2027			
2027-2028			
<b>COA Caregiver Supplemental Services Caregiver Registry</b>	<b>Total Occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			

**Direct and/or Contracted IIIIE Services- Older Relative Caregivers (ORC)**

<b>SUB-CATEGORIES (16 total)</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Older Relative Caregivers (ORC)</b>	<b>Proposed Units of Service</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
<b>ORC Caregiver Access Case Management</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Access Information &amp; Assistance</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			

<b>ORC Caregiver Information Services</b>	<b># Of activities: Total est. audience for above:</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	# Of activities: N/A Total est. audience for above: N/A		
2025-2026	# Of activities: N/A Total est. audience for above: N/A		
2026-2027	# Of activities: Total est. audience for above:		
2027-2028	# Of activities: Total est. audience for above:		
<b>ORC Caregiver Support Training</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Support Groups</b>	<b>Total Sessions</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Support Counseling</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Respite In-Home</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			

2027-2028			
<b>ORC Caregiver Respite Out-of-Home Day Care</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Respite Out-of-Home Overnight Care</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Respite Other</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Supplemental Services Legal Consultation</b>	<b>Total Contacts</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Supplemental Services Consumable Supplies</b>	<b>Total Occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			

<b>ORC Caregiver Supplemental Services Home Modifications</b>	<b>Total Occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Supplemental Services Assistive Technologies</b>	<b>Total Occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Supplemental Services Caregiver Assessment</b>	<b>Total Hours</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			
<b>ORC Caregiver Supplemental Services Caregiver Registry</b>	<b>Total Occurrences</b>	<b>Required Goal #(s)</b>	<b>Required Objective #(s)</b>
2024-2025	N/A		
2025-2026	N/A		
2026-2027			
2027-2028			

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN**

**CCR Article 3, Section 7300(d)  
WIC § 9535(b)**

**MULTIPLE PLANNING AND SERVICE AREA HICAPs (multi-PSA HICAP):** Area Agencies on Aging (AAA) that are represented by a multi-PSA, HICAPs must coordinate with their “Managing” AAA to complete their respective PSA’s HICAP Service Unit Plan.

CDA contracts with 26 AAAs to locally manage and provide HICAP services in all 58 counties. Four AAAs are contracted to provide HICAP services in multiple Planning and Service Areas (PSAs). The “Managing” AAA is responsible for providing HICAP services in a way that is equitable among the covered service areas.

**HICAP PAID LEGAL SERVICES:** Complete this section if HICAP Legal Services are included in the approved HICAP budget.

**STATE & FEDERAL PERFORMANCE TARGETS:** The HICAP is assessed based on State and Federal Performance Measures. AAAs should set targets in the service unit plan that meet or improve on each PM displayed on the *HICAP State and Federal Performance Measures* tool located online at:

[https://www.aging.ca.gov/Providers\\_and\\_Partners/Area\\_Agencies\\_on\\_Aging/Planning/](https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/Planning/)

HICAP PMs are calculated from county-level data for all 33 PSAs. HICAP State and Federal PMs, include:

- 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

HICAP service-level data are reported in CDA’s Statewide HICAP Automated Reporting Program (SHARP) system per reporting requirements.

**SECTION 1: STATE PERFORMANCE MEASURES**

HICAP Fiscal Year (FY)	PM 1.1 Clients Counseled (Estimated)	Goal Numbers
2024-2025	6,473	1
2025-2026	4,769	1
2026-2027		
2027-2028		
HICAP Fiscal Year (FY)	PM 1.2 Public and Media Events (PAM) (Estimated)	Goal Numbers
2024-2025	300	1
2025-2026	254	1
2026-2027		
2027-2028		

**SECTION 2: FEDERAL PERFORMANCE MEASURES**

HICAP Fiscal Year (FY)	PM 2.1 Client Contacts (Interactive)	Goal Numbers
2024-2025	11,666	1
2025-2026	10,649	1
2026-2027		
2027-2028		
HICAP Fiscal Year (FY)	PM 2.2 PAM Outreach (Interactive)	Goal Numbers
2024-2025	5,629	1
2025-2026	5,629	1
2026-2027		
2027-2028		

HICAP Fiscal Year (FY)	PM 2.3 Medicare Beneficiaries Under 65	Goal Numbers
2024-2025	818	1, 2
2025-2026	818	1, 2
2026-2027		
2027-2028		

HICAP Fiscal Year (FY)	PM 2.4 Hard to Reach (Total)	PM 2.4a LIS	PM 2.4b Rural	PM 2.4c ESL	Goal Numbers
2024-2025	3,327	1,125	0	2,202	1, 2
2025-2026	5,996	3,705	0	2,817	1, 2
2026-2027					
2027-2028					

HICAP Fiscal Year (FY)	PM 2.5 Enrollment Contacts (Qualifying)	Goal Numbers
2024-2025	11,513	1
2025-2026	10,602	1
2026-2027		
2027-2028		

**SECTION 3: HICAP LEGAL SERVICES UNITS OF SERVICES (IF APPLICABLE)<sup>8</sup>**

HICAP Fiscal Year (FY)	PM 3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal Numbers
2024-2025	N/A	
2025-2026	N/A	
2026-2027		
2027-2028		
HICAP Fiscal Year (FY)	PM 3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	Goal Numbers
2024-2025	N/A	
2025-2026	N/A	
2026-2027		
2027-2028		
HICAP Fiscal Year (FY)	PM 3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	Goal Numbers
2024-2025	N/A	
2025-2026	N/A	
2026-2027		
2027-2028		

<sup>8</sup>Requires a contract for using HICAP funds to pay for HICAP Legal Services.

**SECTION 9. SENIOR CENTERS & FOCAL POINTS****COMMUNITY SENIOR CENTERS AND 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) and 102(21)(36)

In the form below, provide the current list of designated community senior centers and focal points with addresses.

Designated Community Senior Centers and Focal Points	Address
Abrazar	7101 Wyoming St. Westminster, CA 92683
Abrazar at Midway City Community Center	14900 Park Lane Midway City, CA 92655
Anaheim Independencia Family Resource Center	10841 Garza Ave. Anaheim, CA 92804
Asian American Senior Citizens Service Center	850 N. Birch St. Santa Ana, CA 92701
The Bell Tower Regional Community Center	22232 El Paseo Rancho Santa Margarita, CA 92688
Brea Senior Center	500 South Sievers Ave. Brea, CA 92821
Brookhurst Community Center	2271 W. Crescent Ave. Anaheim, CA 92801
Buena Park Senior Activity Center	8150 Knott Ave. Buena Park, CA 90620
The Center at Founders Village Senior and Community Center	17967 Bushard St. Fountain Valley, CA 92708
Community Action Partnership of Orange County	11870 Monarch St. Garden Grove, CA 92841
Costa Mesa Senior Center	695 W. 19th St. Costa Mesa, CA 92627
Cypress Senior Center	9031 Grindlay St. Cypress, CA 90603
Dana Point Senior Center	34052 Del Obispo St. Dana Point, CA 92629

