

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: AGING & VETERANS SERVICES ^{MP}
Urgent _____ Routine x
CEO Concurs with Recommendation YES ght NO _____
(Information Attached)

BOARD AGENDA # B-15
AGENDA DATE OCTOBER 30, 2001
4/5 Vote Required YES _____ NO X

SUBJECT: APPROVAL OF DEPARTMENT OF AGING AND VETERANS SERVICES (AREA AGENCY ON AGING) FOUR-YEAR (2001-2005) AREA PLAN.

STAFF
RECOMMEN-
DATIONS:

- 1) APPROVE THE AREA AGENCY ON AGING'S FOUR YEAR (2001-2005) AREA PLAN.
- 2) AUTHORIZE THE CHAIR OF THE BOARD OF SUPERVISORS AND THE DIRECTOR OF THE AREA AGENCY ON AGING TO SIGN THE TRANSMITTAL LETTER FOR SUBMISSION TO THE CALIFORNIA DEPARTMENT OF AGING.

FISCAL IMPACT: The revenue allocations for fiscal year 2001-02 are as follows:

\$1,257,330	Title III/VII Federal and State Funds
\$83,791	Title V Senior Employment Program
\$59,760	County match (as approved in the 2001-02 final budget)
<hr/>	
\$1,400,881	

BOARD ACTION

No. 2001-842

On motion of Supervisor Caruso , Seconded by Supervisor Simon
and approved by the following vote,
Ayes: Supervisors: Mayfield, Blom, Simon, Caruso, and Chair Paul
Noes: Supervisors: None
Excused or Absent: Supervisors: None
Abstaining: Supervisor: None

- 1) X Approved as recommended
- 2) _____ Denied
- 3) _____ Approved as amended

MOTION:

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk
By: Christine Ferraro Deputy

APPROVAL OF DEPARTMENT OF AGING AND VETERANS SERVICES (AREA AGENCY ON AGING) FOUR-YEAR (2001-2005) AREA PLAN.

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FISCAL
IMPACT

CON'T: The minimum ten percent (10%) required match for Older Americans Act Title III, V, and VII direct services programs will be met by the local contracting providers who operate the programs. These amounts were included in the Department's 2001-2002 Final Budget, which was approved by the Board on 9/18/01. No additional County match is required.

DISCUSSION:

The 2001-2005 Planning and Service Area Plan provides goals and objectives for meeting the needs of older persons in Stanislaus County as determined by federal/state/local priorities. A copy of the updated plan is available from the Area Agency on Aging.

The Stanislaus County Area Agency on Aging (AAA) is a division of the Department of Aging and Veteran's Services. By mandate of the Older Americans Act (OAA), the AAA acts as the principal advocate of services for older persons in the county. Through community coordination and program development activities, the department identifies unmet needs and service gaps. The AAA also encourages local providers to work together to meet the needs of seniors. The mission of the Area Agency on Aging is:

"To promote the welfare and independence of seniors and veterans in Stanislaus County by developing systems of home and community based services, as well as linking them to other services available, in order to improve quality of life."

The County Board of Supervisors serves as the AAA's governing body. The Board of Supervisors and the AAA are assisted by the Commission on Aging, a 21-member body composed primarily of senior citizens. The Services to Older Adults Advisory Committee (STO AAC) serves as the AAA's interagency coordination committee.

The Area Agency on Aging receives funding for administration, program development, coordination, and direct services from the Older Americans Act and Older Californians Act. Stanislaus County provides a minimum 25% matching share for the AAA's administration.

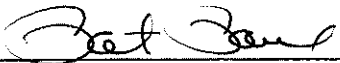
POLICY: By approving the four-year (2001-2005) Area Plan, Stanislaus County will be able to continue to provide Older Americans Act and Older Californians Act aging services to residents of Stanislaus County.


STAFFING

IMPACT: None.

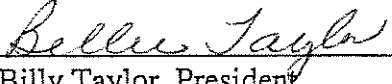
TRANSMITTAL LETTER

The 2001-2005 Area Plan for PSA 30 is hereby submitted to the California Department of Aging for approval. The Stanislaus County Board of Supervisors supports the development of community based systems of services and recognizes the responsibility within each community to establish systems in order to address the care needs of older persons and persons with functional impairments, their families, and caregivers.

1. (Signed)  October 30, 2001
Pat Paul, Chair, Stanislaus
County Board of Supervisors Date

2. (Signed)  10/26/01
Margie Palomino, Director, PSA 30
Stanislaus County Area Agency on Aging Date

The Stanislaus County Commission on Aging/Area Agency on Aging Advisory Council has had the opportunity to participate in the planning process, and to review and comment on the Area Plan.

3. (Signed)  10-29-01
Billy Taylor, President
Stanislaus County Commission on
Aging/AAA Advisory Council Date

STANISLAUS COUNTY

AREA AGENCY ON AGING

Planning and Service Area 30

2001-2005 Area Plan



Margie Palomino
Director

September 17, 2001

To the Reader:

This document was prepared by the Stanislaus County Area Agency on Aging in response to the California Department of Aging requirements that a four-year Area Plan be developed for older persons living in Stanislaus County. The time period covered by this plan is July 1, 2001 through June 30, 2005. The Area Plan is updated annually.

The Area Plan is divided into three parts:

- **Part One** provides an introduction to the Area Agency on Aging, a description of the geographical area and persons we represent, and a discussion of how the Area Agency on Aging established priorities for inclusion in the Area Plan.
- **Part Two** identifies the Goals and Objectives to be realized during the four-year planning process. This section includes six goal statements. These goals represent an emphasis on the senior service system, the Area Agency on Aging's administrative functions, and community-based services programs. The goal statements are applicable for all four years of the plan period (2001-2005). The objectives included in this document represent activities scheduled for fiscal year 2001-2002.
- **Part Three** includes administrative information and necessary appendices as required by the California Department of Aging. The Area Agency on Aging's budget for fiscal year 2001-2002 is also included in this part of the Area Plan.

While the Area Plan is prepared with requirements of the California Department of Aging, we welcome your comments and suggestions at any time.

STANISLAUS COUNTY AREA AGENCY ON AGING
2001-2005 AREA PLAN

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STANISLAUS COUNTY PLANNING AND SERVICE AREA PLAN 2001-2005

PREFACE

As general background for the reader, Area Agencies on Aging (AAAs) were created by the Older Americans Act with a mandate to serve as visible and effective leaders and advocates and to provide local leadership in accomplishing state and federal program goals.

The California Department of Aging (CDA) and the statewide network of 33 Area Agencies on Aging (AAA) share the major responsibility of addressing present and future aging and long-term care issues within California's growing, diverse, and interdependent society. Each must support the other in a broad range of activities directed at overcoming and eliminating barriers to the development of coordinated and accessible home- and community-based systems of care.

The Area Plan provides an opportunity to accurately reflect and effectively focus the activities of the Area Agency on Aging by involving and serving older individuals, their families and care providers. It provides the format and structure to identify needs and options for addressing issues of concern in a manner consistent with the broad focus of the Older Americans Act (OAA) and the Older Californians Act (OCA), which were enacted to preserve the dignity of individuals while supporting their independence and involvement.

Goals are specified broadly in the Older Americans Act as: (1) to secure and maintain maximum independence and dignity in a home environment for older individuals capable of self care with appropriate supportive services; (2) to remove individual and social barriers to economic and personal independence for older individuals; and (3) to secure the opportunity for older individuals to receive managed in-home and community-based long-term care services.

The 1996 revision of the Older Californians Act reiterates federal requirements to facilitate the development of home- and community-based systems of care and adds increased responsibility for Area Agencies on Aging to oversee a number of state-funded programs, and subsequent expansion monies, which previously were managed at the state level.

Area Agencies on Aging are charged with addressing a broad spectrum of issues related to the involvement of older individuals and others with similar needs in our rapidly changing society. These individuals live both in the community and in long-term care facilities. They include low-income minority individuals; those who are frail, isolated, neglected, and exploited; those with limited English-speaking ability; and those who are dealing with the problems of dementia or cognitive impairment, as well as those with caregiver responsibilities. Wherever Area Agencies on Aging are placed organizationally, they are charged with working proactively in the collaborative development of home- and community-based systems of care which are responsive to the needs of diverse populations.

PART ONE: AREA PLAN BACKGROUND

Section A: Setting the Stage

1. Description of the Planing and Service Area 30 (PSA 30):

Unique resources and constraints

Stanislaus County is located in the Central Valley of California and is bordered by Tuolumne, Merced, San Joaquin, Calaveras, and Mariposa Counties.

Stanislaus County consists of three distinct geophysical regions: along the western border is the Diablo Mountain Range; through the center is the San Joaquin Valley; and along the eastern flank are the Sierra Nevada Foothills.

Several major highways intersect Stanislaus County, including interstate 5 and State Route 99, two of the states major north/south routes. East/west arteries include Routes 120 and 132.

Stanislaus County serves 1521 square miles and includes nine cities (Ceres, Hughson, Modesto, Newman, Oakdale, Patterson, Riverbank, Turlock, and Waterford), three municipal districts, and fourteen unincorporated areas with centers for manufacturing and agricultural production clustered around several of the more populated urban areas. With a population of nearly 450,000, Stanislaus County is predominantly rural with agriculture and related industries as the primary focus. The largest city, Modesto, is the focal point for the entire county for services, shopping, and other business transactions and over 40% of the population reside there. However, minimal services in rural areas and the surrounding smaller cities, coupled with countywide public transportation inadequacies, makes access to services problematic for many older persons who live in outlying areas of the County.

Other statistics:

- Median household income - \$35, 913
- Unemployment rate as of June 2000 – 11.4%
- Median age – 30.5
- Acres of land in Stanislaus County – 956,520
- Elevation 90’-3330’

Recently received 2000 census data reveals that Stanislaus County population is 446,997, which is a 20% increase since 1990.

Stanislaus County’s population growth during the past 16 years has led the Northern San Joaquin Valley and is expected to continue to do so for another 13 years or more. However, we will grow in our “dependent population,” which is the under 18 and over 65 age groups. These are people who are not really part of the labor force; they are in school or retired and primarily supported by other people. The dependent population will grow in percentage at a faster rate than the rest of the population.

Throughout the San Joaquin, Stanislaus, and Merced County areas, there are 1.2 million people. The Valley will continue to grow at a faster rate than the rest of the state. In our tri-county area, we have grown by 1.7 to 1.8 million people in 14 years.

The Northern San Joaquin Valley has grown and continues to grow from migration. The Valley, as in the rest of the state, an important factor in demography is that the racial and ethnic characteristics of our population are changing dramatically. By the end of the decade, California will become the first state in the continental United States in which no racial group will be able to claim a majority of the population.

STANISLAUS COUNTY AGING POPULATION – YEAR 2000

Age Group	Total Number in County	% of Total Population
50-59	43,406	10%
60-69	27,434	6%
70-79	21,515	5%
80-84	6,524	2%
85 +	5,819	1%
Total: 60+	61,292	14%

(2000 Census Data)

From a long-term planning perspective for the aging population, longevity factors and the burgeoning number of aging baby boomers will affect Stanislaus County’s demography. The anticipated growth of the over age 64 group in Stanislaus County will rise from 10% in the year 2000 to 15% in the year 2030 (projected by the California Department of Finance). This is a concern that the Area Agency on Aging will continue to address.

The Planning and Service Area (PSA 30) for Stanislaus County is managed by a single county Area Agency on Aging which is a division of Stanislaus County government. The Stanislaus County vision, mission and priorities guide activities of the Area Agency on Aging:

- Stanislaus County has developed a vision—“to become the best county in America.”
- The mission, as a county government, is to: Serve the public interest in an efficient, cost-effective manner; promote the public health, safety, welfare and the local economy; provide excellent customer service; explore and create new possibilities and partnerships.
- Board of Supervisors priorities are: Ensure a safe, health community; deliver excellent community services; promote efficient government operations; achieve multi-jurisdictional cooperation; facilitate economic development; model community leadership.

2. Description of the Area Agency on Aging (AAA)

The Stanislaus County Area Agency on Aging (AAA) is a division of the Department of Aging and Veteran's Services. By mandate of the Older Americans Act, the AAA acts as the principal advocate of services for older persons in the county. Through community coordination and program development activities, the department identifies unmet needs, identifies service gaps and encourages local providers to work together to meet the needs of seniors.

The County Board of Supervisors serves as the Area Agency's governing body. The Board of Supervisor's and Area Agency staff is assisted and guided by the Commission on Aging, a 15-member body composed primarily of senior citizens. The Board of Supervisors, City Councils, and the community at large appoint commissioners to three (3) year terms. The Services to Older Adults Advisory Committee (STO AAC) serves as the AAA's interagency coordination committee. Both advisory bodies meet once each month. (See Attachments for member listing)

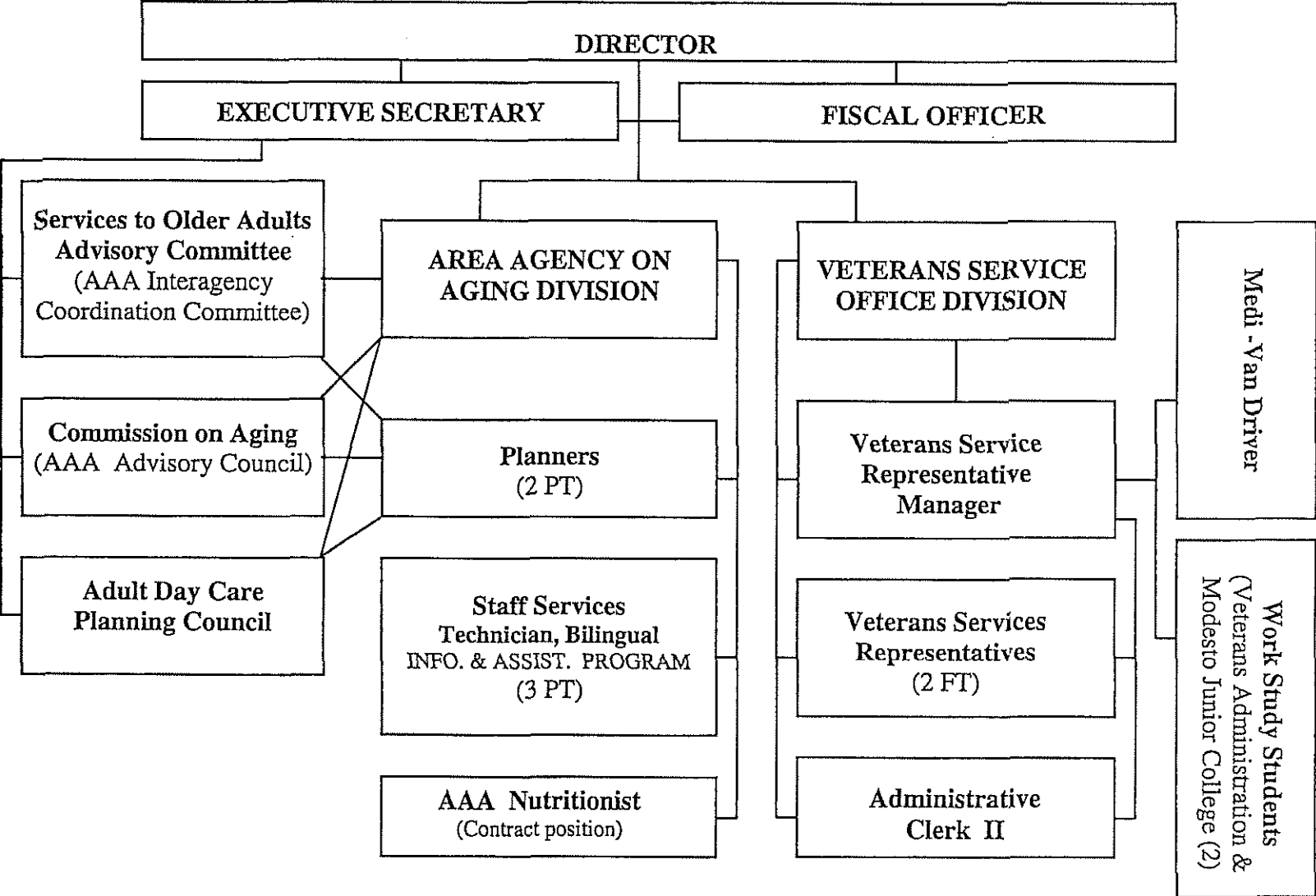
In February 1993, the Board of Supervisors voted to merge the Office of Veterans Service with the Area Agency on Aging. The intent of the consolidation was twofold: To provide greater administrative efficiencies and to strengthen the service delivery to these two population groups.

