

AREA 4 Agency on Aging

Serving Nevada, Placer, Sacramento, Sierra, Sutter, Yolo & Yuba Counties



2009-2010 ANNUAL REPORT

2009-10: A Year of Changes



Dear Friends,

What a year 2009-2010 has been—full of challenges, opportunities, successes, and disappointments. This was our RFP year, and that is always challenging—not just for service provider applicants, but also for Area 4 Agency on Aging staff, Advisory Council, and the Governing Board. We are happy to add several new providers this year: Legal Services of Northern California in Yolo County was funded for Information & Assistance; the City of Sacramento, Older Adult Services was funded for a “Stand Up to Falls” program; and the City of Sacramento’s Triple R program was funded for Caregiver Respite. Perhaps our greatest challenge of the year was the successful transition of Sacramento County’s Senior Nutrition Services (SNS) and Transportation programs to the Asian Community Center (ACC) and their new nonprofit, Meals on Wheels by ACC. Our special thanks to SNS and Manager Janine Brown, and to Donna Yee, Director of ACC, for accomplishing this major program shift.

Another success for Area 4 was an awareness training on LGBT (Lesbian, Gay, Bisexual, and Transgender) issues for our service providers in April 2010. The 45 participants received information and best practices to use in their own organizations. We were also proud of our collaboration with Lilliput Children’s Services, SETA/Head Start, and American River College to present the 2010 Grandfamilies Conference. Topics covered were mental health, family dynamics, positive discipline, legal rights, and health and well being. 50 kinship caregivers attended.

On a sad note, A4AA was disappointed to lose some long time staff. Betty Burt, our bi-lingual secretary and my very first hire, retired, as did Secretary Ruth Ann Darriella, and Gloria Parker, who developed and led our Senior Employment Program since its inception.

This coming year will again be challenging, but with our dedicated and talented staff, committed Advisory Council and Governing Board members, and service providers who care deeply for the seniors they serve, I know the A4AA team will again meet every challenge with creativity, energy, and resolve.

Deanna Lea, Executive Director

More Changes on the Way California Department of Aging Director Resigns

(An excerpt from State Director Lynn Daucher’s Letter to California’s Area Agencies on Aging)

“As the Schwarzenegger administration draws to its end; I, too, will end my years of state service. I plan to resign as Director of CDA at the end of December, 2010.

I remember the day I was asked to serve as the Director; I remember the days I met you all. I learned from you all. Day after day, political turmoil can swirl but you, as public servants, just continue on. I proudly joined you as a public servant and aging advocate. Formal recognition and thanks rarely come our way, but inside we all know that our work touches many, provides a safety net important to California, our country and real people.

I predict you will be in for a wild ride with the new governor and administration. I am hopeful that the budget problems will be addressed and fade. As the leaders of the Aging network, the direction of aging services in California will rest with you, an awesome responsibility. It is my hope that as tempting as it is to curl up and hunker down, as dark days come and go, you will never give up pushing and fighting for communities welcoming to older adults.”

2009-2010 Accomplishments

243,786
Congregate
Meals Served to

5,519
Seniors

502,797
Home Delivered
Meals to

3,697
Homebound Seniors

32,674
Hours of Caregiver
Respite for

401
Family Caregivers

3,876
Seniors
Received Health
Insurance Counseling



16,275
Hours of Legal
Assistance to

2,649
Seniors

40,986
Information &
Assistance Calls
Received

30
Employment Workshops

161 Seniors Counseled
84 Seniors Found Work

22,858
Hours of Ombudsman
Service

For Complaint
Resolution, Advocacy,
and Abuse Investigations

18,804
Visiting Hours for

82
Isolated Seniors

48,732
One-Way Rides and
\$26,482 in Vouchers for

1,608
Seniors
Needing Transportation

4,111
Hours of Mental Health
Services

Including Assessment,
Counseling, and Visiting

80,399
Hours Contributed by

531
Volunteers Through
RSVP of Nevada County

Program Highlights

RFP—Request For Proposals

On January 4, 2010, Area 4 Agency on Aging began the Request for Proposals (RFP) process to determine the Agency's service providers for the next contract cycle of 2010-2013. The 36 applicant agencies had to submit proposals for specific senior programs funded through the Older Americans Act for adults 60 years of age and older.

The process continued with a Bidders' Conference on January 14 to offer potential applicants additional information and pointers on the requirements and procedures of the RFP. Proposals were due on February 5, and reviews began immediately.

A4AA staff, Community Review Teams, Grants Review Committee, Advisory Council, and the Governing Board all had a role in reviewing and recommending proposals. The process was long and involved, but it went smoothly and on schedule. The final step took place on April 9 at the public joint meeting of the Advisory Council and Governing Board where they read and heard the recommendations, presented questions, and voted on the submissions. As a result, 25 agencies were approved for for the three-year cycle with 5 other agencies approved at different times. 57 programs were funded.