Dorothy Visser Senior Center	117 Avenida Victoria San Clemente, CA 92672
Downtown Anaheim Senior Center	250 E. Center St. Anaheim, CA 92805
El Modena Community Center	18672 E. Center Street, Orange, CA 92869
Florence Sylvester Senior Center	23721 Moulton Pkwy. Laguna Hills, CA 92653
Fullerton Community Center	340 W. Commonwealth Ave. Fullerton, CA 92832
H. Louis Lake Senior Center	11300 Stanford Ave. Garden Grove, CA 92840
Jewish Federation of Orange County	1 Federation Way, #210 Irvine, CA 92603
Korean American Seniors Association of OC	9884 Garden Grove Blvd. Garden Grove, CA 92844
La Habra Community Center	101 W. La Habra Blvd. La Habra, CA 90631
La Palma Community Center and Central Park	7821 Walker St. La Palma, CA 90623
Laguna Beach Community and Susi Q Center	380 3rd St Laguna Beach, CA 92651
Laguna Woods Village Community Center	24351 El Toro Rd. Laguna Woods, CA 92637
Lake Forest Senior Clubhouse	100 Civic Center Dr. Lake Forest, CA 92630
Lakeview Senior Center	20 Lake Rd. Irvine, CA 92604
Los Alamitos Recreation and Community Services	10911 Oak St. Los Alamitos, CA 90720
Norman P. Murray Community and Senior Center	24932 Veterans Way Mission Viejo, CA 92692
North Seal Beach Community Center	3333 St. Cloud Dr. Seal Beach, CA 90740

Oasis Senior Center	801 Narcissus Ave. Newport Beach, CA 92625
Orange Senior Center	170 S. Olive St. Orange, CA 92866
Placentia Senior Center	143 S. Bradford Ave. Placentia, CA 92870
Rancho Senior Center	3 Ethel Coplen Way Irvine, CA 92612
San Juan Capistrano Community Services	25925 Camino Del Avion San Juan Capistrano, CA 92675
Santa Ana Senior Center	424 W. 3rd St. Santa Ana, CA 92701
Sea Country Senior and Community Center	24602 Aliso Creek Rd. Laguna Niguel, CA 92677
Seal Beach Senior Center	707 Electric Ave. Seal Beach, CA 90740
Senior Center in Central Park	18041 Goldenwest St. Huntington Beach, CA 92648
Southern California Indian Center, Inc.	10175 Slater Ave. #150 Fountain Valley, CA 92708
Southland Integrated Services	9862 Chapman Ave. Garden Grove, CA 92841
Southwest Senior Center	2201 W. McFadden Ave. Santa Ana, CA 92704
Stanton Community Center	7800 Katella Ave. Stanton, CA 90680
Trabuco Center	5701 Trabuco Road Irvine, CA 92620
Tustin Area Senior Center	200 S. "C" St. Tustin, CA 92780
Westminster Senior Center	8200 Westminster Blvd. Westminster, CA 92683
Yorba Linda Senior Center	4501 Casa Loma Yorba Linda, CA 92886

**SECTION 10. FAMILY CAREGIVER SUPPORT PROGRAM**

**Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services  
Older Americans Act Reauthorization Act of 2020, Section 373(a) and (b)  
2024-2028 Four-Year Planning Cycle**

Based on the AAA’s needs assessment and subsequent review of current support needs and services for **family caregivers**, indicate what services the AAA **intends** to provide using Title III-E and/or matching FCSP funds for both.

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

**Caregiver of Older Adult (COA) Services**

Provided to family caregivers of adults aged 60 and older or of individuals of any age with Alzheimer’s disease or a related disorder.

Category	2024-2025	2025-2026	2026-2027	2027-2028
<b>Caregiver Access</b> <input checked="" type="checkbox"/> Case Management <input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Information Services</b> <input checked="" type="checkbox"/> Information Services	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Support</b> <input checked="" type="checkbox"/> Training <input checked="" type="checkbox"/> Support Groups <input checked="" type="checkbox"/> Counseling	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Respite</b> <input checked="" type="checkbox"/> In Home <input checked="" type="checkbox"/> Out of Home (Day) <input type="checkbox"/> Out of Home (Overnight) <input checked="" type="checkbox"/> Other:	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Supplemental</b> <input checked="" type="checkbox"/> Legal Consultation <input checked="" type="checkbox"/> Consumable Supplies <input type="checkbox"/> Home Modifications <input checked="" type="checkbox"/> Assistive Technology <input checked="" type="checkbox"/> Other (Assessment) <input type="checkbox"/> Other (Registry)	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input checked="" type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No

## Older Relative Caregiver Services

Category	2024-2025	2025-2026	2026-2027	2027-2028
<b>Caregiver Access</b> <input type="checkbox"/> Case Management <input type="checkbox"/> Information and Assistance	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Information Services</b> <input type="checkbox"/> Information Services	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Support</b> <input type="checkbox"/> Training <input type="checkbox"/> Support Groups <input type="checkbox"/> Counseling	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Respite</b> <input type="checkbox"/> In Home <input type="checkbox"/> Out of Home (Day) <input type="checkbox"/> Out of Home (Overnight) <input type="checkbox"/> Other:	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No
<b>Caregiver Supplemental</b> <input type="checkbox"/> Legal Consultation <input type="checkbox"/> Consumable Supplies <input type="checkbox"/> Home Modifications <input type="checkbox"/> Assistive Technology <input type="checkbox"/> Other (Assessment) <input type="checkbox"/> Other (Registry)	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No	<input type="checkbox"/> Yes Direct <input type="checkbox"/> Yes Contract <input type="checkbox"/> No

**Justification:** If any of the five main categories are **NOT** being provided, please explain how the need is already being met in the PSA. If the justification information is the same, multiple service categories can be grouped in the justification statement. The justification must include the following:

1. **Provider name and address.**
2. **Description of the service(s) they provide (services should match those in the CDA Service Category and Data Dictionary)**
3. **Where is the service provided (entire PSA, certain counties)?**
4. **How does the AAA ensure that the service continues to be provided in the PSA without the use of Title III E funds**

The Office on Aging (OoA) does not provide or administer Older Relative Caregiver Services. The need is being met through our OoA's Information & Assistance Program by referring them to organizations with caregiver programs that do not disqualify them for being an older adult caring for a grandchild. Additionally, the organizations listed below provide services to grandparent caregivers.

**Olive Crest** – 2130 E. 4<sup>th</sup> St. Ste 200, Santa Ana, CA 92705

- Services provided include Information & Assistance, Support Groups. Caregiver Respite Out of Home (Day), Consumable Supplies, and resources such as backpacks.

**Regional Center** – 1525 N. Tustin Ave, Santa Ana, CA 92705

- Services provided include Case Management, Information & Assistance, Training, Support Groups, In-Home Respite Care, Out of Home (Day and Overnight) Respite

Care, Home Modifications, and Assistive Technology.

**Cal Aim** – 505 City Parkway West, Orange, CA 92868

- Services provided include Case Management, Information & Assistance, and Consumable Supplies.

Services listed above for all three organizations are offered throughout Orange County. The Office on Aging ensures that services continue to be provided without the use of Title III E funds by creating partnerships and collaborations with organizations such as those listed above.

## **SECTION 11. LEGAL ASSISTANCE**

### **2024-2028 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)].<sup>9</sup> CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: <https://aging.ca.gov/Providers and Partners/Legal Services/#pp-gg>

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

A minimum of 12 percent.

#### **2. How have your local needs changed in the past year(s)? Please identify any changes (include whether the change affected the level of funding and the difference in funding levels in the past four years).**

In the past four years, landlord-tenant issues remain significantly high and the LSP continues to see a high volume of clients seeking elder abuse restraining orders. There has also been changes in the law with regards to conservatorships and preserving individual rights. These changes have required the LSP to undergo multiple trainings to remain abreast of the new laws. As a result, the needs of legal services have increased leading new and existing older adult clients to repeatedly contact the Legal Services Provider (LSP) to seek counseling, advice, and interpretations to remain informed. These shifts have affected funding levels, with an increased need for resources to address the growing demand for legal assistance. Compared to four years ago, funding has increased to support services, but the rising demand continues to challenge available resources.