- The California Department of Veterans affairs estimates that 34, 530 veterans reside in our county.
- Both divisions of the department are in one location in downtown Modesto, providing a visible and accessible location for the public.
- The department has been operating an in-house information and assistance program since July of 1993 and staff is always aware of current, up-to-date referrals for veterans and elderly customers when community services are needed.

Area Agency on Aging staff consist of a Director, two (2) part-time Planners (Program Managers), a Fiscal Officer, two (2) clerical staff, two (2) part-time I&A staff and one (1) part-time nutritionist. (An organizational chart of the department follows) A percentage of time spent in Area Agency on Aging activities, consistent with the information provided in the Area Plan Budget, Schedule of Paid, and In-kind Personnel Costs, is shown for each position.

The Area Agency on Aging receives funding for administration, program development, coordination, and direct services from the Older Americans Act and Older Californians Act. Stanislaus County provides a minimum 25% matching share for the AAA's administration.

ORGANIZATION OF STANISLAUS COUNTY DEPARTMENT OF AGING & VETERANS SERVICES



The four main functions of the Area Agency on Aging include:

- Planning—The Area Agency on Aging is responsible for identifying and anticipating the needs of the elderly and developing a long-term plan to address those needs. The Area Agency on Aging provides population and needs assessment data and other aging-related material to other agencies and organizations.
- Coordination—The Area Agency on Aging identifies gaps where services are needed but not available and identifies duplication of efforts. The Area Agency on Aging helps community agencies to better coordinate so that more and improved services can be provided.
- Funding—With the exception of information and assistance and case management, the Area Agency on Aging does not provide any direct services but contracts with nonprofit agencies in the community to provide services. Federal regulations and local priorities dictate which services are funded.
- Advocacy—The Area Agency on Aging is mandated by federal regulations to publicly address concerns and issues which affect the elderly. The Area Agency on Aging provides information to the Stanislaus County Board of Supervisors and the Commission on Aging/Area Agency on Aging Advisory Council for action on issues.

The only program that is provided directly by the AAA is the **Senior Information and Assistance (I&A) /case management program**. We promote a single, statewide toll-free telephone number for seniors to access information about the different programs and services available. This number automatically connects the caller to the local AAA in the area from which they are calling. The toll-free number is on the I&A senior directory; We print and distribute approximately 10,000 of these directories yearly. All other Older Americans Act programs are contracted out to local service providers.

Community contractors providing contract services under the direction of the AAA are located in Modesto but serve the entire county. They are as follows:

- a. *Catholic Charities* contracts to :
 - 1) Provide **personal care, homemaking, and chore services** to low-income seniors who are not eligible for IHSS, but who cannot afford private homemaker care. These services indirectly provide in-home respite, home security and friendly visiting, while promoting independence.
 - 2) Provide **ombudsman service** to anyone needing information or help with a senior in a nursing home or board and care facility. The ombudsman advocates for the quality of life and care for seniors and provides a presence in long-term care facilities through regular visits.
 - 3) Provide **transportation services** to seniors who are ambulatory but not able to use public transportation (or public transportation is unavailable) for medical or physical reasons. Service includes medical appointments and grocery or personal shopping.
 - 4) Provide information to anyone needing information or help with **elder abuse** education, prevention and/or prosecution. This program, established by

Catholic Charities, is referred to as the Stanislaus Elder Abuse Prevention Alliance (SEAPA).

- b. *California Rural Legal Assistance* contracts to provide free **legal assistance**, under the supervision and control of an attorney, primarily to low-income seniors.
- c. *Center for Senior Employment* contracts to provide **older worker training** (age 40 and above), as well as the **Linkages** program. Linkages appropriately matches resources in Stanislaus County with the client to promote independence. The program assists individuals 18 years of age or older, who are at risk of premature institutionalization and do not qualify for other services such as MSSP.
- d. *The Salvation Army* contracts to
 - 1) Provide the Health Insurance Counseling and Advocacy Program (**HICAP**). Under this program counseling is provided free of charge with regard to Medicare, HMO's, supplemental health insurance, and long term care insurance.
 - 2) Provide **congregate meals** to 12 sites throughout the county, and contracts to provide **home-delivered meals** throughout the county.
 - 3) Provide and distribute bags of groceries to low-income seniors twice per month, at no charge, through the **Brown Bag Program**.
 - 4) Provide **forms completion** assistance free of charge for seniors.
- e. *Doctor's Medical Center Foundation/Miller's Place* contracts to provide an **Alzheimer's Day Care Resource Center**.
- f. *Valley Caregiver Resource Center* contracts to provide **respite (Adult Day Care)** and **personal care**.
- g. *Healthy Aging Association* contracts to provide **physical fitness** through the "Young At Heart" program, nutrition education and medication management, to help older Americans live longer, healthier and more independent lives.
- h. *Stanislaus County Assistance Project (SCAP)* contracts to provide the **Senior Companion Program**. This program provides senior volunteers who assist frail older persons. Senior companions may provide light housework, shopping, or simply be a friend to talk to.

The AAA provides administrative guidance and oversight, monitoring, and technical assistance to the following contracted Older Americans Act services/programs:

Title III, V, VII, Older Americans Act Programs

- Congregate Nutrition Meals (C-1)
- Home-delivered Nutrition Meals (C-2)
- Nutrition counseling/education
- Legal assistance
- Forms completion
- Community Education/Advocacy
- Homemaking/Chore/Personal Care
- Assisted Transportation
- Ombudsman
- Income Support/Material Aid
- Employment and Training

- Respite (Adult Day Care)/Personal Care
- Physical Fitness

The passage of AB 2800 (Mello-Granlund Older Californians Act) updates the Older Californians Act and redirects the administration of various state discretionary-funded aging programs from the California Department of Aging to local Area Agencies on Aging. Strong emphasis is placed in the Older Californians Act on the need to promote coordination in order to reduce duplication, eliminate inefficiencies, and to enhance service delivery for the consumer. As of September 1, 2001, local programs that are administered by the Area Agency on Aging are:

California Community Based Service Programs

- Alzheimer’s Day Care Resource Center
- Health Insurance Counseling and Advocacy Program (HICAP)
- Brown Bag food distribution program.
- Senior Companion
- Family Caregiver Support Program
- Linkages

Coordination of Services by and through the AAA

One of the major goals of the Area Agency on Aging for the 2001-2005 planning cycle is to lead the development of a county-wide system of long-term care, involving county and city governments, nonprofit providers, volunteers, the private sector, and senior community members and consumers of services. We intend to aggressively seek grant funding opportunities to aid us in this process.

The leadership role of the Area Agency on Aging in developing a comprehensive and coordinated community-based system of long-term care is built on the following 10-point description of a model system that was adopted in the Older Californians Act:

1. There is a visible point of contact where anyone can go or call for help or information.
2. A range of options is available.
3. The options are accessible to all older individuals, regardless of income or level of dependency.
4. The system is supported by a commitment of public, private, voluntary, and personal resources.
5. There is collaborative decision-making among all concerned organizations and older individuals.
6. Special help or resources area available for the most vulnerable—those in danger of losing their independence.
7. Effective agency-to-agency referral (and follow-up) is provided.
8. There is sufficient flexibility to provide appropriate individualized assistance.
9. The system is tailored to the nature of the community.

10. The system is directed by leaders with the stature and ability to:
 - Convene all interested parties;
 - Assess needs;
 - Design solutions;
 - Track success;
 - Stimulate change; and
 - Plan present and future community resources.

Our Department also aims to be a leader in providing services seniors. Other providers of services and suppliers to seniors currently know the Department but better coordination amongst agencies can further develop our role as a major referral source in the community.

3. *Mission Statement*

The reasons for Area Agencies on Aging to exist and their purpose in the community are:

- 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 and enhance the quality of life of older persons and persons with functional impairments; and
- To promote citizen involvement in the planning and delivery of service.

Stanislaus County Area Agency on Aging

“To promote the welfare and independence of seniors and veterans in Stanislaus County by developing systems of home and community based services, as well as linking them to other services available, in order to improve quality of life.”

PART ONE:
AREA PLAN BACKGROUND

SECTION B:

ESTABLISHING PRIORITIES

Section B: Establishing Priorities

1. Public Input and the Planing Process: Discussion of Needs Assessment, Targeting, and Identification of Priorities

a. Needs Assessment

SURVEY DESIGN

For the first time, the Area Agency on Aging brought together a committee, including staff from county departments and community senior service providers, to develop a senior needs assessment survey. Starting in August 2000, The committee explored ways to collaborate on a senior needs survey that would provide useful information to a variety of providers, resulting in improved service delivery to the Stanislaus senior community. The resultant senior needs assessment instrument was a slightly modified version of the California Department of Aging’s Core 2001 Questionnaire.

Strategic Marketing + Communications assisted the committee in the creation of the needs assessment survey, coordinated the implementation of the survey with a random sample of Stanislaus County’s senior adult population, conducted a statistical analysis on the data received, and prepared the results of the survey in a final summary report (see attachments).

Other methodology included the following:

- Public Hearing held on September 10, 2001
- Demographic data from the California Department of Finance
- Economic Development Report prepared for the Stanislaus County Economic Development Corporation
- Information and Assistance Reporting Data
- Service Utilization Data from Management Information System Reports
- Reports from providers of Older Americans Act and Older Californians Act programs

SURVEY DISTRIBUTION

With the assistance from a local direct mail house (Pathways, Modesto, CA), 3,000 names and addresses were randomly selected from the approximate population of 80,000 Stanislaus County seniors using a stratified random selection technique based on city, age and gender. (The principle limitation of this selection technique was its reliance on current, accurate home addresses.) Each mailing contained a survey and a self-addressed, postage paid envelope for direct return to AAA. Respondents had a 2-week window in which to return the survey.

Of the 3,000 surveys mailed to seniors throughout the County, 1,008 were returned for a 33.6% overall response rate. With all 1,008 surveys being included in the analysis, we achieved a

statistically reliable sample of seniors in Stanislaus County at a confidence level of 95 percent and a margin of error of plus or minus 2 points.

To determine if a diversified sampling of the senior population was obtained, survey participants were asked what town or city they lived in or the closest to them. The question of ethnicity was also included in the survey. Following is the breakdown of completed surveys by city and ethnicity.

Breakdown of Completed Surveys By City

	<i>Number</i>	<i>Percent</i>
Ceres	81	8.1
Hughson	27	2.7
Modesto	440	44.0
Newman	35	3.5
Oakdale	52	5.2
Patterson	46	4.6
Riverbank	64	6.4
Turlock	142	14.2
Waterford	25	2.5
Other	87	8.7
Total Completed	999	100.0
No Answer	9	
Total Surveys Returned	1008	

Breakdown of Completed Surveys By Ethnicity

	<i>Number</i>	<i>Percent</i>
American Indian	26	2.7
Asian/Pacific Islander	15	1.5
Black/African American	6	0.6
Hispanic	48	4.9
White/Caucasian	860	88.1
Other	21	2.2
Total Completed	976	100.0
No Answer	32	
Total Surveys Returned	1008	

Based upon demographic population projections provided by the Stanislaus Council of Governments (StanCOG), our sample of respondents broadly resembles the demographic make-up of the County. Because the Census 2000 data was unavailable at the time of reporting, only StanCOG data was available for comparison. In addition to the area one lives and ethnicity a summary has been compiled (see Attachments) for the following:

- Age
- Gender
- Marital Status
- Monthly Income
- Whether receive SSI/SSP
- Veteran Status
- Education
- Language
- Living Arrangements
- Living quarters
- Whether or not public transportation is accessible
- What is the most used form of transportation
- How often some type of exercise is performed

There was only one open-ended question in the survey that asked respondents how community agencies could better serve their needs. A total of 295 individual comments were received. This number reflects the number of comments, not the number of individuals who responded. Not all surveys contained comments, and in some cases, we may have had multiple comments come from one respondent.

The survey also asked participating seniors to indicate what problems affect them personally. It also asked to indicate what level of difficulty they have with activities that they perform on a daily basis.

SUMMARIZED DATA

Breakdown summaries have been compiled for review (See Attachments). The problem areas that affect independence, indicated in the surveys, can be found in the summary tables on the following pages. Minor, serious and very serious problems have been combined since one individual may estimate the problem to a lesser or greater degree. Additionally, if a problem is considered minor, it is likely that it will become a greater problem in the future if not addressed. Problem areas are shown in order of severity.