Senior Meals in Sacramento County Transitions to New Provider

Sacramento County's Department of Human Assistance had been the provider for senior meals for the past 35 years. As successful as they were, in 2010 they could no longer fund the two nutrition programs as a result of severe county budget cuts.

The Asian Community Center (ACC) came forward and took the bold step to provide congregate and home delivered meals to Sacramento County seniors. They were currently contracted with A4AA for transportation and respite programs and had an excellent performance record.

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2010-2013 A4AA Contracted Service Providers

Asian Community Center—Drop-in Respite, Transportation
Asian Pacific Community Counseling—Mental Health
Catholic Charities—Mental Health
City of Sacramento—Respite, Health Promotion
Community Action Agency of Butte Co.—Nutrition
Community Services Planning Council—I&A
Cordova Neighborhood Church—Drop-in Respite
County of Sacramento—Peer Counseling/Visiting
Del Oro Caregiver Resource Center—Respite, Caregiver Support Services
FREED—Minor Home Modifications/Repairs, Transportation
Gold Country Community Council—Nutrition
Gold Country Telecare—Transportation
HICAP Services of Northern California—Health Insurance Counseling & Advocacy
Home Health Care Management—Respite, Medication Management
Inc., Senior Citizens of Sierra County—I&A, Nutrition, Transportation
Legal Services of Northern California—Legal, I&A, Kinship Care
Meals on Wheels by ACC—Nutrition
Nevada County Health & Human Services—Health Services
Ombudsman Services of Northern California—Skilled Nursing Home Resident Complaint Resolution
People Resources, Inc.—Nutrition
Personalized Homecare & Homemaker Agency—In-home Services, Respite
Placer Independent Resource Services (PIRS)—Minor Home Modifications/Repairs
Rebuilding Together—Minor Home Modifications/Repairs
Seniors First—I&A, Nutrition, Transportation
Sierra Senior Services—Nutrition
South County Services—Transportation
Stanford Settlement—Transportation
U.C. Davis Health System—Caregiver Care Mgmt.
Woodland Healthcare ADHC—Caregiver Case Mgmt., Transportation
Yuba Sutter Legal Center for Seniors—Legal, I&A

Program Highlights

Senior Meals, continued from page 4

The financial and logistical transition from the County to ACC was quite complex, but with dedicated work from all parties involved—ACC, Sacramento County, A4AA, and other partners—the transition went smoothly. Meals on Wheels by ACC began providing senior lunches on July 1, 2010 to all nutrition sites in Sacramento County.

American Recovery and Reinvestment Act (ARRA)

In an effort to stimulate the nation's economy during the current recession, additional funding for nutrition programs was provided through the American Recovery and Reinvestment Act (ARRA). The intent of these Nutrition Stimulus funds was to provide meals to seniors, restore reduced services, and either provide nutrition program jobs or reinstate positions that had been cut.

In April 2009, A4AA was awarded \$569,212 in Nutrition Stimulus funding for its seven nutrition providers. However, the initial funding of \$199,224 was not received until June 24, 2009, and contracts with service providers began to be issued in October 2009. Originally, all funds were to be expended by September 30, 2010, but the Department of Aging changed the deadline to August 31, then again to July 30, and finally to June 30, 2010.

Nutrition Stimulus expenditures required strict accountability and transparency. Funds and a 15% match by providers had to be tracked separately from other federal funds, which necessitated extensive tracking by the Agency's fiscal and program departments. Quarterly data reporting was changed to monthly reports, and expenditures were separately identified in audit reports.

Each service provider determined how they would apply the funds to their programs according to federal criteria.



Uses of ARRA funds by service providers:

- **Community Action Agency of Butte County**—306 additional congregate meals, 1,003 additional home delivered meals.
- **Gold Country Community Council**—Support hours for 3 part-time employees and 320 emergency meals.
- **Inc., Senior Citizens of Sierra County**—Hired a part-time outreach coordinator to distribute information about their nutrition program and other senior services for 385 job hours.
- **People Resources, Inc.**—Hired a Dietetic/Food Service Outreach Coordinator for 1,300 hours. Provided 4,230 additional regular and emergency meals.
- **Senior Nutrition Services**—5 full-time positions saved.
- **Seniors First**—6,674 additional congregate meals and 5,258 home delivered meals, including some weekend meals.
- **Sierra Senior Services**—Restored full meal service with 628 job hours and 715 additional congregate meals, and 694 regular and emergency home delivered meals.

Every Dollar Counts Prescription Outreach Campaign

Area 4 Agency on Aging and the HICAP Program teamed up to increase the number of older persons enrolling in Medicare's Extra Help Program to help pay for their Part D prescription drugs. Low income seniors could save as much as \$3,900 in prescription drug savings if they qualified for the program.