#### **3. How does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify and ensure that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?**

The requirement to use the California Statewide Guidelines in the provision of Older Americans Act (OAA) legal services is included in the provider contract scope of services. The AAA conducts annual program monitoring to ensure the LSP remains in compliance with the contract requirements and scope of work. Monitoring observations or findings are addressed to resolve compliance matters. The LSP administers satisfaction surveys with self-addressed stamped envelopes and provided to clients at legal clinics. Survey responses are compiled to provide an annual aggregate report to the AAA.

#### **4. How does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? What are the top four (4) priority legal issues in your PSA?**

The Office on Aging (OoA) and LSP use client data, needs assessments, and the California Statewide Guidelines to review legal services priorities on an annual basis. In a collaborative effort the following legal service were established as priority issues:

- **Housing** related to landlord and tenant issues and subsidized housing
- **Income Maintenance** including government benefits like Social Security and

- **Consumer Issues** related to probate, debt collection, and bankruptcy

**5. How does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? What is the targeted senior population and mechanism for reaching targeted groups in your PSA?**

In a collaborative effort with the LSP, data from various internal, local and state sources is used to assist with identifying the targeted population. In addition, the LSP has become an active member in community stakeholder groups such as Financial Elder Abuse Specialist Team (FAST) and Elder Abuse Forensic Center (Currently being converted to APS & Community Partners MDT) to gather information and determine trending legal issues within the older adult population.

These collaborative efforts have assisted us with identifying the targeted population which are older adults aged 60 and older, specifically those who show the greatest economic and social needs, and limited access to resources.

Outreach efforts are used as a main mechanism for reaching targeted groups in Orange County include but are not limited to:

- Active participation in local events where the targeted population is likely to attend, providing opportunities for direct engagement and information sharing.
- Visiting outside county sites and clinics for legal presentations and clinics are also part of the LSP’s monthly schedule.
- Utilizing digital outreach and traditional media to advertise services which include, but not limited to social media, local publications, and websites. Such publications include:
  - Council on Aging’s ANSWERS resource guide
  - El Clasificado
  - Laguna Woods Globe
  - Leisure World Weekly
  - Nguoi Viet
  - Radio ChieuThuBay
  - Facebook
- Conduct community outreach and education at senior centers, community-based organizations, and local community fairs where older adults can ask questions, speak to a LSP staff, and share contact information for further legal consultation.
- In addition to those with household income at 200% the federal poverty and below, monolingual clients compose a high demand for services in Spanish and Vietnamese.

**6. How many legal assistance service providers are in your PSA?**

<b>Fiscal Year</b>	<b># of Legal Assistance Services Providers</b>	<b>Did the number of service providers change? If so please explain</b>
2024-2025	1	No
2025-2026	1	No

2026-2027		
2027-2028		

**7. What methods of outreach are Legal Services Providers using?**

The LSP utilizes a combination of outreach methods to effectively raise awareness and engage with the targeted population.

In addition to the outreach efforts outlined in question 5, the LSP does the following on a regular basis:

- Disseminates informational flyers throughout the community.
- Visits senior centers, senior apartment complexes and community service centers countywide to educate older adults, stakeholders, and the community on legal services offered.
- Conduct presentations and legal clinics in-person and virtually.
- Collaborate with community partners such as Boat People SOS, the Vietnamese Cancer Society, the County Community Service Center, and Leisure World in Seal Beach and participate in community events.
- Provide virtual and in-person outreach at community event and resource fairs.
- Offer weekly workshops at the Orange County Public Law Library on topics related to consumer defense.

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

Fiscal Year	Name of Provider	Geographic Region covered
2024-2025	a. Community Legal Aid SoCal b. c.	a. Countywide b. c.
2025-2026	a. Community Legal Aid SoCal b. c.	a. Countywide b. c.
2026-2027	a. b. c.	a. b. c.
2027-2028	a. b. c.	a. b. c.

**9. 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.).**

The most widely used and preferred methods to accessing legal services are traditional methods which is calling the LSP’s legal hotline and walking in.

Additionally, the targeted population can use any of the other available methods to access legal services which are:

- Visiting one of the multiple senior centers the LSP visits on a scheduled rotation.
- Utilizing the on-line intake application process.
- Scheduling their consultation via a virtual platform such as Zoom.
- Attend a virtual or in-person legal clinic.

Special accommodations are made to allow persons with disabilities or lack of access to technology to access legal services.

The LSP continues to explore other user-friendly platforms to broaden accessibility and encourage participation.

**10. 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).**

Major types of legal issues that are handled by the LSP include, but are not limited to:

- Government benefits and assistance
- Landlord-tenant disputes
- Elder abuse including financial abuse and consumer scams
- Probate
- Estate planning
- Immigration
- Health access
- Conservatorships

Although not new, the LSP has seen an upward trend for assistance in areas concerning conservatorships for family members, and landlord-tenant issues specifically for non-payment of rent, and elder abuse restraining orders against persons residing with the elderly client.

**11. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers.**

During the COVID-19 pandemic, governmental agencies either suspended or limited access to in-person appearances and have required virtual appearances making access to technology a barrier.

To mitigate access to technology barriers the LSP created several workspaces within its physical offices to allow participants access to computers and make virtual appearances at court hearings, trials, and/or administrative law hearings. LSP staff is available to assist with setting up virtual appearances. Furthermore, the LSP continues to assist participants with technology issues through phone consultations.

Another prominent barrier when it comes to accessing legal services is access to transportation.

Proposed strategies to assist with mitigating transportation barriers include:

- Continue to offer limited offsite visits to homebound older adults.
- Augment current cross-referral system with local transportation service providers.
- Offer user-friendly remote platforms.

**12. What other organizations or groups does your legal service provider coordinate services with?**

The LSP has a robust aging network of professional experts to coordinate and help facilitate the planning of comprehensive services to the targeted population of, but not limited to:

- Senior and community centers
- Financial Abuse Specialist Team
- Elder Abuse Forensics Center Team (currently being converted to APS & Community Partners MDT)
- Adult Protective Services
- Social Services Agency
- Public Guardian
- Law Enforcement
- Legal Advocates
- Long-Term Care Ombudsman Program
- HICAP service provider
- Orange County Superior Court
- 2-1-1

The LSP has an active MOU with HICAP service provider and continues to augment their network by actively seeking partnerships with community stakeholders and government agencies to assist.

<sup>9</sup>For guidance questions related to Legal Services, contact Legal Services Developer at [LegalServices@aging.ca.gov](mailto:LegalServices@aging.ca.gov)

APPROVED

## **SECTION 12. DISASTER PREPAREDNESS**

**Disaster Preparation Planning** Conducted for the 2024-2028 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, policies, and procedures for emergency preparedness and response as required in OAA, Title III, Section 310 with:**

- **local emergency response agencies,**
- **relief organizations,**
- **state and local governments, and**
- **other organizations responsible**

The Orange County Office on Aging is a county government office which falls under the County's Emergency Management Bureau (EMB) plan for disaster preparedness. The EMB for Orange County has an Emergency Operations Center (EOC) that functions as the communication and coordination center for both the County and Operational Area emergency response organization and disaster preparedness, providing a central point for coordinating operational, administrative, and support needs of the County and Operational Area Members. It also assists in coordination and communication between Mutual Aid Coordinators and the State Office of Emergency Services during County-wide and State-wide emergency response and recovery operations. The Orange County EOC can be used to gather and process information to and from the County, cities, school and special districts, business and industry, volunteer organizations, individuals, and State and federal government agencies. It has the ability to function as a virtual EOC so that Operational Area Members may communicate between EOCs without co-location. In addition, the EOC may become responsible for managing the tactical operations of regional resources designed to more efficiently use the pooled resources of Operational Area Members or external resources to benefit the Operational Area as a whole.