SUMMARY OF ISSUES AND CONCERNS

- 57.6 % Energy/Utilities
- 50.3 % Crime & Violence
- 39.5 % Obtaining Information About Services/Benefits
- 35.2 % Having Money To Meet Expenses
- 28.1 % Receiving Services/Benefits
- 27.7 % Health Insurance
- 26.6 % Getting Long Term Care
- 26.3 % Depression
- 23.9 % Planning For Retirement
- 22.3 % Loneliness
- 19.5 % Getting Legal Assistance
- 19.5 % Accidents in the Home
- 18.0 % Obtaining Services of a Doctor
- 16.1 % Avoiding Fraud
- 16.0 % Age Discrimination
- 13.8 % Employment
- 13.4 % Transportation
- 11.5 % Taking Care of Another Person/Adult
- 10.9 % Isolation
- 9.9 % Remaining in Your Own Home
- 9.1 % Getting Sufficient Food
- 7.5 % Housing
- 7.2 % Physical, Emotional and/or Financial Abuse
- 6.0 % Taking Care of Another Person Under 18

[See Following Table]

Summary of Issues and Concerns

Issue	EXTENT TO WHICH IT IS A PROBLEM									
	Not a Problem		Minor Problem		Serious Problem		Very Serious Problem		Not Applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%
Crime & Violence	418	43.8	249	26.1	133	13.9	98	10.3	57	6.0
Employment	553	58.0	61	6.4	43	4.5	28	2.9	268	28.1
Planning for Retirement	504	53.2	131	13.8	46	4.9	49	5.2	217	22.9
Energy/Utilities	379	39.2	237	24.5	153	15.8	167	17.3	32	3.3
Obtaining Information About Services/Benefits	511	53.1	267	27.8	76	7.9	37	3.8	71	7.4
Receiving Services/Benefits	523	56.2	167	17.9	44	4.7	51	5.5	146	15.7
Obtaining Services of a Doctor	777	79.6	111	11.4	36	3.7	28	2.9	24	2.5
Health Insurance	672	68.9	130	13.3	62	6.4	78	8.0	33	3.4
Getting Long Term Care	416	45.9	105	11.6	76	8.4	60	6.6	249	27.5
Housing	770	80.5	41	4.3	24	2.5	7	0.7	114	11.9
Remaining in Your Own Home	773	80.4	53	5.5	22	2.3	20	2.1	94	9.8
Getting Legal Assistance	647	69.6	119	12.8	38	4.1	24	2.6	102	11.0
Age Discrimination	725	76.4	95	10.0	34	3.6	23	2.4	72	7.6
Loneliness	704	72.7	165	17.0	26	2.7	25	2.6	48	5.0
Depression	662	69.2	185	19.3	43	4.5	24	2.5	43	4.5

Summary of Issues and Concerns

Issue	EXTENT TO WHICH IT IS A PROBLEM									
	Not a Problem		Minor Problem		Serious Problem		Very Serious Problem		Not Applicable	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
Having Money To Meet Expenses	599	61.9	210	21.7	75	7.7	56	5.8	28	2.9
Getting Sufficient Food	845	87.5	64	6.6	20	2.1	4	0.4	33	3.4
Taking Care of Another Person Under 18	342	39.9	34	4.0	12	1.4	5	0.6	464	54.1
Taking Care of Another Person Adult	314	41.2	59	7.7	18	2.4	11	1.4	361	47.3
Transportation	795	82.2	92	9.5	21	2.2	16	1.7	43	4.4
Avoiding Fraud	721	76.5	107	11.3	19	2.0	26	2.8	70	7.4
Isolation	771	81.8	75	8.0	13	1.4	14	1.5	70	7.4
Accidents in the Home (i.e. Falling)	730	75.5	147	15.2	26	2.7	15	1.6	49	5.1
Physical, Emotional And/Or Financial Abuse	804	84.8	48	5.1	11	1.2	9	0.9	76	8.0

The level of difficulty in performing activities of daily living that affect independence as indicated in the survey can be found in the summary tables below. Minor, serious and unable to do have been combined since one individual may estimate the problem to a lesser or greater degree. Additionally if a problem is considered minor it most likely will become a greater problem in the future. The activities of daily living that effect independence indicated in the surveys on a whole shown in order of severity are as follows.

SUMMARY OF DIFFICULTY IN DAILY LIVING

- 45.1 % Doing Heavy Housework
- 30.0 % Walking
- 23.1 % Shopping
- 22.7 % Doing Light Housework
- 17.4 % Preparing Meals
- 13.7 % Dressing/Undressing
- 13.4 % Bathing
- 13.3 % Getting In and Out of Bed
- 11.6 % Managing Money
- 10.9 % Medication Management
- 9.8 % Getting to Bathroom
- 9.4 % Using the Telephone
- 6.4 % Eating

[See Following Table]

Summary of Difficulty in Daily Living

ACTIVITY	LEVEL OF DIFFICULTY							
	No Difficulty		Minor Difficulty		Serious Difficulty		Unable To Do At All	
	#	%	#	%	#	%	#	%
Eating	920	93.6	51	5.2	9	0.9	3	0.3
Bathing	848	86.6	89	9.1	28	2.9	14	1.4
Dressing/Undressing	847	86.3	107	10.9	20	2.0	8	0.8
Walking	691	69.9	196	19.8	89	9.0	12	1.2
Getting In and Out of Bed	851	86.7	103	10.5	23	2.3	5	0.5
Getting to Bathroom	885	90.1	77	7.8	14	1.4	6	0.6
Preparing Meals	803	82.6	101	10.4	27	2.8	41	4.2
Shopping	752	76.9	127	13.0	45	4.6	54	5.5
Medication Management	871	89.0	64	6.5	21	2.1	23	2.3
Managing Money	862	88.4	71	7.3	15	1.5	27	2.8
Using the Telephone	888	90.5	58	5.9	25	2.5	10	1.0
Doing Heavy Housework	533	54.8	222	22.8	120	12.3	97	10.0
Doing Light Housework	749	77.3	133	13.7	40	4.1	47	4.9

b. Targeting

Targeted populations of the Area Agency on Aging and its contracting service providers include the following:

- Low-income minority older individuals.
- Older individuals with “greatest economic need,” which means the need resulting from an income level at or below poverty level.
- Older individuals with “greatest social need,” which means the need caused by:
 - (a) physical and mental barriers;
 - (b) language barriers;
 - (c) cultural, social, or geographical location, including isolation caused by racial or ethnic status that either restricts the ability of an individual to perform normal daily tasks or threatens the capacity of the individual to live independently.
- Older Native Americans.
- Isolated, abused, neglected, and/or exploited older individuals.
- Frail older individuals and their caretakers.
- Older individuals residing in rural areas.
- Older individuals who are of limited English-speaking ability.
- Older individuals with Alzheimer’s disease or related disorders with neurological and organic brain dysfunction and their caretakers.

- Older individuals with caretaker responsibilities for developmentally disabled children.
- Older individuals who provide uncompensated care to their adult children with disabilities.
- Unemployed low-income individuals who are 55 years old or older (Title V Senior Community Service Employment Program).

These targeting priorities are established in the Older Americans Act and adopted by the Stanislaus County Area Agency on Aging. The Area Agency on Aging requires that each of the contracting service providers of Older Americans Act programs describe their outreach methodology to targeted population groups in the grant renewal process. Most providers use a variety of outreach avenues, including: presentations, churches, local media, printed material distribution in languages other than English, school children with non-English speaking relatives, minority clubs and organizations, informational fairs targeted to specific minority groups.

The two largest minority population groups in Stanislaus County are Hispanics and Southeast Asians. The Hispanic population is represented on the Area Agency on Aging's advisory council. Services provided by Older Americans Act funds are offered to targeted groups of seniors in at least the same proportion as they are to the age 60 and over population at large. In addition to submitting an annual targeting plan, providers of Older Americans Act programs are contractually obligated to ensure that preference is given to older individuals with greatest social and economic need, with particular attention to low-income minority individuals.

Through a new census research mechanism, the AAA will be able to identify in each city the areas with the greatest concentration of senior residents. This method is going to be very beneficial in our targeting efforts as we will be able to distribute information about senior services specifically in those residential areas.

c. Identification of Priorities

The priorities that are established for the 2001-2005 planning cycle are dependent on a number of factors:

- A requirement of the Older Americans Act is that an "adequate proportion" of funding under Title III-B Supportive Services will be spent on access, in-home, and legal services. If the proportion of funding varies from one planning cycle to another (or from one fiscal year to another), justification and the assurance that a public process was used must be submitted with the Area plan.
- Targeting mandates established by the Older Americans Act and adopted by the Area Agency on Aging must be considered.
- Local needs, as established by a needs assessment process, will be reflected in the Area Plan.
- Funding restraints, cost-effectiveness, quality of service, coordination efforts, and other fiscal and programmatic realities of service providers are taken into account.

The I & A program which is operated directly by the AAA, has assisted the AAA in prioritizing the needs of the senior population. This program keeps track of not only the number of calls received each day, but the type of service being requested. In fact, the top five needs identified in the 2001 Needs Assessment were also identified as priority through this tracking mechanism by the I & A program.

The Commission on Aging has also been able to identify some of the same needs by working with seniors in the various communities/cities. Particularly these commission members report that most seniors have expressed great concern about not having enough money to pay for the increase in utilities in the past year.

It is important to note that even though the AAA recognizes that one of the goals of the needs assessment process is to identify funding priorities, the Title III-B funds will not be utilized to fund new services. It is imperative that existing programs are funded at the same level and that we seek other ways and resources to fund those new services that have been identified in the 2001 Needs Assessment.

Rather than reducing existing Title III-B Supportive Services (Legal Assistance, Homemaker, Transportation, etc.), which continue to be so vital to the senior community, the AAA will partner with other providers to identify resources to fund these additional services included in the 2001-2005 Area Plan.

SEAPA will continue to be a key partner in assisting the AAA to reduce crime and elder abuse. The Department of Mental Health will also be a key player in helping seniors cope with depression and loneliness. Healthy Aging, which is partly funded with Title III-D will continue to work with the AAA in educating the senior community about the health benefits of exercise.

Transportation continues to be a major concern for seniors. However, recent efforts by our local transportation providers to expand this service have helped the seniors tremendously. In addition to the expanding of this service by the Stanislaus County Transit and the local Dial-A-Ride system, the Stanislaus County Board of Supervisors approved the purchasing of two vans utilizing Tobacco Settlement funding to expand the Title III-B Senior Transportation program operated by Catholic Charities.

The AAA will continue coordinating with other county departments and local non-profit organizations to be able to meet the challenge of providing new and existing services to an increasing senior population. Despite the fact that there's not sufficient funding to serve all the needs of our seniors, we can, through partnerships, ensure that seniors in this county continue to live independently and with dignity.

PART TWO:
AREA PLAN GOALS AND OBJECTIVES

PROGRAM DEVELOPMENT, COORDINATION
AND ADMINISTRATION

PART TWO: AREA PLAN GOALS AND OBJECTIVES

ENERGY

GOAL #1: WE INTEND TO ASSIST SENIORS WITH THEIR ENERGY/UTILITY PROBLEMS BY INFORMING THEM ABOUT SERVICES AND PROGRAMS AVAILABLE TO THEM.

RATIONALE:

- Energy concerns were expressed by 57.6% of seniors who completed the needs assessment survey.
- California was faced with a major energy crisis earlier this year and that shortage will entail increased energy bills to pay for the past shortage as well as future energy supplies.

OBJECTIVES:

- 1.1 From July 2001-June 2002, Information & Assistance will coordinate with applicable Title III OAA and CBSP providers to create a fact sheet that lists all utility discounts and one-time energy assistance available to seniors. Efforts will be made to target low-income seniors. This fact sheet will also be included in information packets that go out to homebound seniors. (Program Development Objective)
- 1.2 From July 2002-June 2003, work with the Commission on Aging to lobby for better energy discounts for seniors.
- 1.3 From July 2002-June 2003, continue to use contract language related to targeting of special populations to ensure subcontractors efforts to reach and serve seniors who are in the greatest need.

CRIME PREVENTION/SAFETY

GOAL #2: WE INTEND TO REDUCE THE FEAR OF CRIME THAT OLDER PERSONS MAY HAVE AND INCREASE THEIR SAFETY THROUGH EDUCATION, AWARENESS AND EMPOWERMENT.

RATIONALE:

- More than 50% of the needs assessment survey respondents reported that crime and violence is a major concern for them.
- Many studies on crime indicate that fear of crime among the elderly, when compared to other age groups, is actually more prevalent than the incidence of crimes committed against them.
- Seniors who are alone, or who live in isolated areas may be more vulnerable to crime than seniors who live with or near others.
- “Scam” artists or unscrupulous sales persons may be more likely to prey on those who are lonely, vulnerable, or who may have a language barrier.

- Public safety is one of the top five priorities of the Stanislaus County Board of Supervisors.

OBJECTIVES:

- 2.1 From July 2002-June 2003, partner with the Commission on Aging and AARP to distribute 'used' cell phones to seniors for emergency purposes. (Program Development Objective)
- 2.2 From July 2003-June 2004, work with local Karate studios, law enforcement personnel, and SEAPA to provide personal safety seminars to seniors at senior centers and nutrition sites. (Program Development Objective)
- 2.3 From July 2003-June 2004, partner with SEAPA and STARS to develop and distribute senior information packets that include home and personal safety guidelines, as well as information on recognizing elder abuse and protecting against scams. The AAA will donate whistles to the packets with their 800-telephone number. Materials will also be distributed to all home-delivered meal participants. (Coordination Objective)
- 2.4 Work with SEAPA to form a partnership in safety with all public safety personnel. Develop a referral manual that can be distributed to emergency providers, linking their services to seniors with the AAA, Title III OAA, and CBSP providers. (Program Development Objective)

OBTAINING AND ACCESSING INFORMATION ABOUT SERVICES/BENEFITS

GOAL #3: WE INTEND TO INCREASE THE AWARENESS OF SERVICES AS WELL AS THE ACCESSIBILITY OF SERVICES/BENEFITS TO OLDER PERSONS IN STANISLAUS COUNTY.

RATIONALE:

- Since 1988, getting information about and accessing services consistently show up as problem areas for seniors and their caregivers in community needs assessments. (United Way: 1988; Area Agency on Aging: 1992, 1997, 2001)
- Stanislaus County has nine cities and a large unincorporated area; however, most community services are centralized in the largest city, Modesto. This makes access difficult for seniors who live in outlying areas, particularly for homebound seniors.