Behind the scenes, team meetings with A4AA and HICAP staff began in September 2009 to plan and implement the Every Dollar Counts Campaign. Outreach materials were developed, designed, and produced to send the message to the many people who were eligible but not taking advantage of the Part D Extra Help Program. Sacramento, Nevada, and Placer counties were the focus areas of the campaign.

Over 9,000 Every Dollar bookmarks and 400 posters were distributed to target sites and to community and professional groups to reach their older clients.

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Financial Management

A4AA administered almost \$9.7 million in revenues for the year, funding services to help seniors and caregivers. The Agency receives federal, state, county, and city governmental funding. Grants and contributions are also received from organizations, private donors, and fundraising activities. A4AA conducts fiscal monitoring and requires annual independent audits of its subcontractors. The Agency also engages a CPA firm to audit its financial operations and has qualified as a low risk auditee for the past five years.

Revenue Comparison by Fiscal Years			
Revenue Source	2008-09	2009-10	Difference
Federal Funds	\$7,275,960	\$7,693,077	\$417,117
Federal ARRA Funds*	2,629	565,933	563,304
State Funds	1,140,895	1,045,142	<95,753>
County Match	251,694	251,694	0
City Funds—Sacramento Ombudsman Services	42,075	—	<42,075>
<u>Grants</u>			
Archstone Foundation	11,737	—	
Cargill Foundation**	—	10,000	
United Way	2,000	2,000	
U.S. Bank	10,000	10,000	
Other Grants & Contracts	56,800	57,267	
SUB-TOTAL	80,537	79,267	<1,270>
Donations & Fundraising (includes United Way contributions)	19,751	16,967	<2,784>
TOTAL	\$8,813,541	\$9,652,080	\$838,539

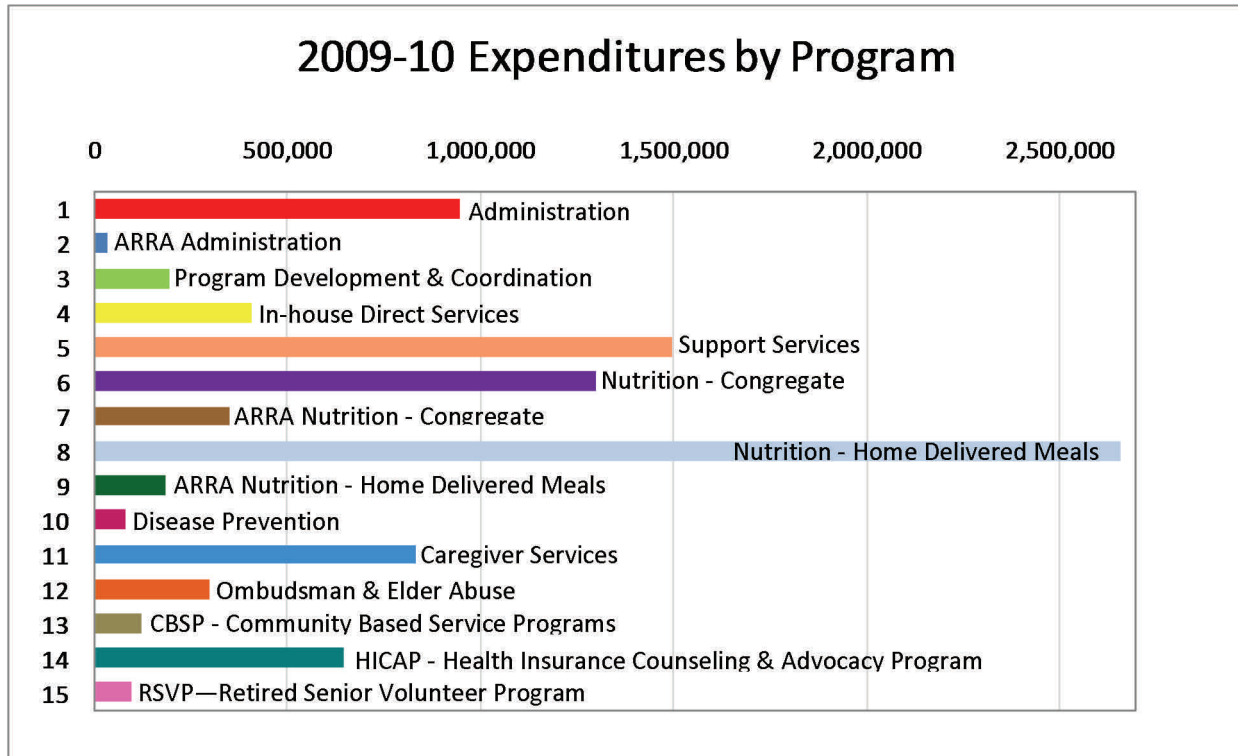
* ARRA funds received late in 2008-09 were used for administrative start-up costs.