The Orange County Office on Aging is a member of the Orange County Disabilities and Functional Needs (OC DAFN) is a working group whose mission is to plan, facilitate, and support Operational Area efforts to more effectively integrate people with disabilities and access and functional needs into the emergency planning system in Orange County. As a member of this working group, the Orange County Office on Aging ensures that the needs of older adults are accounted for in the County of Orange's emergency planning. In addition, Office on Aging home-delivered meal service provider contracts include an option for meal service providers to annually supply each (HDM) client with 3 shelf-stable meals. New clients are required to receive the 3 meals within 30 days of intake.

The Orange County Office on Aging plans to enhance its existing website by providing tailored resources, checklists, and local emergency contacts to assist older adults and caregivers in disaster preparedness. While coordination with local tribal organizations has not yet been established, it will be explored as part of future efforts.

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
<b>Don Barnes</b> 550 N Flower St Santa Ana, CA 92703	Orange County Sheriff	<b>Office:</b> 714-647-7000 <b>Alt:</b> 949-770-6011	<a href="mailto:OAdmin@ocsd.org">OAdmin@ocsd.org</a>
<b>Michelle Anderson</b> 2644 Santiago Canyon Rd. Silverado, CA 92676	Director, Office of Emergency Management		<a href="mailto:manderson@ocsheriff.gov">manderson@ocsheriff.gov</a>
<b>Public Information Hotline</b>		<b>714-628-7085</b>	<a href="mailto:OAdmin@ocsd.org">OAdmin@ocsd.org</a>

3. Identify the Disaster Response Coordinator within the AAA:

Name	Title	Telephone	Email
<b>Andy Diep</b>	Safety Manager, OC Community Resources	<b>Office:</b> 714-480-6428 <b>Cell:</b> 657-441-4776	<a href="mailto:andy.diep@occr.ocgov.com">andy.diep@occr.ocgov.com</a>
<b>Desiree Gonzalez</b>	Business Services Analyst	<b>Office:</b> 714-480-6483 <b>Cell:</b> 657-314-4304	<a href="mailto:Desiree.Gonzalez@occr.ocgov.com">Desiree.Gonzalez@occr.ocgov.com</a>

4. List critical services the AAA will continue to provide to the participants after a disaster and describe how these services will be delivered (i.e., Wellness Checks, Information, Nutrition programs):

Critical Services	How Delivered?
Information & Assistance (I&A) Call Center	Remote capabilities allow I&A to be redirected to alternate locations if needed, or out stationed at Local Assistance Centers in the community. Emergency notifications can be posted on the Office on Aging website as a means for communicating importance information to clients and service providers.
HDM/In-Home Services	Service providers maintain protocols for continuing service to their clients.
Congregate Meals	Service providers maintain protocols for continuing service to their clients.
Elder Abuse/Ombudsman	Service providers maintain protocols for continuing service to their clients.

**5. List critical services the AAA will provide to its operations after a disaster and describe how these services will be delivered (i.e., Cyber Attack, Fire at your building, Evacuation of site, Employee needs)**

Critical Services	How Delivered?
<b>Fire Evacuation Plan</b>	Following the facility building Emergency Evacuation and Fire Prevention Plan.
<b>Maintaining Call Center</b>	Critical Services provided to ensure the call center is operational 24/7 include coordinating with the Amazon Call Center support help desk, (844) 834-2449.
<b>Alternative Work Locations</b>	Ensuring a plan is in place to establish an alternative work location in the event of a disaster to maintain operations.

**6. List critical resources the AAA need to continue operations.**

- **Communication:** Critical services include maintaining communications during and after a disaster. The OoA Call Center acts as a main form of communication with the public to help disseminate information to vulnerable categories within their organization. Communication needs to be maintained to help provide services, and information in response in the event of a disaster.
- **Alternative Worksite:** Office on Aging staff have remote (work from home) capability to continue day to day operations.
- **Transportation:** Office on Aging staff have personal and a county vehicle accessible to use for transportation to maintain day to day operations and access to local community resources.

**7. List any agencies or private/non-government organizations with which the AAA has formal or nonformal emergency preparation or response agreements. (contractual or MOU)**

The Orange County Office on Aging does not have formal agreements with agencies for emergency preparation or response. However, as previously stated in this section, the Orange County Emergency Management Bureau maintains formal agreements between the County and various agencies via MOU for emergency preparation and disaster response. These agencies include County departments, all cities, special districts, school districts and community college/college districts, volunteer organizations, and programs such as the American Red Cross and United Way/2-1-1 Orange County.

**8. Describe how the AAA will:**

- **Identify vulnerable populations:** Older adults, caregivers, and persons with disabilities are all considered to be vulnerable populations, particularly in the event of a disaster. However, individuals who are most at risk are those living in a care facility, living alone, isolated or homebound, or requiring assistance due to a physical or mental disability. Coordination with service providers whose clients are in these

vulnerable categories will help to identify and reach out to them during a disaster. Such service providers include; Adult Day Care Centers, IHSS, Home Delivered Meals, Senior Non-Emergency Medical Transportation, Regional Centers, Independent Living Centers, and the Ombudsman program.

- **Identify possible needs of the participants before a disaster event (PSPS, Flood, Earthquake, ETC):** In the event of a temporary power outage caused by a disaster that affects the infrastructure, Public Safety Power Shutoffs will be coordinated through OCCR Facilities staff and designate OCCS facilities maintenance personnel on how to properly implement the PSPS. Additionally, staff will follow the direction of local utility companies for further guidance and direction.

Possible needs for vulnerable populations in the event of a disaster should include.

- Vital community resources available in a natural disaster, including access to Office on Aging Information & Assistance information phone line.
  - Planning for emergency and evacuation routes to include nearby shelters.
  - Awareness and notification of potential natural disaster events should be communicated to all vulnerable populations.
  - Establish a communication plan and ensure there is a procedure in place to maintain the call center in the event of an emergency.
- **Follow up with vulnerable populations after a disaster event.** Client files for each of the programs serving vulnerable populations include contact information as well as emergency contact information. Collaborating with Office on Aging services providers, I&A staff can assist with follow-up calls to ensure the safety of individuals registered with those programs. If contact is not made with a particular client, staff and volunteers can notify local first responders such as police, fire, or disaster workers.

## 9. How is disaster preparedness training provided?

- **AAA to participants and caregivers:** Orange County's Office on Aging provides disaster preparedness packets including resources to County advisory alerts and other community-based resources to participants and their caregivers.
- **To staff and subcontractors:** Disaster preparedness training is provided to all employees, including Information and Assistance personnel, during the new hiring process where all employees at Orange County Community Services are required to review Emergency Action & Fire Prevention Plan within 10 days of employment to include annually. The overviews include evacuation procedures, evacuation assignments, medical emergency response, fire emergency, extended power loss, hazardous materials / chemical spills, telephone bomb threats, severe weather & natural disasters, criminal activity, employee injury & vehicle accident reporting. Additionally, staff members have access to online training platform Eureka that covers Emergency Preparedness. [Eureka Emergency Preparedness](#). The training comprises of six emergency responses principles from general guidelines for emergency preparedness to steps for addressing specific emergencies. With regard to subcontractors, service providers maintain protocols for continuing service to their clients.

**SECTION 13. NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**

**CCR Article 3, Section 7320 (a)(b) and 42 USC Section 3027(a)(8)(C).**

If a AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served.

Check if not providing any of the below-listed direct services.