OBJECTIVES:

- 3.1 By June 2002, through a partnership with Healthy Aging and the Commission on Aging, develop and distribute a semi-annual AAA newsletter to inform the aging community about services available to them. The newsletter will also include information and articles in Spanish to target Hispanic seniors. (Coordination Objective)

- 3.2 From July 2002-June 2003, partner with the Commission on Aging to create and distribute a quarterly on-going community calendar for seniors to be posted in areas that seniors frequent i.e. restaurants, Dr.'s Offices, libraries, etc., as well as in the AAA semi-annual newsletter and Modesto Bee. (Coordination Objective)
- 3.3 By May 2002, create a layout of senior services, including all Title III and CBSP providers, to be posted in the Modesto Bee as well as on a public service announcement. (Coordination Objective)
- 3.4 From July 2001-June 2002, the AAA will take part, as well as encourage Title III and CBSP providers to participate in a local television series that airs interviews with a variety of senior service providers. (Coordination Objective)
- 3.5 From July 2002-June 2003, distribute updated AAA Senior Information and Services brochure, both in English and Spanish, to seniors in outlying areas; special efforts will be made to target seniors who are economically and socially isolated.
- 3.6 By May 2002, with help from the Commission on Aging, do a grass roots distribution of a comprehensive senior information packet during Older American's month. The packet will include information on all Title III and Community Based Service Programs. In order to monitor client satisfaction, a pre-paid postage card will be enclosed for the senior to evaluate the packet of information and mail back to the AAA. (Coordination Objective)
- 3.7 By May 2002, AAA staff will conduct an annual Senior Awareness Day in conjunction with Older Americans month. This is a multifaceted information and service fair that provides information on social services, medical services and other county providers of senior services. (Coordination Objective)
- 3.8 By June 2002, AAA will partner with the Modesto A's baseball team and STOAAC to coordinate Senior Diamond Day. Vendors and booths will be set up to display senior services. This event targets the baby boomer population and encourages family interaction, while simultaneously providing information. (Coordination Objective)
- 3.9 By June 2003, Information & Assistance staff will work with the Commission on Aging to develop a standard presentation (English & Spanish) about the AAA and all overall senior services, including Title III OAA and Community Based Service Programs. Presentations will be held at least twice a year at rotating nutrition sites. (Program Development Objective)

LACK OF FUNDS TO MEET EXPENSES

GOAL #4: THROUGH REFERRALS TO PROGRAMS THAT CAN PROVIDE SERVICES/BENEFITS AT A MINIMUM COST, WE INTEND TO REDUCE SOME OF THE EXPENSES FACING SENIORS AND TARGET THOSE MOST IN NEED.

RATIONALE:

- The Older Americans Act as amended in 2001 mandates that programs funded through the Act target certain populations, including low income, minority, disabled, and frail seniors and their caregivers.
- The Older Californians Act places special emphasis on the needs of these special populations.
- One-third of the needs assessment respondents experience a lack of funds to meet their expenses.
- 40% of present retirees essentially have no income from employment pensions.

OBJECTIVES:

- 4.1 By June 2002, develop and distribute an I&A fact sheet about services that seniors may qualify for if they are on a limited income. (I.e. IHSS; prescription discount programs) Also included in this fact sheet will be information on general community discounts that are available and what services/items can be achieved free of charge. (Program Development Objective)
- 4.2 From July 2001-June 2002, coordinate the distribution of USDA Farmer's Market vouchers to targeted populations to provide fresh fruits and vegetables to seniors who are nutritionally at risk. (Program Development Objective)
- 4.3 By July 2003, under the direction of the AAA, all contracted Title III OAA and State funded CBSP service providers will develop a written plan and report bi-annually, their performed outreach activities to seniors who are economically and socially isolated. Emphasis will be placed on the development of a plan to provide services in underserved rural areas. (Program Development Objective)
- 4.4 From July 2004-June 2005, partner with HICAP and AARP to develop and distribute pre-retirement information (targeting baby boomers) and assistance packets. (Program Development Objective)
- 4.5 By June 2003, the AAA will work with the Center for Senior Employment to inform seniors, who are on a fixed income, of employment opportunities to supplement their income. (Coordination Objective)

LONELINESS AND DEPRESSION

GOAL #5: WE INTEND TO RAISE THE COMMUNITY'S AWARENESS OF THE LONELINESS AND DEPRESSION SUFFERED BY SENIORS AND ASSIST SENIORS WITH COPING WITH THESE ISSUES.

RATIONALE:

- More than 2 million of the 34 million Americans 65+ suffer from some form of depression.
- Seniors are inclined to remain in their homes and lose contact with people, as they grow less independent and frail.
- The number of older persons encountering loneliness and depression will grow as the baby boomer generation retires in the coming years.

OBJECTIVES:

- 5.1 From July 2004-June 2005, partner with Title III and CBSP providers, to assist in developing a telephone chain or buddy system for seniors (particularly for shut-ins or those who live alone) so that daily personal contact can be achieved. (Program Development Objective)
- 5.2 By December 2001, AAA will coordinate transportation during the holidays for homebound seniors to view local Christmas lights. (Program Development Objective)
- 5.3 From July 2002-June 2003, continue working with the Commission on Aging and Mental Health to conduct workshops, at nutrition sites, on depression and loneliness for the aging. (Coordination Objective)
- 5.4 By October 2001, coordinate with the Behavioral Health Senior Access Team and Older Adult Service Team to conduct annual depression screenings at (13) nutrition sites throughout the county on National Depression Screening Day. As of October 2001, depression screening will be a new addition to the Senior Access Team client assessment process. Depression screenings will then be conducted on an on-going basis. (Coordination Objective)
- 5.5 From July 2001-June 2002, continue to partner with the Behavioral Health Senior Access Team to provide senior peer counseling and support services to seniors. This offers regular contact with a trained volunteer counselor to discuss phase of life problem or concerns. (Coordination Objective)
- 5.6 From July 2001-June 2002, coordinate with CBSP provider Stanislaus County Assistance Project (SCAP) to offer friendly visiting and referral service to lonely or isolated seniors.

HEALTH PROMOTION/DISEASE PREVENTION

GOAL#6: WE INTEND TO EDUCATE OUR SENIOR COMMUNITY ABOUT THE HEALTH BENEFITS OF STAYING ACTIVE.

RATIONALE:

- Americans of all ages are heavier than ever before. This trend, along with the aging of the nation’s population, is increasing the risk for heart attack and stroke.
- Fall injuries are the leading cause of injury deaths and disabilities among persons aged 65 years and older.
- Regular exercise and a balanced diet are contributors to overall well being and longevity.
- Routine screenings promote health through early detection.
- The Advisory Committee on Immunization Practices (ACIP) have developed recommendations to ensure that persons at greatest risk for severe influenza and its complications and their health-care providers receive vaccines early in the influenza season.
- Leading causes of death for people aged 65+ are ranked in order: Heart disease, cancer, stroke, chronic obstructive pulmonary disease, pneumonia/influenza, diabetes, and unintentional injuries.

OBJECTIVES:

- 6.1 From July 2003-June 2004, AAA will coordinate with Healthy Aging to provide speakers regarding all facets of health promotion i.e. the importance of exercise, fall prevention, nutrition, medication management, and strength training, to senior organizations and groups throughout the PSA. (Program Development Objective)
- 6.2 By September 2001, develop a flyer about the importance of seniors being vaccinated for influenza and pneumonia. Ensure all providers, nutrition sites, home delivery services and local newspapers disseminate this information to their senior clients. (Coordination Objective)
- 6.3 From July 2001-June 2002, coordinate with all Title III OAA and CBSP providers to participate in Health Fairs throughout the community to inform seniors about their services. (Coordination Objective)
- 6.4 By July 2005, develop a plan to link senior information and assistance with health care clinics operated by Stanislaus County’s Health Systems Agency in outlying areas of the county. (Program Development Objective)
- 6.5 From July 2001-June 2002, coordinate with HICAP to make presentations on health care options, to include HMO’s, Medicare, long term options, etc. Efforts will be made to reach seniors in outlying areas with this information. (Coordination Objective)

EVALUATION

All the goals and objectives incorporated into the 2001-2005 Area Plan will be reviewed on an annual basis to determine if the objective has been successfully accomplished, whether it still warrants pursuance or whether revision is necessary. The process of evaluation will include consideration of the quality of services provided, client satisfaction, staff assessments, cost effectiveness, public acceptance and need for services. This process of evaluation will begin in mid-fiscal year of 2001 and proceed through fiscal year 2005. If in the evaluation process, it is recognized that an ongoing program is unsatisfactory, the AAA will initiate changes or apply a different strategy to the objective.

Ongoing program and fiscal monitoring for subcontractors will also take place throughout the year. Program monitoring will include two on-site visits as well as desk reviews. Fiscal monitoring will occur on a biannual basis. Technical assistance will be provided on an as needed basis.

PART THREE:

AREA PLAN ADMINISTRATIVE INFORMATION

TITLE III/VII SERVICE UNIT PLAN: 2001-2002

TITLE III SERVICES:

#:	Program:	Goals/Objectives:
1.	Personal Care (In-Home)	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 2,000		
2.	Homemaker (In-Home)	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 14,800		
3.	Chore	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 2,000		
4.	Home-Delivered Meals	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 100,000		
5.	Adult Day Care/Health	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service:		
6.	Case Management (Access)	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 50		
7.	Congregate Meals	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 100,000		
8.	Nutrition Counseling	Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 10		

9. Assisted Transportation (Access)
Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 3,000

10. Transportation (Access)
Goals/Objectives: #
Units of Service: N/A

11. Legal Assistance
Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 1,600

12. Nutrition Education
Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 200

13. Information & Assistance (Access)
Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 4,000

14. Outreach
Goals/Objectives: #
Units of Service: 0

15. Other Services:
Consumer
Goals/Objectives: # 1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
Units of Service: 1,500
Community Units of Service: 1,000
III-F Units of Service: 1,000

TITLE VII:

16. Ombudsman Services

Goals/Objectives: #

Total number of cases to be closed: 594

Training for Ombudsman staff and volunteers:

Number of sessions: 3

Number of hours: 108

Total number of trainees: 12

Resident visitation (other than in response to complaints):

Number of SNFs to visit: 20 (1 visit per week per SNF)

Number of RCFEs to visit: 61 (1 visit per week per SNF)

Elder Abuse Prevention

Units of Service: 100

COMMUNITY-BASED SERVICES PROGRAM
GOALS AND OBJECTIVES PLAN
First Year of the FY 2001-2005 Four-Year Planning Period

<u>Program Title</u>	<u>Goal/Objectives</u>
1. <u>Alzheimer's Day Care Resource Center</u>	1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
2. <u>Brown Bag Program</u>	1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
3. <u>Respite Registry Program</u>	1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
4. <u>Linkages</u>	1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
5. <u>Senior Companion</u>	1.3,1.4,1.6,1.9,2.4,3.1,4.3,5.1,5.6,6.3
6. <u>Health Insurance Counseling and Advocacy Program</u>	1.3,1.4,1.6,1.9,2.4,3.1,4.3,4.4,5.1,5.6,6.3,6.5

2001-2005 AREA PLAN
BUDGET

AREA PLAN BUDGET

AREA AGENCY ON AGING STANISLAUS COUNTY DEPARTMENT OF AGING & VETERANS SERVICES

BUDGET PERIOD 07/01/2001 – 06/30/2002

ORIGINAL BUDGET

PSA NO. 30

REVISION NUMBER:

DATE 06/27/2001

I hereby certify to the best of my knowledge and belief that this Are Plan Budget reflects the necessary, reasonable, and allowable costs to attain the objectives and goals expressed in the Area Plan. I further certify that this budget was reviewed by the Advisory Council and approved by the Board of Directors; that the budget was available for review by all interested parties and the amounts displayed are accurate and correct including supporting schedules.

<i>SIGNATURE OF AREA AGENCY DIRECTOR</i>	<i>PRINTED NAME</i>	<i>DATE</i>
⇒	Margie Palomino	

FOR STATE USE ONLY

<i>COMMUNITY SERVICES ANALYST</i>	<i>DATE</i>	<i>SECTION MANAGER</i>	<i>DATE</i>
⇒			

BUDGET SUMMARY - BUDGETED COSTS

TITLE III AND VII PROGRAMS

BUDGET PERIOD:07/01/01 - 06/30/02		[X] ORIGINAL [] REVISION NO.:				GRANT NO.:FF-0102-30		DATE:06/27/01	PSA NO.:30
COST CATEGORIES		(a) Total Amount Budgeted	(b) Area Plan Admin	(c) III B Supportive Svcs	(d) III C-1 Congregate Nutr	(e) III C-2 Home Del Nutr	(f) III D Disease Prev	(g) VII Ombudsman	(h) VII Elder Abuse Prev
1. Personnel (+)	CASH	251,443	142,530	108,913					
	IN-KIND	0							
2. Staff Travel (+)	CASH	8,000	5,000	3,000					
	IN-KIND	0							
3. Staff Training (+)	CASH	1,000	700	300					
	IN-KIND	0							
4. Equipment (+)	CASH	1,300	1,300						
	IN-KIND	0							
5. Consultants (+)	CASH	10,000	10,000						
	IN-KIND	0							
6. Food Costs (+)	CASH	0							
	IN-KIND	0							
7. Other Costs (+)	CASH	21,494	17,820	3,674					
	IN-KIND	0							
8. DIRECT AREA	CASH	293,237	177,350	115,887	0	0	0	0	0
	AGENCY COSTS (=)	IN-KIND	0	0	0	0	0	0	0
9. Indirect or Grantee Allocated Costs (+)	CASH	0							
	IN-KIND	0							
10. TOTAL AREA	CASH	293,237	177,350	115,887	0	0	0	0	0
	AGENCY COSTS (=)	IN-KIND	0	0	0	0	0	0	0
11. Cost of Contracted Services (+)	CASH	1,482,959		376,833	550,112	508,376	27,927	12,623	7,088
	IN-KIND	90,978		49,073	29,700	8,125	2,160	1,200	720
12. TOTAL AREA	CASH	1,776,196	177,350	492,720	550,112	508,376	27,927	12,623	7,088
	PLAN COSTS (=)	IN-KIND	90,978	0	49,073	29,700	8,125	2,160	1,200
13. TOTAL CASH & IN-KIND		1,867,174	177,350	541,793	579,812	516,501	30,087	13,823	7,808

BUDGETED FUNDING AND MATCHING CONTRIBUTIONS

TITLE III AND VII PROGRAMS

BUDGET PERIOD:07/01/01 - 06/30/02		<input checked="" type="checkbox"/> ORIGINAL <input type="checkbox"/> REVISION NO.:			GRANT NO.:FF-0102-30		DATE:06/27/01	PSA NO.:30	
SECTION A FUNDING SOURCES		(a) Total Amount Budgeted	(b) Area Plan Admin	(c) III B Supportive Svcs	(d) III C-1 Congregate Nutr	(e) III C-2 Home Del Nutr	(f) III D Disease Prev	(g) VII Ombudsman	(h) VII Elder Abuse Prev
1. Grant Related Income	CASH	218,800		18,800	100,000	100,000			
2. USDA	CASH	106,000			53,000	53,000			
3. Non-Matching Contributions	CASH	2,996						2,996	
	IN-KIND	0							
4. State Funds	CASH	120,148	424	55,437	31,946	30,573	1,186	289	25
5. Matching Contributions	CASH	297,070	47,760	97,290	74,202	75,000	1,040	1,000	77
	IN-KIND	90,978		49,073	29,700	8,125	2,160	1,200	72
6. Federal Funding	CASH	1,031,182	129,166	321,193	290,964	249,803	25,701	8,338	6,01
7. TOTAL AREA PLAN FUNDING	CASH	1,776,196	177,350	492,720	550,112	508,376	27,927	12,623	7,08
	IN-KIND	90,978	0	49,073	29,700	8,125	2,160	1,200	72
8. TOTAL CASH & IN-KIND		1,867,174	177,350	541,793	579,812	516,501	30,087	13,823	7,80