**The Margaret A. Cargill Foundation provided a grant payable in 5 annual installments of \$10,000. The grant includes 5,000 shares of Cargill common stock with cash dividends. Funds used in FY 2009-10 were for Area 4's Senior Employment Program.

A4AA Thanks Our Major 2009-10 Grantors:



Financial Management



Summary of Expenditures		
1. Administration	\$945,638	9.8%
2. ARRA Administration	35,006	0.4
3. Program Development & Coordination	196,837	2.1
4. In-house Direct Services	407,884	4.2
5. Support Services	1,499,383	15.5
6. Nutrition - Congregate	1,300,287	13.5
7. ARRA Nutrition - Congregate	349,041	3.6
8. Nutrition - Home Delivered Meals	2,661,547	27.6
9. ARRA Nutrition - Home Delivered Meals	186,452	1.9
10. Disease Prevention	78,687	0.8
11. Caregiver Services	830,466	8.6
12. Ombudsman & Elder Abuse	297,713	3.1
13. CBSP - Community Based Service Programs	119,005	1.2
14. HICAP - Health Ins. Counseling & Advocacy	646,000	6.7
15. RSVP - Retired Senior Volunteer Program	98,134	1.0
TOTAL	\$9,652,080	100.0%



A4AA Leadership

2009-10

Governing Board

Nevada County Supv. Nate Beason, Mary Tucker

Placer County Sue Dings (Secretary-Clerk), Alice Gonzales (Treasurer-Auditor), Alternate-Supv. Jim Holmes

Sacramento County Supv. Roger Dickinson, Alternate-Greta Cannon, Roberta MacGlashan, Alternate-Thomas Dahill (Chair), Supv. Don Nottoli, Supv. Susan Peters, Alternate Lynn Davis (1st Vice Chair), Supv. Jimmie Yee, Alternate Miko Sawamura (2nd Vice Chair)

Sierra County Supv. Patricia Whitley, Alternate-Supv. Dave Goichoechea, Teri Christensen

Sutter County Supv. Stanley Cleveland, Jr., Alternate-Tonya Rhoades, Arvid Crabtree

Yolo County Supv. Jim Provenza, Alternate-Gina Daleiden, Lynn Mullen

Yuba County Supv. Andy Vasquez, Jr., Alternate-Supv. Hal Stocker

Advisory Council

Nevada County Terry Boyer, Pat Callahan, Shirley Lyon, Don Mabon, Margaret Huntley Main

Placer County Marion Faustman, Kitty Hollitz, Gloria Plasencia, Jean Rios

Sacramento County Albert Blum (Chair), Peggy Forseth-

Andrews (Secretary), Maxine Milner Krugman, Joseph Montoya, Becky Naman, Lola Young

Sierra County Ruby Lee Burch, Catherine Puckett-Lundy, Josie Marie Silver (Vice Chair)

Sutter County Ellen Addison, Frances Greenwood, Judith Stout

Yolo County Margie Fincham, Jerry Kaneko, Mary Jane Large (Past Chair)

Yuba County Gary Arlington (Treasurer), Felix Mata, Connie Wilson

Staff

Leadership Deanna Lea (Executive Director), Pat McVicar (Assistant Director), Carl Lewis (Director of Financial Management)

Program Laura Drake, Lori Howton, Anne Israel-Connolly, David Soto, Jane Stan, Will Tift, Nancy Vasquez

Fiscal Kim Brown, Sybil Eli, Herman Gallegos, Ernie Mariano, Sue O'Banion, Patty Orozco

Information Systems Steve Mowles

Employment JoAnne Mehaney-Buehler, Tanja Poley, Linda Yamamoto

Support Staff Tai Love, Jodi Mesa, Teja Payne

Grass Valley Office Charlene Bumgarner, Sara Morrison, John Sholly, Susan Stratman

Every Dollar Counts, continued from page 5

In addition to the bookmarks, 2,000 placemats were distributed to all seven county congregate nutrition sites during Open Enrollment in November 2009.

A4AA, as a planning and coordinating agency, provided effective networking leadership for Every Dollar Counts. The campaign was a success as new enrollments were over the target goals set by the California Department of Aging. It will continue in the coming year in all seven counties.

New Direct Service in Nevada County

In January 2010, HelpLine, Area 4's direct service Information & Assistance program in Nevada County, officially launched a new service for isolated seniors. The Telephone Reassurance Program was developed in response to senior concerns that if they fell or became ill, no one would know to help them.

Staff and volunteers of HelpLine make daily or weekly calls to participants and can also initiate safety checks at their home if the senior doesn't answer the phone. This safety net offers the reassurance and greater peace of mind to seniors and their family and friends that someone will be checking on them on a regular basis.

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