Check applicable direct services

**Title IIIB**

- Information and Assistance
- Case Management
- Outreach
- Program Development
- Coordination
- Long Term Care Ombudsman

Check each applicable Fiscal Year

	24-25	25-26	26-27	27-28
<input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Outreach	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Program Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Title IIID**

- Health Promotion – Evidence-Based

	24-25	25-26	26-27	27-28
<input checked="" type="checkbox"/> Health Promotion – Evidence-Based	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Title IIIE<sup>10</sup>**

- Access Assistance
- Information Services
- Support Services
- Respite Services
- Supplemental Services

	24-25	25-26	26-27	27-28
<input checked="" type="checkbox"/> Access Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Information Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Respite Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Supplemental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Title VII**

- Long Term Care Ombudsman

	24-25	25-26	26-27	27-28
<input type="checkbox"/> Long Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Title VII**

- Prevention of Elder Abuse, Neglect, and Exploitation.

	24-25	25-26	26-27	27-28
<input type="checkbox"/> Prevention of Elder Abuse, Neglect, and Exploitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Describe methods to be used to ensure target populations will be served throughout the PSA.**

The Office on Aging (OoA) operates the Information & Assistance (I&A) call center which provides older adults, their families and caregivers with information, referrals and access to agencies and programs that can help them with older-related services. Call center representatives are not only trained to provide personalized information and referrals, but they are also trained to effectively identify and address underlying needs of callers by actively listening and asking open-ended questions to gather information and clarify the caller's needs and make them aware of services available to them. Other methods used by the OoA to ensure those having the greatest social and economic need, including ethnic minorities, caregivers, frail elderly and/or disabled, and low-income older adults are served throughout

Orange County include but are not limited to:

- Analyzing demographic data to identify characteristics such as age, gender, income level, ethnicity, education, and geographic location to understand the target population's composition.
- Obtaining and conducting assessments to gather information directly from the targeted population about their needs, preferences, and barriers to access. In addition to understanding local needs, resources, and existing gaps in services.
- Bringing together small groups of older adults from the targeted population to discuss relevant issues, provide feedback, and generate ideas for program development and outreach strategies through focus groups and public hearings.
- Providing translation services through our Information & Assistance department in over 240 languages. In addition to English, materials and communication are offered in the following languages to ensure accessibility and inclusivity:
  - Chinese
  - Korean
  - Spanish
  - Vietnamese
- Utilizing social media to advertise our services to the targeted population.
- Ensuring accessibility to information via our Orange County Senior Resources Application.
- Training and empowering older adults to serve as peer educators and advocates to spread awareness, provide support, and encourage participation in programs and services through our Health Education program and Orange County Older Adults Advisory Commission (OAAC).
- Collaborating with community organizations, advocacy groups, healthcare providers, schools, faith-based institutions, and other stakeholders that have existing relationships with the targeted population via service providers, outreach efforts, Health Education program, OAAC, and active participation in aging collaboratives such as the Orange County Aging Services Collaborative. In addition, OoA manages the Speakers on Adults Realities program which connects the community with aging subject matter experts for the purpose of informing and educating the public. Topics include but not limited to Medicare Essentials, Disaster Preparedness, and the Anatomy of a Scam.

The OoA in collaboration with County agencies, service providers, older adult council, and community-based organizations employ these methods to effectively target and engage older adults to ensure that programs and services meet their needs and are accessible to all.

<sup>10</sup>Refer to CDA Service Categories and Data Dictionary

**SECTION 14. REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Complete and submit for CDA approval each direct service not specified previously. The request for approval may include multiple funding sources for a specific service.

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

**Identify Service Category:** N/A

Check applicable funding source:<sup>11</sup>

IIIIB

IIIC-1

IIIC-2

IIIE

VII

HICAP

**Request for Approval Justification:**

Necessary to Assure an Adequate Supply of Service OR

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

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

FY 24-25  FY 25-26  FY 26-27  FY 27-28

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>12</sup> N/A \_\_\_\_\_

<sup>11</sup>Section 15 does not apply to Title V (SCSEP).

<sup>12</sup>For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

**SECTION 15. GOVERNING BOARD**

**ORNAGE COUNTY BOARD OF SUPERVISORS MEMBERSHIP  
2024-2028 Four-Year Area Plan Cycle**

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

**Total Number of Board Members: 5**

Name and Title of Officers	Office Term Expires:
Janet Nguyen 1 <sup>st</sup> District	12/04/2028
Vincent Sarmiento 2 <sup>nd</sup> District	01/04/2027
Don Wagner 3 <sup>rd</sup> District	01/07/2027
Doug Chaffee 4 <sup>th</sup> District	01/04/2027
Katrina Foley 5 <sup>th</sup> District	01/04/2027

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

Andrew Do resigned from his position on October 22, 2024, and was succeeded by Janet Nguyen, who assumed the role after being elected on December 4, 2024.

Don Wagner’s previous term was set to end on 01/06/2025. He was re-elected for a new term during the 2020 election, which will run until January 7, 2027.

**SECTION 16. ADVISORY COUNCIL**

**ORANGE COUNTY OLDER ADULTS ADVISORY COMMISSION  
2024-2028 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) 40**

**Number and Percent of Council Members over age 60: 21 75% Council 60+**

Race/Ethnic Composition	% Of PSA's 60+Population	% on Advisory
White	56%	54%
Hispanic	18%	7%
Black	1%	0%
Asian/Pacific Islander	23%	11%
Native American/Alaskan Native	1%	0%
Other	19%	18%

**Name and Title of Officers:**

**Office Term Expires:**

1. Crystal Miles – Chair	12/31/24
2. Rachel Owens – Vice Chair	01/06/25
3. Meredith Chillemi – Past Chair	12/31/23
4. Ken Higman – Secretary	12/31/24

**Name and Title of other members:**

**Office Term Expires:**

5. Charlene Ashendorf	12/31/24
6. Debbie Baker	12/31/25
7. Cash Benton	12/31/25
8. Elizabeth Busick	12/31/23
9. Jerry Chang	12/31/23
10. Lynette Fujitani	12/31/24
11. Howard Hart	12/31/25
12. Eugene Hernandez	12/31/24
13. Richard Hernandez	01/04/27

14. Mariann Klinger	01/06/25
15. Janice Lim	12/31/25
16. Felix Lopez	01/04/27
17. Patty Mouton	01/04/27
18. Joan Nichols	01/04/27
19. John W. Pointer	12/31/23
20. Amina Sen-Matthews	01/06/25
21. Marty Simonoff	12/31/25
22. Preeti Singh	12/31/26
23. Barbara Sloate	12/31/23
24. Sandy Stang	12/31/23
25. Nathan Steele	12/31/24
26. Gary Taylor	12/31/26
27. Dave Tetzlaff	12/31/24
28. Dave Wheeler	12/31/24

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

**Yes No**

- Representative with Low Income
- Representative with a Disability
- Supportive Services Provider
- Health Care Provider
- Local Elected Officials
- Persons with Leadership Experience in Private and Voluntary Sectors

**Yes No Additional Other (Optional)**

- Family Caregiver, including older relative caregiver
- Tribal Representative
- LGBTQ Identification
- Veteran Status
- Other \_\_\_\_\_

**Explain any “No” answer(s):**

The Orange County Older Adults Advisory Commission (OCAAC) members have the opportunity to indicate in their membership application if they represent any or all of the categories listed above. None of the current commission members have indicated that they are Tribal Representatives, and/or identify themselves as LGBTQ.

**Explain what happens when term expires, for example, are the members permitted to remain in their positions until reappointments are secured? Have they been replaced, renewed or other?**

According to the OCOAAC bylaws and pursuant to Government Code section 1302, a member whose term has expired may continue serving as a member until reappointed, resigns, or replaced.