SECTION B

MINIMUM MATCHING REQUIREMENTS

ITEM	(a) Area Plan Admin	(b) Title III Programs	(c) Total
1. Costs to be Matched	176,926	1,224,251	1,401,177
2. Required Matching Percentages	25%	10.53%	
3. Minimum Required Match	44,232	128,914	173,145
4. Required Local Public Agencies Matching = Line 3 x 25%			43,286

COSTS TO BE MATCHED INSTRUCTIONS:
 Area Plan Admin Costs to be Matched Calculation:
 Pg 1 col (b) Line 13 minus Pg 2 col (b) Lines 1 through 3

Title III Programs Costs to be Matched Calculation:
 Pg 1 Line 13 col (c) + col (d) + col (e) + col (f) -
 minus Pg 2 Lines 1 through 4 col (c), col (d), col (e), & col (f)

NOTE: Title III Match May be Pooled to Meet Minimum Match Requirement

SECTION C

AREA PLAN ADMINISTRATION
MATCHING CONTRIBUTIONS

Source	Cash	In-Kind	Total
Stanislaus County	47760		47760
			0
			0
			0
			0
			0
5. TOTAL	47760	0	47760

SECTION D

LOCAL PUBLIC AGENCIES MATCHING CONTRIBUTIONS
 (Local Public Agencies Must Contribute At Least 25% of Total Minimum Match)

Source	Cash	In-Kind	Total
Stanislaus County		59760	59760
6. TOTAL	0	59760	59760

ADEQUATE PROPORTION, USDA & TRANSFERS

BUDGET PERIOD:07/01/01 - 06/30/02 ORIGINAL REVISION NO.: GRANT NO.:FF-0102-30 DATE:06/27/01 PSA NO.:30

SECTION A
ADEQUATE PROPORTION CALCULATION

ITEM		Amount
1. Total Supportive Services Federal Share Page 6 Column (h)	+	321193
2. Less III B Ombudsman Federal Share Page 6 Column (h) Direct and Contracted	-	21737
3. Less III B One-Time-Only Page 6 Column (h) Direct and Contracted	-	
4. Equals III B Supportive Services Base Allocation	=	299456

Service Category	Federal Share	% of Base*	Approved Percentage^
5. Information & Assistance	60336		
6. Case Management	10610		
7. Assisted Transportation	28000		
8. Transportation			
9. Outreach			
10. Total Access	98946	33.04%	27.50%
11. Personal Care	12500		
12. Homemaker	56920		
13. Chore	15534		
14. Visiting			
15. In-Home Respite			
16. Alzheimer's Day Care			
17. Minor Home Modification			
18. Total In-Home	84954	28.37%	28.37%
19. Legal Assistance	75943	25.36%	25.36%

* Total Federal Share Divided by III B Base (line 3)
 ^ As Approved in the Area Plan

SECTION B
III B ONE-TIME-ONLY ALLOCATIONS (List Programs and Amounts):

SECTION C
TRANSFER OF FUNDS AND USDA ADJUSTMENTS

Fund	Current Budget Display	Increase	Decrease	New Budget Display
1. III B Admin	50604			50604
2. III C-1 Admin	55409			55409
3. III C-2 Admin	23153			23153
4. III B Ombudsman	21737			21737
5. III B Program	304456		5000	299456
6. III C-1 Program	377875		86911	290964
7. III C-2 Program	157892	91911		249803
8. State B Ombudsman	39782			39782
9. State B Program	15655			15655
10. State C-1 Congr Admin	335			335
11. State C-1 Congr Program	31946			31946
12. State C-2 Home Del Admin	89			89
13. State C-2 Home Del Program	30573			30573
14. State D Disease Prev	1186			1186
15. State VII Ombudsman	289			289
16. State VII Elder Abuse Prev	293			293

17. C-1 USDA	54000		1000	53000
18. C-2 USDA	54000		1000	53000

SECTION D
USDA ENTITLEMENT

Congregate Nutrition	Number of Senior Meals	Rate	Entitlement Amount
1. July 1 to Sept 30	20634	0.53	10936
2. Oct 1 to June 30	79366	0.53	42064
3. One-Time-Only USDA			
4. Total C-1 USDA	100000		53000

Home Delivered Nutrition	Number of Senior Meals	Rate	Entitlement Amount
5. July 1 to Sept 30	24926	0.53	13211
6. Oct 1 to June 30	75074	0.53	39789
7. One-Time-Only USDA			

SCHEDULE OF PAID PERSONNEL COSTS

TITLE III AND VII PROGRAMS-ADMIN & DIRECT SERVICES

BUDGET PERIOD:07/01/01 - 06/30/02					[X] ORIGINAL [] REVISION NO.:					GRANT NO.:FF-0102-30			DATE:06/27/01		PSA NO.:30			
POSITION TITLE	%	Admin	%	Direct III B	%	Direct III C-1	%	Direct III C-2	%	Direct III D	%	Direct VII Omb	%	Direct VII EAP	%	Total Title III & VII	%	Non-Title III & VII
Director	60%	38,450	10%	6,409											70%	44,859	30%	19,22
Planner	35%	13,053	45%	16,782											80%	29,835	20%	7,45
Fiscal Officer	50%	19,947													50%	19,947	50%	19,94
I & A Coordinator			100%	24,305											100%	24,305	0%	
Asst. I & A Coord.			100%	13,333											100%	13,333	0%	
Staff Services Coord.	75%	18,083	25%	6,028											100%	24,111	0%	
Conf. Assistant	35%	12,857	42.21%	15,505											77.21%	28,362	22.79%	8,371
																0		
																0		
																0		
																0		
																0		
TOTAL SALARIES		102,390		82,362		0		0		0		0		0		184,752		55,002
PAYROLL TAXES		9,215		7,413												16,628		4,950
EMPLOYEE BENEFITS		30,925		19,138												50,063		15,995
TOTAL PAID PERSONNEL		142,530		108,913		0		0		0		0		0		251,443		75,951

SCHEDULE OF SUPPORTIVE SERVICES (III B)

BUDGET PERIOD:07/01/01 - 06/30/02		[X] ORIGINAL [] REVISION NO.:		GRANT NO.:FF-0102-30		DATE:06/27/01		PSA NO.:30	
PROGRAMS	(a) Total Budgeted Costs	(b) Grant Related Income	Non-Matching Contributions		(e) State Funds	Matching Contributions		(h) Federal Share	
			(c) Cash	(d) In-Kind		(f) Cash	(g) In-Kind		
PART I DIRECT SERVICES									
Program Development	14200					1200		13000	
Coordination	18800					1800		17000	
I & A	69905				2069	7500		60336	
Case Management	12982				872	1500		10610	
								0	
TOTAL DIRECT III B SERVICES	115887	0	0	0	2941	12000	0	100946	
PART II CONTRACTED SERVICES									
Personal Care (In-Home)*	20039	800			675	6064		12500	
Homemaker (In-Home)*	118019	7500			3506	38593	11500	56920	
Chore (In-Home)*	18754				1220		2000	15534	
Adult Day/Health Care								0	
Case Management (Access)*								0	
Assisted Transportation (Access)*	37020	4000			1220		3800	28000	
Transportation (Access)*								0	
Legal Assistance*	100047	300			5031		18773	75943	
Information & Assistance (Access)*								0	
Outreach (Access)*								0	
Other Services:									
a. Housing								0	
b. Alzheimer's (In-Home)*								0	
c. Security/Crime								0	
d. Health								0	
e. Mental Health								0	
f. Comm Svcs/Senior Center Mgt								0	
g. Employment								0	
h. Consumer	38065				1062	27390		9613	
i. Visiting (In-Home)*								0	
j. In-Home Respite (In-Home)*								0	
k. Minor Modification (In-Home)*								0	
l.								0	
Ombudsman	93962	6200			39782	13243	13000	21737	
TOTAL CONTRACTED SERVICES	425906	18800	0	0	52496	85290	49073	220247	
TOTAL SUPPORTIVE SERVICES	541793	18800	0	0	55437	97290	49073	321193	

**SCHEDULE OF NUTRITION (III C-1 & III C-2) &
 DISEASE PREVENTION (III D) PROGRAMS**

BUDGET PERIOD:07/01/01 - 06/30/02		[X] ORIGINAL [] REVISION NO.:			GRANT NO.:FF-0102-30		DATE:06/27/01		PSA NO.:30
PROGRAMS	(a) Total Budgeted Costs	(b) Grant Related Income	(c) USDA	Non-Matching Contributions		(f) State Funds	Matching Contributions		(i) Federal Share
				(d) Cash	(e) In-Kind		(g) Cash	(h) In-Kind	
III C-1									
Congregate Meals	577312	100000	53000			31946	74202	29700	28846
Nutrition Counseling									
Nutrition Education	2500								250
Total III C-1	579812	100000	53000	0	0	31946	74202	29700	29096
III C-2									
Home Delivered Meals	515001	100000	53000			30573	75000	8125	24830
Nutrition Counseling									
Nutrition Education	1500								150
Total III C-2	516501	100000	53000	0	0	30573	75000	8125	24980
III D									
Nutrition Counseling									
Nutrition Education									
Disease Prev & Health Promotion	23619					1186	1040	2160	1923
Medication Management	6468								6468
Total III D	30087	0	0	0	0	1186	1040	2160	2570

ASSURANCES

**THESE ASSURANCES ARE APPLICABLE
FOR THE ENTIRE 4-YEAR PLAN**

ASSURANCES

- A. The Area Agency on Aging assures that it shall:
1. Develop an area plan and carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area.
Older Americans Act (OAA) [305(c)]
 2. Submit for approval by the State agency a plan, which meets all requirements, specified in section 306(a).
 3. Specify annually in the area plan, as submitted or as amended, in detail the amount of funds expended for each such category of services (e.g., services associated with access to services, in-home services, and legal assistance) during the fiscal year most recently concluded. [306(a)(2)]
 4. Designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers operated by organizations that have a proven record of providing services to older individuals that: (a) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 USC 2790) for fiscal year 1981 and did not lose the designation as a result of failure to comply with such Act; or (b) 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 675 (c)(3) of the Community Services Block Grant Act [42 USC 9904(c)(3)] [306(a)(6)(E)].
 5. Provide for the establishment and maintenance of sufficient numbers of information and assistance services to assure that all older individuals within the planning and service area covered by the plan will have reasonably convenient access to such services, with particular emphasis on linking services available to isolated older individuals and older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of individuals with such disease or disorders). OAA [306(a)(4)]
 6. Set specific objectives for providing services to older individuals with the greatest economic needs and greatest social needs, including specific objectives for providing services to low-income minority individuals, and include proposed methods of carrying out the preference in the area plan. [306(a)(5)(A)(i)]

7. 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 in the area served by the provider; (II) to the maximum extent feasible, provide services to low-income minority individuals 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 within the planning and services areas. [306(a)(5)(A)(ii)]
8. 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); (III) older individuals with greatest social need (with particular attention to low-income minority individuals); (IV) older individuals with severe disabilities; (V) older individuals with limited English-speaking ability; and (VI) older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and (ii) inform the older individuals referred to in subclauses (I) through (VI) of clause (i), and the caretakers of such individuals, of the availability of such assistance. [306(a)(5)(B)]
9. 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. [306(a)(5)(C)]
10. Perform for the planning and service area all of the activities specified in section 306(a)(6)(A) through (S). [306(a)(6)(A-S)]
11. Provide assurances that any amount received under part D will be expended in accordance with such part.
OAA [306(a)(7)]
12. Provide assurances that any amount received under part E will be expended in accordance with such part. [306(a)(8)]
13. Provide assurances that any amount received under part F will be expended in accordance with such part. [306(a)(9)]
14. Assure that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(12) and section 712, will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 1991 in carrying out such a program under this title. [306(a)(11) and 307(a)(12)]
15. Assure that the activities conform with: (i) the responsibilities of the area agency on aging, as set forth in this subsection; and (ii) the laws, regulations, and policies of the State served by the area agency on aging. [306(a)(13)(B)]

16. *Assure that it 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 Commissioner 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 Commissioner 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. [306(a)(14)(A) through (E)]*
17. *Assure that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title. OAA [306(a)(15)]*
18. *Assure 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. [306(a)(16)]*
19. *Assure that projects in the planning and service areas will reasonably accommodate participants, as described in section 307(a)(13)(G). [306(a)(17)]*
20. *Assure that the area agency on aging will, to the maximum extent practicable, coordinate the services it provides under this title with services provided under title VI. [306(a)(18)]*
21. *Assure that (A) the area agency on aging will pursue activities to increase access by older individuals who are Native Americans to all aging programs and benefits provided by the agency, including programs and benefits under this title, if applicable; and (B) specify the ways in which the area agency on aging intends to implement the activities. [306(a)(19)]*
22. *Assure 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: (i) a public agency; or (ii) a nonprofit private agency that: (I) does not provide, and does not have a direct or indirect ownership or controlling interest in, or a direct or indirect affiliation or relationship with, an entity that provides, services other than case management services under this title; or (II) is located in a rural area and obtains a waiver of the requirement described in subclause (I). [306(a)(20)]*

23. Be [a] the leader relative to all aging issues on behalf of all older individuals in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the planning and service area. These systems shall be designed to assist older individuals in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.

[b] A comprehensive and coordinated community based system described in paragraph (a) of this section shall: {1} Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue; {2} Provide a range of options; {3} Assure that these options are readily accessible to all older individuals: The independent, semi-dependent and totally dependent, no matter what their income; {4} Include a commitment of public, private, voluntary and personal resources committed to supporting the system; {5} Involve collaborative decision-making among public, private, voluntary, religious, and fraternal organizations and older people in the community; {6} Offer special help or targeted resources for the most vulnerable older individuals, those in danger of losing their independence; {7} Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community; {8} Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person; {9} Have a unique character which is tailored to the specific nature of the community; {10} Be directed by leaders in the community who have the respect, capacity and authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future. CFR [1321.53(a)(b)]

24. Use the resources made available to the Area Agency on Aging under the OAA to finance those activities necessary to achieve elements of a community based system set forth in paragraph (b) [of section 1321.53]. [1321.53(c)]

25. Work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate. [1321.53(c)]

26. Assure access from designated focal points to services financed under the Older Americans Act. [1321.53(c)]

27. Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with or access to other services and opportunities for the elderly from the designated community focal points. CFR [1321.53(c)]

- 28. Consult with and support the State's Long Term Care Ombudsman Program. [1321.61(b)(4)]
- 29. [Not deem any] requirement in Section 1321.61 to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122. [1321.61(d)]
- 30. *Assure that individuals age 60 and over who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part. [1321.69(a)]*

B. The State agency, the California Department of Aging, is assuring in the State Plan on aging that the following requirements will be met. The State's assurance is based on area agency on aging compliance with certain federal statutes and regulations and State statutes including those identified below. Any area agency on aging which has a need for technical assistance in regard to such compliance should contact its assigned Community-Based Services Team.

The area agency on aging assures that:

- 1. Such fiscal control and fund accounting procedures will be adopted as may be necessary to assure proper disbursement of, and accounting for, Federal funds paid under this title to the area agency on aging including any such funds paid to the recipients of a grant or contract.
OAA [(307(a)(7)(A)]
- 2. (i) No individual (appointed or otherwise) involved in the designation of the head of any subdivision of an area agency on aging, is subject to a conflict of interest prohibited under this Act; (ii) no officer, employee, or other representative of an area agency on aging is subject to a conflict of interest prohibited under this Act; and (iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act. [307(a)(7)(B)]
- 3. (i) (It will) maintain the integrity and public purpose of services provided, and service providers, in all contractual and commercial relationships; (ii) Demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this Act by such agency has not resulted and will not result from such contract or such relationship; (iii) Demonstrate that the quantity or quality of the services to be provided under the plan will be enhanced as a result of such contract or such relationship.
OAA [307(a)(7)(C)]
- 4. It will give consideration, where feasible, in the furnishing of home delivered meals, to the use of organizations which (i) have demonstrated an ability to provide home delivered meals efficiently and reasonably; and (ii) furnish assurances to the area agency on aging that such organizations will maintain efforts to solicit voluntary support and that the funds made available under this

title to such organizations will not be used to supplant funds from non-federal sources. [307(a)(13)(H)]

5. It shall establish procedures that will allow nutrition project administrators the option to offer a meal, on the same basis as meals provided to elderly participants, to individuals providing volunteer services during the meal hours, and to individuals with disabilities who reside at home with and accompany to meal sites older individuals who are eligible under this Act. [307(a)(13)(I)]
6. In the case of purchase or construction, there are no existing facilities in the community suitable for leasing as a multipurpose senior center, (and that the) plans and specifications for the facility are in accordance with regulations relating to minimum standards of construction, promulgated with particular emphasis on securing compliance with the requirements of the Act of August 12, 1968, commonly known as the Architectural Barriers Act of 1968. [307(a)(14)(B) and (C)]
7. Any laborer or mechanic employed by any contractor or subcontractor in the performance of work on the facility (multipurpose senior center) will be paid wages at rates not less than those prevailing for similar work in the locality as determined by the Secretary of Labor in accordance with the Act of March 3, 1931 (40 U.S.C. 276a - 276a-5, commonly known as the Davis-Bacon Act), and the Secretary of Labor shall have, with respect to the labor standards specified in this clause, the authority and functions set forth in reorganization plan numbered 14 of 1950 (15 F.R. 3176; 64 Stat. 1267), and section 2 of the Act of June 13, 1934 (40 U.S.C. 276c). OAA [307(a)(14)(D)]
8. It shall (i) enter into contracts with providers of legal assistance which can demonstrate the experience or capacity to deliver legal assistance; (ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Commissioner; and (iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis. [307(a)(15)(A)]
9. *No legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the area agency on aging makes a finding, after assessment, pursuant to standards for service promulgated by the Commissioner, that any grantee selected is the entity best able to provide the particular services. [307(A)(15)(B)].*

10. It shall, to the extent practicable, require that legal assistance furnished under the area plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals. [307(a)(15)(D)]
11. It will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination. [307(a)(15)(E)]
12. (In carrying out services for the prevention of abuse of older individuals), it will conduct a program [other than such a program funded under section 303(g)], consistent with relevant State law and coordinated with existing State adult protective service activities for:
 - (i) public education to identify and prevent abuse of older individuals;
 - (ii) receipt of reports of elder abuse;
 - (iii) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social services agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
 - (iv) referral of complaints to law enforcement or public protective service agencies where appropriate.
OAA [307(a)(16)(A), p.36-37]
13. If a substantial number of the older individuals residing in the planning and service area are of limited English-speaking ability, then the area agency on aging shall (A) utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability; and (B) designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effectively linguistic and cultural differences. [307(a)(20)]
14. The area plan shall, with respect to the fiscal year preceding the fiscal year for which the plan is prepared:
 - (a) identify the number of low income minority older individuals in the planning and service area; and
 - (b) describe the methods used to satisfy the service needs of such minority older individuals. [307(a)(23)]

15. It shall conduct efforts to facilitate the coordination of community based, long-term care services, pursuant to OAA section 306(a)(6)(I), for older individuals who:
 - (a) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
 - (b) are patients in hospitals and are at risk of prolonged institutionalization; or are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them. [307(a)(26)]
16. It shall consult and coordinate in the planning and provision of in-home services under section 341 of the Older Americans Act, with State and local agencies and private nonprofit organizations which administer and provide services relating to health, social services, rehabilitation, and mental health services. [307(a)(27)]
17. The area plan shall, with respect to the fiscal year preceding the fiscal year for which the plan is prepared, describe the methods used to satisfy the service needs of older individuals who reside in rural areas. [307(a)(29)]
18. Special efforts will be made to provide technical assistance to minority providers of services. [307(a)(32)]
19. Funds received under Title III will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title. [307(a)(38)]
20. Preference in receiving services under Title III 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. [307(a)(39)]
21. *If the area agency on aging receives funds appropriated under section 303(g) (for supportive services for caregivers) the area agency on aging will expend such funds to carry out part G. [307(a)(40)]*
22. Demonstrable efforts will be made: (A) to coordinate services provided under this Act with other State services that benefit older individuals; and (B) to provide multigenerational activities, such as opportunities for older individuals to serve as mentors or advisers in child care, youth intervention, juvenile delinquency treatment, and family support programs. OAA [307(a)(41)]
23. It shall prepare and submit to the State agency a report of the activities conducted with funds provided under this paragraph and the evaluation of such activities. [705(a)(7)(B)(iii)]
24. All services provided under Title III meet any existing State and local licensing, health, and safety requirements for the provision of those services. CFR [1321.17(f)(4)]

25. It shall not fund program development and coordination activities as a cost of supportive services for the administration of area plans until it has first spent 10 percent of the total of its combined allotments under Title III on the administration of area plans. [1321.17(f)(14)(I)]
26. It shall, consistent with budgeting cycles, submit the details of proposals to pay for program development and coordination as a cost of supportive services to the general public for review and comment. [1321.17(f)(14)(ii)]
27. It shall provide the State agency an explanation of how proposed expenditures for program development and coordination will have a direct and positive impact on the enhancement of services for older individuals in the planning and service area. [1321.17(f)(14)(iii)]
28. Any amount received for a program under Title VII will be expended in accordance with the provisions of Title VII for that program. (Title VII)

C. The area agency on aging may not:

1. Require a provider of legal assistance under this part to reveal any information that is protected by attorney-client privilege. [1321.51(c)]
2. Engage in any activity, which is inconsistent with its statutory mission under the Act or policies prescribed by the State agency. [1321.53(c)]

APPENDICES

APPENDIX I

Service Matrix Instructions

1. Indicate on the Service Matrix each OAA and CBSP program/service the AAA provides by entering a "D" if provided as a direct service and/or "C" if contracted.
2. If a CBSP service has been checked as a direct service, has prior approval been obtained in accordance with PM 98-10? If not, when is request for approval documentation to be submitted.

<u>CBSP Program</u>	<u>Direct Service Approved</u>	<u>Request to be Submitted By:</u>
_____	Yes___ No___	_____
_____	Yes___ No___	_____
_____	Yes___ No___	_____
_____	Yes___ No___	_____

3. If the Title III/VII service has been checked as a direct service, complete Appendix 1A and/or 1B as appropriate.
4. Indicate all funding sources used in providing each program/service.

The "Other" column is used to indicate when funds other than State or federal funds, e.g., other local government agencies or programs, private funding or grants, are used as a funding source to provide the program/service.
5. Optional – Use the "Funding" column to indicate all funds from any source utilized in providing the service/program.

Community Based Programs	Funding Sources *						Funding Amount (Optional)	
	IIIB	IIIC	IIIF	V	VII	State		Other
Alzheimer's (ADCRC)								
Brown Bag						C		
Foster Grandparent						C		
HICAP								
Linkages						C		
Respite Purchase of Service						C		
Respite Registry						C		
Senior Companion						C		

*For each program indicate if the AAA provides it as a Direct (D) or Contracted (C)

APPENDIX IA

NOTICE OF INTENT FOR AREA AGENCY ON AGING
TO PROVIDE SPECIFIED OLDER AMERICANS ACT SERVICES

CDA has determined that provision of the specific Title III and Title VII services listed below is considered to be part of the function of an AAA. An AAA may provide these services directly because it has a leadership role and the mandated responsibility to meet the service needs of the targeted populations in the Planning and Service Area. (California Code of Regulations, Article 3, §7320.)

On the basis of completion of this Appendix IA, AAA will receive authorization through the Area Plan approval process to provide these services for the four-year planning period, Fiscal Year (FY) 2001-2005.

If the Notice of Intent is not for all four years of the Planning Period, check the applicable Fiscal Year(s)

Check all applicable Services

- Title III B
Information and Assistance (formerly Information and Referral) ___FY 2001-02 ___FY 02-03 ___FY 03-04 ___FY 04-05
- Title III B
Case Management ___FY 2001-02 ___FY 02-03 ___FY 03-04 ___FY 04-05
- Title III B
Program Development and Coordination ___FY 2001-02 ___FY 02-03 ___FY 03-04 ___FY 04-05
- Title III F
Disease Prevention and Health Promotion ___FY 2001-02 ___FY 02-03 ___FY 03-04 ___FY 04-05
- Title VII
Prevention of Elder Abuse, Neglect, and Exploitation ___FY 2001-02 ___FY 02-03 ___FY 03-04 ___FY 04-05

Please describe the methods that will be used to assure that target populations will be served throughout the PSA. (Attach additional paper if needed.)

APPENDIX IB

REQUEST FOR APPROVAL TO PROVIDE TITLE III DIRECT SERVICES Older Americans Act section 307(a)(10) California Code of Regulations, Article 3, §7320(c)

Complete a separate Appendix IB for each type of service for which the AAA is requesting approval to provide as a direct service for the four-year planning period. (Do not include services identified in Appendix IA.)

Type of Service: N/A

Basis of Request for Waiver:

- Necessary to Assure an Adequate Supply of Services
- Comparable Quality is More Economical if Provided by the AAA

If this request is not for all four years of the Planning Period, check each applicable Fiscal Year:

___FY 2001-02 ___FY 2002-03 ___FY 2003-04 ___FY 2004-05

Summarize the process followed and the facts that support this request. Also list the documentation available and add an asterisk next to the items that are provided as attachments.

APPENDIX II

PUBLIC HEARINGS
Conducted for the 2001-2005 Planning Period
California Code of Regulations, Title 22, Article 3, §7302(a)(10) and §7308

- Place an asterisk beside the hearings at which the Area Plan was presented in a language other than English and/or at which a translator was used.
- Indicate any hearing held at a long-term care facility by entering (LTC) after the appropriate location.

<u>Location</u>	<u>Date</u>	<u>Number Attending</u>
Mancini Hall Senior Center	Sept 10, 2001	
_____	_____	_____
_____	_____	_____
_____	_____	_____

1. Discuss outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

A public notice announcing a public hearing to submit input for the Area Plan was sent to all local newspapers.

Additionally, it was announced at various meeting, including: Services to Older Adults Advisory Committee, Commission on Aging, Stanislaus Elder Prevention Alliance and Area Agency on Aging Service Providers.

2. Were proposed expenditures for Program Development and Coordination (PD&C) discussed at the hearing?

_____ Yes

_____ No

^x_____ Not Applicable

3. Summarize the comments received concerning proposed expenditures for PD&C, if applicable.

N/A

(continued)

Public Hearings (Appendix II, continued)

4. Were all interested parties notified of the public hearing and provided the opportunity to testify regarding the establishment of minimum percentages for adequate proportion expenditures in the PSA?

Yes No Not Applicable

5. Summarize the comments received concerning the establishment of minimum percentages for adequate proportion.

None

6. Summarize other major issues discussed or raised at the public hearings.

One participant expressed appreciation for the simplicity of the objective, compared to the previous plan; these objectives make more sense and will be easier to achieve.

Another member wanted to make sure that some of the objectives be more detail - for instance, when we talk about making presentations about senior services, make sure we include subjects of the presentations.

7. List major changes in the Area Plan resulting from input by attendees at the hearings.

None

Please Post

Public hearing on the 2001-2005 four-year Area Plan for Senior Services

Public Hearing Date: Monday, September 10, 2001
Time: 3:00 P.M.
Place: Mancini Hall Senior Center
718 Tuolumne Boulevard, Modesto

The California Department of Aging (CDA) requires Area Agencies on Aging (AAA) to prepare a four-year planning document (Area Plan) to address the needs of their local aging community. A public hearing will be held by the Stanislaus County AAA and the Commission on Aging to discuss new goals and objectives for the 2001-2005 four-year Area Plan to be submitted to CDA; The AAA is seeking public input. The hearing will also include discussion about the changes in the percentages of annual expenditures for access to services (outreach, transportation, information and assistance, and case management); in home services; and legal assistance. Members of the public, elected officials and agency personnel are invited to make comments in person or in writing. The hearing will be on Monday, September 10, 2001 at 3:00 P.M. at Mancini Hall Senior Center, 718 Tuolumne Boulevard, Modesto.

For further information, contact Margie Palomino at the Area Agency on Aging, telephone (209) 558-7825. Written comments may be addressed to the Stanislaus County Area Agency on Aging, 121 Downey St., Suite 102, Modesto, CA 95354.

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STANISLAUS COUNTY AREA AGENCY ON AGING
PUBLIC HEARING
2001-2005 Four-Year
AREA PLAN FOR SENIOR SERVICES
3:00 P.M., Monday, September 10, 2001

Margie Palomino, Director, Area Agency on Aging, explained that the Area Agency on Aging office is mandated by the Older Americans Act. She also explained that the California Department of Aging requires that this office prepare a four-year plan (Area Plan) to address the needs of the senior community, and a Public Hearing to gather public input about the Area Plan. (The Area Agency on Aging is responsible for contracting with, monitoring, and funding the agencies that provide services for seniors with the allocated federal and state funds.)

Ms Palomino said there are two items that need to be addressed this afternoon:

- 1) Public input on the Area Plan draft, and
- 2) To explain why there has been a decrease in the percentages (%'s) for Homemaker Services and Legal Assistance.