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

The OCOAAC consists of forty (40) members with the Board of Supervisors (Board) appointing ten (10) of those members. Commission members are appointed by the Board with each Supervisor nominating two (2) commission members from inside or outside of their respective district. No person living outside of the Supervisor's district shall be nominated for appointment to the Commission without the written consent of the Supervisor representing the district where the nominee resides.

The remaining twenty (20) members are appointed by the City Selection Committee (10 appointees) and the Advisory Commission's Executive Committee (10 appointees).

**SECTION 17. MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW**<sup>13</sup>

CCR Title 22, Article 3, Section 7302(a)(15)  
**20-year tracking requirement**

- No. Title IIIB funds not used for Acquisition or Construction.
- Yes. Title IIIB funds used for Acquisition or Construction.

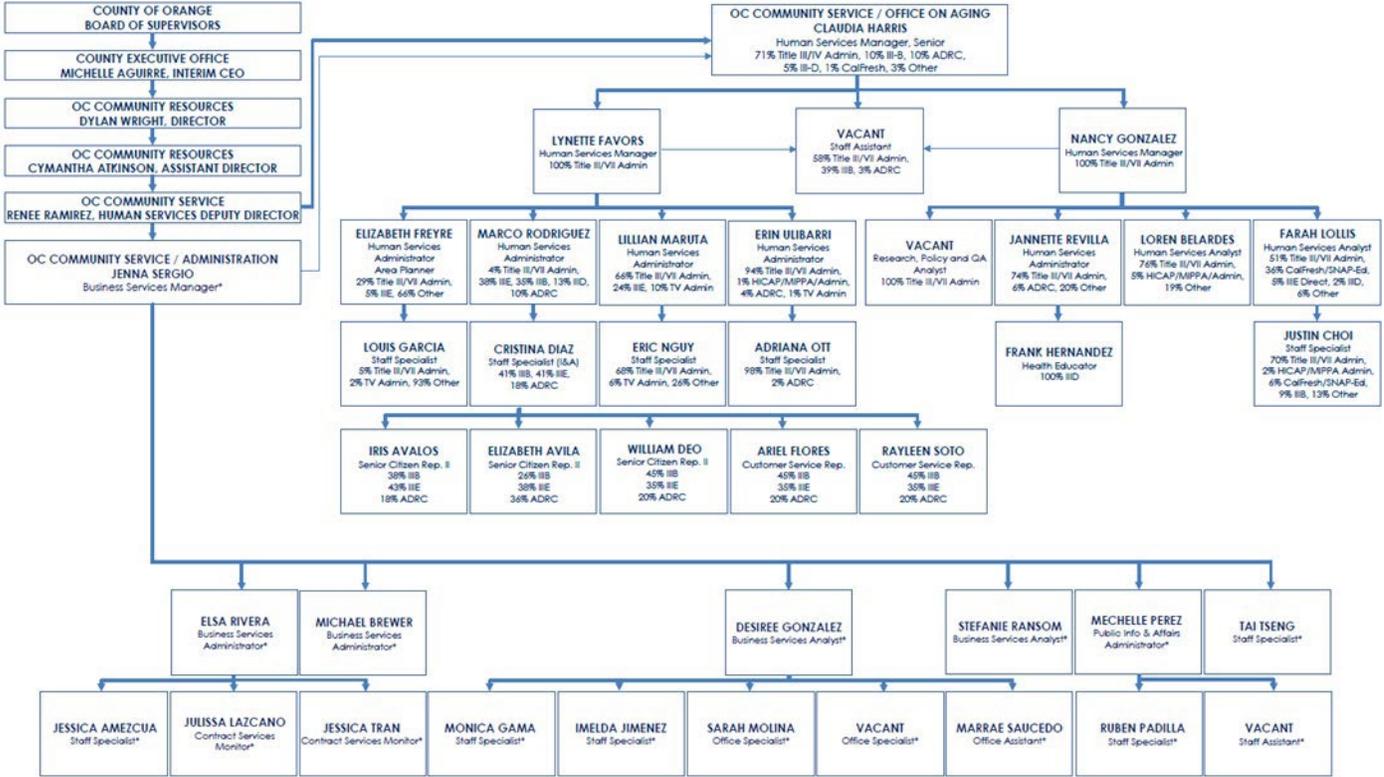
Title III Grantee and/or Senior Center (complete the chart below):

Title III Grantee and/or Senior Center	Type Acq/Const	IIIB Funds Awarded	% Total Cost	Recapture Period	Recapture Period	Compliance Verification State Use Only
				Begin	End	
Name: Address:						
Name: Address:						
Name: Address:						
Name: Address:						

<sup>13</sup> Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as a Multipurpose Senior Center

**SECTION 18. ORGANIZATION CHART**

**COUNTY OF ORANGE  
OFFICE ON AGING ORGANIZATIONAL CHART**



\*Administrative staff charges are calculated based on the actual time worked, percentage of time worked, or percentage of FTE of program general admin via a cost pool job number.

**SECTION 19. ASSURANCES**

Pursuant to the Older Americans Act Reauthorization Act of 2020, (OAA), the Area Agency on Aging assures that it will:

Sec. 306, AREA PLANS

(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual to older individual work), within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community), evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

(2) provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance;

and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and

(B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

(4)(A)(i) (I) provide assurances that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of sub-clause (I);

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared —

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (i).

(B) provide assurances that the area agency on aging will use outreach efforts that will—

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and

(C) contain an assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

(5) provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities;

(6) provide that the area agency on aging will—

(A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

(B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

(C)(i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis

in the delivery of such services to children, adults, and families;

(ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that—

(I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or

(II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 676B of the Community Services Block Grant Act; and

(iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;

(D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;

(E) establish effective and efficient procedures for coordination of—

(i) entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and

(ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area;

(F) in coordination with the State agency and with the State agency responsible for mental and behavioral health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations;

(G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;

(H) in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and

(I) to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals;

(7) provide that the area agency on aging shall, consistent with this section, facilitate the areawide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

(B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—

(i) respond to the needs and preferences of older individuals and family caregivers;

(ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and

(iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

(D) providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—

(i) the need to plan in advance for long-term care; and

(ii) the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

(8) provide that case management services provided under this title through the area agency on aging will—

(A) not duplicate case management services provided through other Federal and State programs;

(B) be coordinated with services described in subparagraph (A); and

(C) be provided by a public agency or a nonprofit private agency that—

(i) gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

(iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or

(iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

(9)(A) provide assurances that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2019 in carrying out such a program under this title;

(B) funds made available to the area agency on aging pursuant to section 712 shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in section 712;

(10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;

(11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including—

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans;

(12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area.

(13) provide assurances that the area agency on aging will—

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

(14) provide assurances that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

(15) provide assurances that funds received under this title will be used—

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

(B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;

(16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care;

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery;

(18) provide assurances that the area agency on aging will collect data to determine—

(A) the services that are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019; and

(B) the effectiveness of the programs, policies, and services provided by such area agency on aging in assisting such individuals; and

(19) provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019.

(b)(1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.

(2) Such assessment may include—

(A) the projected change in the number of older individuals in the planning and service area;

(B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;

(C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and

(D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

(3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for—

(A) health and human services;

(B) land use;

(C) housing;

(D) transportation;

(E) public safety;

(F) workforce and economic development;

(G) recreation;

(H) education;

(I) civic engagement;

(J) emergency preparedness;

(K) protection from elder abuse, neglect, and exploitation;

(L) assistive technology devices and services; and

(M) any other service as determined by such agency.

(c) Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph (2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

(d)(1) Subject to regulations prescribed by the Assistant Secretary, an area agency on aging designated under section 305(a)(2)(A) or, in areas of a State where no such agency has been designated, the State agency, may enter into agreement with agencies administering programs under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act for the purpose of developing and implementing plans for meeting the common need for transportation services of individuals receiving benefits under such Acts and older individuals participating in programs authorized by this title.

(2) In accordance with an agreement entered into under paragraph (1), funds appropriated under this title may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act.

(e) An area agency on aging may not require any provider of legal assistance under this title to reveal any information that is protected by the attorney-client privilege.

(f)(1) If the head of a State agency finds that an area agency on aging has failed to comply with Federal or State laws, including the area plan requirements of this section, regulations, or policies, the State may withhold a portion of the funds to the area agency on aging available under this title.

(2)(A) The head of a State agency shall not make a final determination withholding funds under paragraph (1) without first affording the area agency on aging due process in accordance with procedures established by the State agency.

(B) At a minimum, such procedures shall include procedures for—

(i) providing notice of an action to withhold funds;

(ii) providing documentation of the need for such action; and

(iii) at the request of the area agency on aging, conducting a public hearing concerning the action.

(3)(A) If a State agency withholds the funds, the State agency may use the funds withheld to directly administer programs under this title in the planning and service area served by the area agency on aging for a period not to exceed 180 days, except as provided in subparagraph (B).

(B) If the State agency determines that the area agency on aging has not taken corrective action, or if the State agency does not approve the corrective action, during the 180-day period described in subparagraph (A), the State agency may extend the period for not more than 90 days.

(g) Nothing in this Act shall restrict an area agency on aging from providing services not provided or authorized by this Act, including through—

(1) contracts with health care payers;

(2) consumer private pay programs; or

(3) other arrangements with entities or individuals that increase the availability of home and community-based services and supports.

**ATTACHMENT A. SUMMARY OF CHANGES**

<b>SECTION</b>	<b>PAGE(S)</b>	<b>EXCERPT PRIOR VERSION</b>	<b>EXCERPT CURRENT VERSION</b>	<b>REASON FOR CHANGE</b>
<b>Cover Page</b>	N/A	[Cover Page]	[None]	Removed to avoid confusion.
<b>Title Page</b>	1	Area Plan FY 2024-2028...	Area Plan Update...July 1, 2025...	Updated Title and Date.
<b>[Document Footer]</b>	All	Page 2 of...	Area Plan Update FY 2025-2026... Page 2 of...	Improved formatting.
<b>[Document superscripts and footnotes]</b>	All	Superscripts were applied to reference sources.	Superscripts and footnotes referencing sources were removed and in-text citations were included in the summaries. Footnotes were moved to the bottom of the section.	Improved formatting and readability.
<b>Area Plan Checklist</b>	N/A	2024-2028 4 Year Area Plan Required Components Checklist	[None]	Not applicable to the Area Plan Update.
<b>Table of Contents</b>	2	Outdated template.	New attachments available for Summary of Changes, OCA Modernization, and References.	Updated.
<b>Area Plan Update Checklist</b>	3	Outdated template	Replaced old template with new APU Checklist for indicating changes and submitting a complete area plan.	Updated.
<b>Transmittal Letter</b>	4	Signatures Required.	Signatures were collected and added Minute Order note.	Updated.

<b>Section 2: Description of the Planning &amp; Service Area</b>	6-13	Outdated data and graphics.	The summary was concise, data was updated, and outdated graphics were removed.	Improved reliability and readability.
<b>Section 3: Description of the Area Agency on Aging (AAA)</b>	14-18	Summary lacked conciseness, and the content required updates to align with latest available information.	Updated headers and moved the Older Adult Commission to its own section. Concise summary and updated Local Master Plan on Aging summary.	Improved format and readability. Updated information.
<b>Section 4: Planning Process &amp; Establishing Priorities</b>	19	Summary lacked conciseness, and the content required updates to align with latest available information.	Concise summary and updated with the local needs assessment information.	Improved format and readability. Updated information.
<b>Section 5: Needs Assessment &amp; Targeting</b>	20-22	Summary lacked conciseness, and the content required updates to align with latest available information.	Concise summary and included OC Older Adults Needs Assessment Report.	Improved format and readability. Updated information.
<b>Section 6: Priority Services &amp; Public Hearings</b>	23-26	Previous version only included FY2024-2025 information.	Updated priority services for the upcoming FY2025-2026. Updated questions to reflect additional efforts in outreach and updated public hearing section.	Updated information.
<b>Section 7: Area Plan Narrative Goals &amp; Objectives</b>	27-33	Unclear language and previous version included goals with an end date of June 30, 2025.	The wording was refined for clarity, and goal dates and statuses were updated to reflect progress into the FY2025-2026.	Updated information and improved readability.
<b>Section 8: Service Unit Plan (SUP)</b>	34-60	Outdated instructions and template. Previous	New template included updated instructions for	Updated templated

		version included FY2024-2025 service units.	better clarity. Reordered sub-categories in tables to match order of Area Plan budget. Added abbreviations COA and ORC for clarity. Updated FY2025-2026 service units.	
<b>Section 9: Senior Centers &amp; Focal Points</b>	61-63	Inaccurate instructions.	Language was removed from the instructions since the deadlines of AP and Data are incompatible for a point in time count to be accurate.	Language was updated for accuracy.
<b>Section 10: Family Caregiver Support Program</b>	64-66	Previous version included FY2024-2025 information only.	Updated FY2025-2026 sections.	Updated.
<b>Section 11: Legal Assistance.</b>	67-71	Outdated contact information. Answers to questions require updates to align with latest available information.	Contact updated Legal Services general mailbox and answers to question #2, 5, 6, and 11 have been updated.	Updated information and responses.
<b>Section 18: Organizational Chart</b>	84	Outdated organizational chart.	New organizational chart.	Updated.
<b>Section 19: Assurances</b>	85-94	Incomplete Assurances.	Per ACL and CDA Guidance, included OAA Section 306 in its entirety.	Updated.
<b>Attachment A. Summary of Changes</b>	95-98	[None]	Per CDA Guidance, new document a summary of changes document was included.	Summarize updates between area plan years.
<b>Attachment B. OCA Modernization Supplemental</b>	99	Summary lacked conciseness, and the content required updates	Concise summary and added the services implemented in	Improved readability and updated information.

<b>Summary</b>		to align with latest accomplishments.	FY2024 and highlighted outcomes.	
<b>Attachment C. Local MPA Supplemental Summary</b>	100-101	Summary lacked conciseness, and the content required updates to align with latest accomplishments.	Concise summary along with updates on progress toward the development of the local MPA, including accomplishments and next steps.	Improved readability and updated information.
<b>Attachment E. References</b>	104	[None]	Included a reference page.	Increase credibility and allows readers to verify sources.

**ATTACHMENT B. OCA MODERNIZATION SUPPLEMENTAL SUMMARY**

In response to one-time funding from the State of California under the Mello-Granlund Older Californians Act (OCA), the Office on Aging (OoA) implemented a series of targeted programmatic actions to modernize and strengthen the delivery of community-based services for older adults and their caregivers. These actions focused on enhancing service models, increasing access, and supporting aging in place through expanded and supplemental programming aligned with existing services such as Adult Day Care, Case Management, and Caregiver Respite.

Through a competitive Request for Proposal (RFP) process, the OoA implemented a wide range of services, including Alzheimer's Day Care Resource Centers, Linkages, respite care, caregiver assessment and counseling, assistive technology, consumable supplies, caregiver support and training, grocery delivery, and social and intergenerational engagement activities. The initiative also included Nutrition Modernization programs, specifically the distribution of to-go meals under Title III C1 (Congregate) and C2 (Home-Delivered) services, helping to address food insecurity and improve health outcomes for older adults.