She decided to explain #2 before any public discussion about the Area Plan was held. She explained that there is no discretionary funding – all the funds are allocated for the various services (except for some variance in the IIIB Programs: Transportation, Information & Assistance, and Case Management). The percentages (%'s) for Homemaker Services and Legal Assistance have decreased, but only because the baseline has increased – the amounts stayed the same. The percentages (%'s) for the Information & Assistance and Transportation Programs have gone up. The %'s have gone up for Information & Assistance due to the huge increase in the numbers of I & A Brochures that are being printed (the printing allowance has been increased by \$6,000.00). The Transportation Program increase (\$10,000.00) is for operating and maintenance costs for two vans (that are being purchased with Tobacco Settlement monies – no operating costs included). The percentages for the 2001-2005 Area Plan for these IIIB Programs are:

- 33% - Transportation, Information & Assistance, and Case Management
- 24% - Homemaker Services
- 25% - Legal Assistance

Public Input: Approximately 20 people were present for the Public Hearing, and various general questions were asked and answered. The most specific question was how the 'perceived needs' were developed. Early in 2001, 3,000

'Senior Adult Needs Assessment' surveys were mailed randomly to senior citizens (using an outside mailing service), and 1,008 responses were received. The responses were analyzed by Statistical Software, and open-ended answers were compiled separately. Using the information from the survey responses, goals and objectives were developed that are now part of the 2001-2005 Area Plan. There were also several compliments on how well this Area Plan was written.

Ms Palomino expressed her gratitude for those who came to the Public Hearing, and asked that if anyone had any suggestions for the Area Plan, please jot them down and send them to our office, or call and ask to talk to her of Tiffany Leijten.

The Public Hearing was over at 3:41 P.M..

Minutes: Carolyn Hill

APPENDIX III

GOVERNING BOARD
California Code of Regulations, Article 3, §7302(a)(11)

Number of Members on the Board: 5

<u>Names/Titles of Officers</u>	<u>Term Expires</u>
Pat Paul, Chair (District 1)	12/31/04

<u>Names/Titles of all other Board Members</u>	<u>Term Expires</u>
Tom Mayfield (District 2)	12/31/04
Nick Blom (District 3)	12/31/04
Ray Simon (District 4)	12/31/04
Paul Caruso (District 5)	12/31/04

APPENDIX IV

**ADVISORY COUNCIL
Code of Federal Regulations 42 CFR §1321.57
California Code of Regulations, Article 3, § 7302(a)(12)**

<u>Names/Titles of Officers</u>	<u>Term Expires</u>
Billie Taylor, President	06/30/03
Gene Fowler, 1st Vice President	06/30/03
Janeen Studley, 2nd Vice President	06/30/03

Names/Titles of other council members Term Expires
(List all council members or attach current roster)

Total Council Membership (including vacancies)	<u>21</u>	
Number of Council Members 60+	<u>11</u>	
	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
Race/Ethnic Composition		
White	<u>83</u>	<u>53%</u>
Hispanic	<u>12</u>	<u>7%</u>
Black	<u>1</u>	<u>27%</u>
Asian/Pacific Islander		
Native American/Alaskan Native		
Other	<u>1</u>	<u>13%</u>
Other Representation		
Low Income Representative	<u>X</u> Yes	<u> </u> No
Disabled Representative	<u>X</u> Yes	<u> </u> No
Supportive Services Provider Representative	<u>X</u> Yes	<u> </u> No
Health Care Provider Representative	<u> </u> Yes	<u> </u> No
Veteran Health Care Provider Representative	<u> </u> Yes	<u> </u> No
Local Elected Officials	<u>X</u> Yes	<u> </u> No
Individuals with Leadership Experience in the Private And Voluntary Sectors	<u>X</u> Yes	<u> </u> No

Explain any "No" answer. (Attach additional paper, if needed.)

The advisory council's bylaws do not require a designated health care provider or a veteran health care provider.

Briefly describe the process designated by the local governing board to appoint Advisory Council members. (Attach additional paper, if needed.)

Vacancies are to be filled by the Board of Supervisors in accordance with Assembly Bill 1013 (effective January 1, 1977). AB 1013 requires that the Board of Supervisors prepare an appointments list for all boards, commissions, and committees for which they have appointment poer. AB 1013 further requires that a special vacancy notice be posted in the office of the county clerk within twenty (20) days after the notice is posted (except in the case of any emergency).

APPENDIX V

ADEQUATE PROPORTION PERCENTAGES for Access, In-Home Services, and Legal Assistance

The California Code of Regulations, Article 3, §7312, requires that the Area Agency on Aging allocate a percentage of federal funds to provide Access, In-Home Services, and Legal Assistance in the Planning and Service Area. The annual minimum allocation is determined by the Area Agency through the planning process.

The minimum percentages of applicable Title III-B funds* 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 Planning and Service Area, and discussions at public hearings on the Area Plan.

<u>Category of Service</u>	<u>Percentage of Title III-B Funds To Be Expended in FY 2001-2005</u>
Access: (Case Management, Assisted Transportation, Transportation, Information and Assistance, and Outreach)	<u>33.04 %</u>
In-Home Services: (Personal Care, Homemaker, and Chore)	<u>28.37 %</u>
Legal Assistance:	<u>25.36 %</u>

Attach a copy of the Schedule of Supportive Services (page 6) from your CDA 180 Closeout document for 1999-00 to provide details about the amount of funds expended for Access, In-Home Services, and Legal Assistance.

*Minimum percentages of applicable funds are calculated on the annual Title III-B baseline allocation, minus Title III-B administration, minus Ombudsman.

(continued)

Changes in Adequate Proportion for 2001-2002 (Appendix V, continued)

If the percentage to be expended for Access, In-Home Services, or Legal Assistance is less than the percentage currently approved by the California Department of Aging, the Area Agency on Aging shall provide the following information (use additional paper if required):

1. Demonstrate that services being provided for each applicable category are sufficient to meet the need for the service within the PSA.

Funding for In-Home Services will remain the same as the fiscal year 2000-01. Funding for Legal Assistance will be increased by \$3,000 for fiscal year 2001-02. Consequently, even though the percentages for these two categories will decrease, there will be sufficient funding to meet the needs of seniors.

2. Provide documentation that prior notification of the Area Plan public hearing(s) was provided to all interested parties in the PSA and that the notification indicated that: a reduction was proposed; the proposed reduction would be discussed at the hearing; and all interested parties would be given an opportunity to testify regarding the reduction.

attached

3. Submit a record (e.g., a transcript of that portion of the public hearing(s) in which adequate proportion is discussed) documenting that the proposed reduction in funding for this category of service was discussed at Area Plan public hearings.

attached

APPENDIX VI

COMMUNITY FOCAL POINTS LIST California Code of Regulations, Article 3, §7302(a)(14)

Provide an updated list of designated community focal points and their addresses. This information should match the National Aging Program Information System SPR 106.

Oakdale City Hall
Ceres City Hall
Newman City Hall
Patterson City Hall
Waterford City Hall
Empire City Hall

These are the only officially designated (by political governing body) focal points. However, brochures racks have been placed in Modesto and other areas in the county.

APPENDIX VII

**TITLE III-B MULTIPURPOSE SENIOR CENTER (MPSC)
ACQUISITION AND CONSTRUCTION* COMPLIANCE REVIEW
California Code of Regulations, Title 22, Article 3, §7302(a)(15)**

(This has a 20-year tracking requirement, e.g., 1985 TO 6/30/05)

PSA # 30

No Title III-B funds have been used for MPSC Acquisition or Construction

Title III Grantee and/ or Senior Center	Type Acq/Const	III-B Funds Awarded	% of Total Cost	Recapture Period MM/DD/YY		Compliance Verification
				Begins	Ends	
Name: Address:						
Name: Address:						
Name: Address:						
Name: Address:						
Name: Address:						

* Construction is defined as building a new facility, including the costs of land acquisition, architectural and engineering fees, or making modifications to, or in connection with an existing facility, which more than doubles the square footage of that original facility and all physical improvements.

* Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as an MPSC.

APPENDIX VIII

CORPORATE ELDERCARE

Is the AAA currently involved in corporate eldercare?

No

Yes

If yes, please describe your activities.

Is the AAA planning to become involved in corporate eldercare?

No

Yes

If yes, please describe your activities.

ATTACHMENTS

Stanislaus County Area Agency on Aging
Planning and Service Area Plan
2001-2005

BOARD OF DIRECTORS*
August 2001

Pat Paul, District 1 (Chair)
Thomas W. Mayfield, District 2
Nick Blom, District 3
Ray Simon, District 4
Paul W. Caruso, District 5

*The Stanislaus County Board of Supervisors
governs PSA 30.

MARGIE PALOMINO, DIRECTOR

121 Downey Street; Suite 102
Modesto, CA 95354
(209) 558-7825

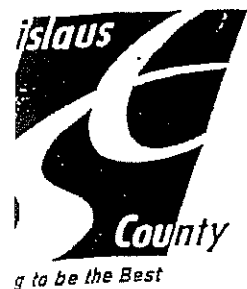
PLANNING AND SERVICE AREA 30
SERVING STANISLAUS COUNTY

ADVISORY COUNCIL*
August, 2001

Billie Taylor, President
Gene Fowler, 1st Vice President
Janeen Studley, 2nd Vice President

Marjorie Brooks
Bertha Burrell-Greene
Anthony Dixon
Olivia Lage
Mary Anna Love
Sandy Lucas
Maggie Mejia
Velma Moore
Jim Rees
Anne Starck
Janeen Studley
Marvin Thomas
Mary Van Loon
Marnelle White

*The Stanislaus County Commission on Aging
serves as PSA 30's advisory council.



DEPARTMENT OF AGING AND VETERANS SERVICES
Area Agency on Aging Division

822 12th Street, Modesto, CA 95354-2309
Phone: 209.558.7825 Fax: 209.558.8648

January 18, 2001

Dear Senior:

As part of an ongoing effort to improve senior services provided in Stanislaus County, the Area Agency on Aging is conducting a brief survey of individuals aged 55 or older.

You have been randomly selected to participate in this survey.

Of the 70,000 seniors in our area, your name was randomly chosen and now we need your help. As a valued member of the community, we are interested in your needs and the issues you face as a senior citizen. By participating in this survey, you will be helping us to better understand those needs so that we can prioritize our programs and services and improve delivery of services.

Your anonymous feedback will make a difference!

Be assured that this survey is completely confidential and anonymous. Only the Area Agency on Aging will have access to your actual survey for tabulation and analysis. Please be candid in your responses and do not sign your name to it!

Because you are part of this select group to participate in this survey, we encourage you to take it seriously and complete your survey as promptly as possible. (It should only take about 15 minutes to fill out.) Then place your survey in the envelope provided and mail it back to us by February 12, 2001. If we don't receive your survey in time, it cannot be included in the analysis.

Thank you in advance for your participation . . . your opinions and comments will make a difference!

Sincerely,

Margie Palomino
Director

es supporting
ds assessment

nia Rural
Assistance

ic Charities/
Network &
ncy Program

for Senior
ymment/Linkages

vation Army

aus County
loral Health &
ry
s/Public
ian

aus County
unity Services

aus County
Services

STANISLAUS COUNTY SENIOR ADULT NEEDS ASSESSMENT

Thank you for choosing to participate in this survey of Seniors 55 and older. Your responses will be helpful to us in better understanding your needs so that we can provide more focused services for Seniors throughout Stanislaus County. If you should have any questions regarding this survey, please contact Senior Information and Assistance at 1-800-510-2020.

DAILY ACTIVITIES

Instructions: Please read each of the following items carefully. Consider how difficult it is for you to perform each of the activities by circling one number on the scale. If you do experience difficulty with a particular activity, please check the appropriate box identifying the one person who assists you with that activity most often.

	Level of Difficulty				Person who Assists You Most Often						
	No Difficulty	Minor Difficulty	Serious Difficulty	Unable to do at all	Do not Need Help	Spouse/ Partner	Other Relative	Friend	Agency Volunteer	Paid Worker	None
Dressing	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathing	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dressing/undressing	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting in and out of bed	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the bathroom	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing meals	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing medication	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing money	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using the telephone	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doing heavy housework	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doing light housework	1	2	3	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GENERAL ISSUES AND CONCERNS

Instructions: Below is a list of issues, conditions and concerns that affect quality of life. Consider how much each of these is an issue or problem for you by circling one item on each scale.

	Not a Problem	Minor Problem	Serious Problem	Very Serious Problem	Not Applicable
Crime and violence	1	2	3	4	<input type="checkbox"/>
Employment	1	2	3	4	<input type="checkbox"/>
Planning for retirement	1	2	3	4	<input type="checkbox"/>
Energy/Utilities	1	2	3	4	<input type="checkbox"/>
Obtaining information about services/benefits	1	2	3	4	<input type="checkbox"/>
Receiving services/benefits	1	2	3	4	<input type="checkbox"/>
Obtaining the services of a doctor	1	2	3	4	<input type="checkbox"/>
Health insurance	1	2	3	4	<input type="checkbox"/>

	<i>Not a Problem</i>	<i>Minor Problem</i>	<i>Serious Problem</i>	<i>Very Serious Problem</i>	<i>Not Applicable</i>
Getting long-term care	1	2	3	4	<input type="checkbox"/>
Housing	1	2	3	4	<input type="checkbox"/>
Remaining in your own home	1	2	3	4	<input type="checkbox"/>
Getting legal assistance	1	2	3	4	<input type="checkbox"/>
Age Discrimination	1	2	3	4	<input type="checkbox"/>
Loneliness	1	2	3	4	<input type="checkbox"/>
Depression	1	2	3	4	<input type="checkbox"/>
Having money to meet expenses	1	2	3	4	<input type="checkbox"/>
Getting sufficient food	1	2	3	4	<input type="checkbox"/>
Taking care of another person:					
a. child under 18 years of age	1	2	3	4	<input type="checkbox"/>
b. adult	1	2	3	4	<input type="checkbox"/>
Transportation	1	2	3	4	<input type="checkbox"/>
Avoiding fraud	1	2	3	4	<input type="checkbox"/>
Isolation	1	2	3	4	<input type="checkbox"/>
Accidents in the home (ie. falling)	1	2	3	4	<input type="checkbox"/>
Physical, emotional and/or financial abuse	1	2	3	4	<input type="checkbox"/>

How could the problems you face be better served by our community agencies?

INFORMATION ABOUT SENIOR SERVICES

Instructions: The following questions will help us to understand how you are receiving information about our services so we can improve our communications to you.

Please identify the three most often ways you obtain information about Senior programs and services.