As of March 2025, these efforts have resulted but not limited in the delivery of 226 caregiver support groups, 1,859 hours of caregiver assessments and counseling, 3,398 meals and 73 grocery deliveries, and 75 social activities, including cooking, gardening, and activities with children. These outcomes highlight the significant impact of the program in reducing caregiver burden, promoting social connectedness, and supporting healthy aging.

Given the success of this initiative, the OoA plans to continue these services into the FY2025–2026 program year, with the exception of the Linkages.

**ATTACHMENT C. LOCAL MASTER PLAN FOR AGING SUPPLEMENTAL SUMMARY**

The Office on Aging (OoA) is actively developing the Orange County Master Plan for Aging (OC MPA) in alignment with California's statewide Master Plan for Aging (MPA). The OoA, is the lead agency guiding this initiative. The OC MPA will serve older adults, individuals with disabilities, caregivers, and families across the entire Orange County geographic area.

**Stage 1: Raising Awareness & Community Education**

To build early awareness an extensive outreach and education campaign was launched to promote the MPA and the Orange County Older Adults Needs Assessment. Activities included:

- Developing and distributing educational materials across multiple platforms
- Hosting public town halls throughout Orange County
- Launching a dedicated MPA website featuring needs assessment findings
- Engaging community-based organizations (CBOs), ethnic and faith-based groups, service providers, and local government partners
- Posting informational flyers at key public locations, including senior centers, libraries, congregate meal sites, and public assistance offices

**Stage 2: Planning**

In collaboration with the County Executive Office (CEO), the OoA convened a multidisciplinary planning committee composed of representatives from key county agencies. Together, they developed and released the Orange County Older Adults Needs Assessment Report, which incorporates community input and quantitative data collected through a countywide survey. This report now serves as the foundation for priority-setting within the OC MPA. The OoA continues to review local data and gather public input to ensure the plan reflects the lived experiences and evolving needs of older adults in the community.

**Stage 3: Development**

As the designated lead agency, the OoA is responsible for drafting the OC MPA, integrating insights from the needs assessment and broad stakeholder engagement. The final OC MPA is on track for release by June 30, 2025.

**Stage 4: Implementation**

Upon release, the OoA will evaluate current resources, programs, and services and identify ways to align with the plan's goals, strategies, and priorities. The OoA will continue to play a leadership role in coordinating cross-sector collaboration, strategic communications, and implementation efforts. Ongoing community education and engagement will be key to fostering awareness, buy-in, and collective action.

**Stage 5: Evaluation**

The OoA anticipates developing an evaluation and tracking approach to monitor progress toward the goals and objectives outlined in the OC MPA. Future efforts may include tracking key milestones, incorporating community feedback, and considering periodic plan updates to ensure ongoing relevance and responsiveness.

### **Accomplishments**

- Collaboratively developed and released the Orange County Older Adults Needs Assessment Report
- Conducted a comprehensive countywide outreach and education campaign
- Built and strengthened partnerships with internal departments and external stakeholders
- Initiated the planning and drafting of the OC MPA

### **Planned Future Work**

- Finalize and publicly release the OC MPA by June 30, 2025
- Plan for a phased implementation of identified strategies and goals
- Monitoring and evaluate progress toward MPA-aligned outcomes

**ATTACHMENT D: GLOSSARY OF ACRONYMS**

1	AAA	Area Agency on Aging
2	AB	Assembly Bill
3	ACS	American Community Survey
4	ADA	Americans with Disabilities Act
5	ADRC	Aging and Disability Resource Connection
6	AoA	Administration on Aging
7	AP	Area Plan
8	APS	Adult Protective Services
9	APU	Area Plan Update
10	ATT	Access to Technology
11	CASOA	Community Assessment Survey for Older Adults
12	CCR	California Code of Regulations
13	CFR	Code of Federal Regulations
14	CHAT	Communications, Health, Aging, Technology
15	CHIS	California Health Interview Survey
16	CNAP	County Nutrition Action Partnership
17	COHS	County Organized Health System
18	DC	Digital Connections
19	DMC	Dale MacIntosh Center
20	EAFC	Elder Abuse Forensic Center
21	EMB	Emergency Management Bureau
22	ENP	Elderly Nutrition Program
23	EOC	Emergency Operations Center
24	EOC	Emergency Operations Center
25	ESL	English Second Language
26	FAST	Financial Elder Abuse Specialist Team
27	FCSP	Family Caregiver Support Program
28	FPL	Federal Poverty Guidelines
29	FTE	Full-Time Equivalent
30	FY	Fiscal Year
31	HCA	Health Care Agency
32	HCV	Housing Voucher Program
33	HDM	Home Delivered Meals
34	HICAP	Health Insurance Counseling and Advocacy Program
35	HUD	Housing and Urban Development
36	I&A	Information & Assistance
37	IHSS	In-Home Supportive Services
38	IHSS	In-Home Supportive Services
39	LGBT	Lesbian, Gay, Bisexual & Transgender
40	LGBTQ	Lesbian, Gay, Bisexual & Transgender, and Queer
41	LSP	Legal Services Provider
42	LSP	Legal Service Provider
43	LTC	Long Term Care
44	LTSS	Long Term Supportive Services

45	MOU	Memorandum of Understanding
46	MPA	Master Plan for Aging
47	NORS	National Ombudsman Reporting System
48	OAA	Older Americans Act
49	OAA	Older Americans Act
50	OACC	Older Adults Advisory Commission
51	OC ACCESS	ADA Paratransit
52	OC DAFN	Orange County Disabilities and Functional Needs
53	OCA	Older Californians Act
54	OCASC	Orange County Aging Services Collaborative
55	OCCR	Orange County Community Resources
56	OCCS	Orange County Community Services
57	OCDAFN	Orange County Disabilities and Functional Needs Working Group
58	OCEMB	Orange County Emergency Management Bureau
59	OCHA	Orange County Housing Authority
60	OCOAAC	Orange County Older Adults Advisory Commission
61	OCSPA	Orange County Strategic Planning on Aging
62	OCTA	Orange County Transportation Authority
63	ODIN	Ombudsman Data Integration Network
64	OES	Office of Emergency Services
65	OES	Office of Emergency Services
66	OoA	Office on Aging
67	OSLTCO	Office of the State Long-Term Care Ombudsman
68	PACE	Program of All-Inclusive Care for the Elderly
69	PAM	Public and Media Events
70	PD or C	Program Development/Coordination
71	PIT	Point in Time Count
72	PSA	Planning and Service Area
73	PSPS	Public Safety Power Shutoffs
74	RCFE	Residential Care Facility for the Elderly
75	RFP	Request for Proposal
76	SCSEP	Senior Community Service Employment Program
77	SHARP	Statewide HICAP Automated Reporting Program
78	SHOPP	Senior Health Outreach Prevention Program
79	SMP	Senior Mobility Program
80	SNEMT	Senior Non-Emergency Medical Transportation
81	SS	Social Security Benefits
82	SSA	Social Services Agency
83	SSI	Supplemental Security Income
84	START	Substance Abuse Resource Team
85	SUP	Service Unit Plan
86	TSR	Tobacco Settlement Revenue
87	VASH	Veterans Affairs Supportive Housing
88	VSO	Veterans Service Office
89	WEDD	Workforce & Economic Development Division
90	WIOA	Workforce Innovation and Opportunity Act

**ATTACHEMENT E: REFERENCES**

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