<input type="checkbox"/> Spouse/Family member	<input type="checkbox"/> Senior Center
<input type="checkbox"/> Television/Radio	<input type="checkbox"/> Senior Info/Referral Phone
<input type="checkbox"/> Newspaper/Magazines	<input type="checkbox"/> Religious Organizations
<input type="checkbox"/> Telephone book	<input type="checkbox"/> Club/Organization or group you belong to
<input type="checkbox"/> Health Center/Hospital	<input type="checkbox"/> Other

How difficult is it for you to get information on Senior services because of language? (Check one box)

<i>Not Difficult</i>	<i>Somewhat Difficult</i>	<i>Very Difficult</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GENERAL INFORMATION

Instructions: Your responses to the following questions are very important to us in identifying the needs of our diverse senior population. If you feel uncomfortable answering a particular question, please skip it and go on with the survey. Please do your best in answering all questions by checking one box per question. All responses will be kept confidential.

Age: 55-59 years 60-64 years 65-74 years 75-84 years 85+ years

Gender: Male Female

Marital Status: Married Divorced Widowed
 Never Married Separated Other

Your 2000 monthly income: (check one box)

If Married:	<input type="checkbox"/> \$0 - \$938	<input type="checkbox"/> \$939 - \$1172	<input type="checkbox"/> \$1173 and above
If Single (not married):	<input type="checkbox"/> \$0 - \$696	<input type="checkbox"/> \$697 - \$749	<input type="checkbox"/> \$750 and above

Do you receive SSI/SSP? Yes No

Are you a Veteran? Yes No

Educational Attainment (please check highest grade level completed)
 0-8th grade Some College
 9-12th grade College Graduate
 Professional/Graduate Degree

Primary Language:
 English Spanish Other: _____

Ethnic Group:
 American Indian Hispanic
 Asian/Pacific Islander White/Caucasian
 Black/African American Other: _____

Town/City in which you live:
 Ceres Hughson Modesto
 Newman Oakdale Patterson
 Riverbank Turlock Waterford
 Other: _____

Living Arrangements:
 Live alone Live with other relatives
 Live with spouse/significant other Live with non-relatives
 Live with children Live with paid caretaker

Living Quarters:
 Single family home Boarding house
 Condo/townhouse/duplex Residential care
 Apartment Assisted living
 Mobile home/trailer No residence
 Hotel Other: _____

Is public transportation accessible where you currently live?
 Yes No

Your most often used form of transportation:
 Your own car Public transportation
 With relatives Dial-A-Ride
 With friends None available
 Senior bus Walk
 Taxi Other: _____

How often do you participate in some form of regular exercise? (Consider "exercise" to be any physical activity done for the purpose of improving or maintaining health.)
 Do not exercise Once a week
 Every day Occasionally
 A few times each week Other: _____

*Thank you for your time.
Your responses are important to us.*

*Please use the envelope provided to return your survey to us by
Monday, February 12, 2001*

*Department of Aging & Veteran Services
822 12th Street
Modesto, CA 95354*

Survey Results

Difficulty and Assistance with Daily Activities (questions 1-13)
(pages 6-12)

Daily Activities

1. Eating - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	920	91.3	93.6	93.6
	Minor Difficulty	51	5.1	5.2	98.8
	Serious Difficulty	9	.9	.9	99.7
	Unable to do at all	3	.3	.3	100.0
	Total	983	97.5	100.0	
Missing	System	25	2.5		
Total		1008	100.0		

1. Eating - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	504	50.0	74.1	74.1
	Spouse/Partner	51	5.1	7.5	81.6
	Other Relative	24	2.4	3.5	85.1
	Friend	7	.7	1.0	86.2
	Paid Worker	10	1.0	1.5	87.6
	No one	84	8.3	12.4	100.0
	Total	680	67.5	100.0	
Missing	System	328	32.5		
Total		1008	100.0		

2. Bathing - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	848	84.1	86.6	86.6
	Minor Difficulty	89	8.8	9.1	95.7
	Serious Difficulty	28	2.8	2.9	98.6
	Unable to do at all	14	1.4	1.4	100.0
	Total	979	97.1	100.0	
Missing	System	29	2.9		
Total		1008	100.0		

2. Bathing - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	490	48.6	73.9	73.9
	Spouse/Partner	42	4.2	6.3	80.2
	Other Relative	19	1.9	2.9	83.1
	Friend	2	.2	.3	83.4
	Agency Volunteer	2	.2	.3	83.7
	Paid Worker	15	1.5	2.3	86.0
	No one	93	9.2	14.0	100.0
	Total	663	65.8	100.0	
Missing	System	345	34.2		
Total		1008	100.0		

3. Dressing/Undressing - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	847	84.0	86.3	86.3
	Minor Difficulty	107	10.6	10.9	97.1
	Serious Difficulty	20	2.0	2.0	99.2
	Unable to do at all	8	.8	.8	100.0
	Total	982	97.4	100.0	
Missing	System	26	2.6		
Total		1008	100.0		

3. Dressing/Undressing - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	491	48.7	74.6	74.6
	Spouse/Partner	48	4.8	7.3	81.9
	Other Relative	14	1.4	2.1	84.0
	Friend	1	.1	.2	84.2
	Paid Worker	13	1.3	2.0	86.2
	No one	91	9.0	13.8	100.0
	Total	658	65.3	100.0	
Missing	System	350	34.7		
Total		1008	100.0		

4. Walking - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	691	68.6	69.9	69.9
	Minor Difficulty	196	19.4	19.8	89.8
	Serious Difficulty	89	8.8	9.0	98.8
	Unable to do at all	12	1.2	1.2	100.0
	Total	988	98.0	100.0	
Missing	System	20	2.0		
Total		1008	100.0		

4. Walking - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	454	45.0	67.0	67.0
	Spouse/Partner	58	5.8	8.6	75.5
	Other Relative	28	2.8	4.1	79.6
	Friend	8	.8	1.2	80.8
	Agency Volunteer	1	.1	.1	81.0
	Paid Worker	11	1.1	1.6	82.6
	No one	118	11.7	17.4	100.0
	Total	678	67.3	100.0	
Missing	System	330	32.7		
Total		1008	100.0		

5. Getting in and out of Bed - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	851	84.4	86.7	86.7
	Minor Difficulty	103	10.2	10.5	97.1
	Serious Difficulty	23	2.3	2.3	99.5
	Unable to do at all	5	.5	.5	100.0
	Total	982	97.4	100.0	
Missing	System	26	2.6		
Total		1008	100.0		

5. Getting in and out of Bed - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	493	48.9	75.4	75.4
	Spouse/Partner	35	3.5	5.4	80.7
	Other Relative	9	.9	1.4	82.1
	Friend	1	.1	.2	82.3
	Agency Volunteer	1	.1	.2	82.4
	Paid Worker	10	1.0	1.5	83.9
	No one	105	10.4	16.1	100.0
	Total	654	64.9	100.0	
Missing	System	354	35.1		
Total		1008	100.0		

6. Getting to the Bathroom - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	885	87.8	90.1	90.1
	Minor Difficulty	77	7.6	7.8	98.0
	Serious Difficulty	14	1.4	1.4	99.4
	Unable to do at all	6	.6	.6	100.0
	Total	982	97.4	100.0	
Missing	System	26	2.6		
Total		1008	100.0		

6. Getting to the Bathroom - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	495	49.1	76.4	76.4
	Spouse/Partner	32	3.2	4.9	81.3
	Other Relative	8	.8	1.2	82.6
	Friend	1	.1	.2	82.7
	Paid Worker	9	.9	1.4	84.1
	No one	103	10.2	15.9	100.0
	Total	648	64.3	100.0	
Missing	System	360	35.7		
Total		1008	100.0		

7. Preparing Meals - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	803	79.7	82.6	82.6
	Minor Difficulty	101	10.0	10.4	93.0
	Serious Difficulty	27	2.7	2.8	95.8
	Unable to do at all	41	4.1	4.2	100.0
	Total	972	96.4	100.0	
Missing	System	36	3.6		
Total		1008	100.0		

7. Preparing Meals - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	424	42.1	62.9	62.9
	Spouse/Partner	109	10.8	16.2	79.1
	Other Relative	32	3.2	4.7	83.8
	Friend	6	.6	.9	84.7
	Paid Worker	20	2.0	3.0	87.7
	No one	83	8.2	12.3	100.0
	Total	674	66.9	100.0	
Missing	System	334	33.1		
Total		1008	100.0		

8. Shopping - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	752	74.6	76.9	76.9
	Minor Difficulty	127	12.6	13.0	89.9
	Serious Difficulty	45	4.5	4.6	94.5
	Unable to do at all	54	5.4	5.5	100.0
	Total	978	97.0	100.0	
Missing	System	30	3.0		
Total		1008	100.0		

8. Shopping - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	405	40.2	59.0	59.0
	Spouse/Partner	109	10.8	15.9	74.9
	Other Relative	60	6.0	8.7	83.7
	Friend	14	1.4	2.0	85.7
	Agency Volunteer	2	.2	.3	86.0
	Paid Worker	15	1.5	2.2	88.2
	No one	81	8.0	11.8	100.0
	Total	686	68.1	100.0	
Missing	System	322	31.9		
Total		1008	100.0		

9. Managing Medication - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	871	86.4	89.0	89.0
	Minor Difficulty	64	6.3	6.5	95.5
	Serious Difficulty	21	2.1	2.1	97.7
	Unable to do at all	23	2.3	2.3	100.0
	Total	979	97.1	100.0	
Missing	System	29	2.9		
Total		1008	100.0		

9. Managing Medication - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	473	46.9	71.2	71.2
	Spouse/Partner	66	6.5	9.9	81.2
	Other Relative	24	2.4	3.6	84.8
	Friend	3	.3	.5	85.2
	Paid Worker	11	1.1	1.7	86.9
	No one	87	8.6	13.1	100.0
	Total	664	65.9	100.0	
Missing	System	344	34.1		
Total		1008	100.0		

10. Managing Money - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	862	85.5	88.4	88.4
	Minor Difficulty	71	7.0	7.3	95.7
	Serious Difficulty	15	1.5	1.5	97.2
	Unable to do at all	27	2.7	2.8	100.0
	Total	975	96.7	100.0	
Missing	System	33	3.3		
Total		1008	100.0		

10. Managing Money - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	461	45.7	69.1	69.1
	Spouse/Partner	77	7.6	11.5	80.7
	Other Relative	33	3.3	4.9	85.6
	Friend	4	.4	.6	86.2
	Paid Worker	4	.4	.6	86.8
	No one	88	8.7	13.2	100.0
	Total	667	66.2	100.0	
Missing	System	341	33.8		
Total		1008	100.0		

11. Using the Telephone - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	888	88.1	90.5	90.5
	Minor Difficulty	58	5.8	5.9	96.4
	Serious Difficulty	25	2.5	2.5	99.0
	Unable to do at all	10	1.0	1.0	100.0
	Total	981	97.3	100.0	
Missing	System	27	2.7		
Total		1008	100.0		

11. Using the Telephone - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	485	48.1	73.7	73.7
	Spouse/Partner	47	4.7	7.1	80.9
	Other Relative	21	2.1	3.2	84.0
	Friend	2	.2	.3	84.3
	Paid Worker	7	.7	1.1	85.4
	No one	96	9.5	14.6	100.0
	Total	658	65.3	100.0	
Missing	System	350	34.7		
Total		1008	100.0		

12. Doing Heavy Housework - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	533	52.9	54.8	54.8
	Minor Difficulty	222	22.0	22.8	77.7
	Serious Difficulty	120	11.9	12.3	90.0
	Unable to do at all	97	9.6	10.0	100.0
	Total	972	96.4	100.0	
Missing	System	36	3.6		
Total		1008	100.0		

12. Doing Heavy Housework - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	323	32.0	44.3	44.3
	Spouse/Partner	146	14.5	20.0	64.3
	Other Relative	69	6.8	9.5	73.8
	Friend	17	1.7	2.3	76.1
	Agency Volunteer	3	.3	.4	76.5
	Paid Worker	88	8.7	12.1	88.6
	No one	83	8.2	11.4	100.0
	Total	729	72.3	100.0	
Missing	System	279	27.7		
Total		1008	100.0		

13. Doing Light Housework - Level of Difficulty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Difficulty	749	74.3	77.3	77.3
	Minor Difficulty	133	13.2	13.7	91.0
	Serious Difficulty	40	4.0	4.1	95.1
	Unable to do at all	47	4.7	4.9	100.0
	Total	969	96.1	100.0	
Missing	System	39	3.9		
Total		1008	100.0		

13. Doing Light Housework - Person who Assists You Most Often

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not need help	397	39.4	58.8	58.8
	Spouse/Partner	106	10.5	15.7	74.5
	Other Relative	35	3.5	5.2	79.7
	Friend	7	.7	1.0	80.7
	Agency Volunteer	4	.4	.6	81.3
	Paid Worker	43	4.3	6.4	87.7
	No one	83	8.2	12.3	100.0
	Total	675	67.0	100.0	
Missing	System	333	33.0		
Total		1008	100.0		

Survey Results

General Issues and Concerns (questions 14-36)
(pages 14-19)

General Issues and Concerns

14. Crime and violence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	418	41.5	43.8	43.8
	Minor Problem	249	24.7	26.1	69.8
	Serious Problem	133	13.2	13.9	83.8
	Very Serious Problem	98	9.7	10.3	94.0
	Not Applicable	57	5.7	6.0	100.0
	Total	955	94.7	100.0	
Missing	System	53	5.3		
Total		1008	100.0		

15. Employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	553	54.9	58.0	58.0
	Minor Problem	61	6.1	6.4	64.4
	Serious Problem	43	4.3	4.5	68.9
	Very Serious Problem	28	2.8	2.9	71.8
	Not Applicable	268	26.5	28.2	100.0
	Total	953	94.6	100.0	
Missing	System	55	5.4		
Total		1008	100.0		

16. Planning for retirement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	504	50.0	53.2	53.2
	Minor Problem	131	13.0	13.8	67.1
	Serious Problem	46	4.6	4.9	71.9
	Very Serious Problem	49	4.9	5.2	77.1
	Not Applicable	217	21.5	22.9	100.0
	Total	947	93.9	100.0	
Missing	System	61	6.1		
Total		1008	100.0		

17. Energy/Utilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	379	37.6	39.2	39.2
	Minor Problem	237	23.5	24.5	63.6
	Serious Problem	153	15.2	15.8	79.4
	Very Serious Problem	167	16.6	17.3	96.7
	Not Applicable	32	3.2	3.3	100.0
	Total	968	96.0	100.0	
Missing	System	40	4.0		
Total		1008	100.0		

18. Obtaining information about services/benefits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	511	50.7	53.1	53.1
	Minor Problem	267	26.5	27.8	80.9
	Serious Problem	76	7.5	7.9	88.8
	Very Serious Problem	37	3.7	3.8	92.6
	Not Applicable	71	7.0	7.4	100.0
	Total	962	95.4	100.0	
Missing	System	46	4.6		
Total		1008	100.0		

19. Receiving services/benefits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	523	51.9	56.2	56.2
	Minor Problem	167	16.6	17.9	74.1
	Serious Problem	44	4.4	4.7	78.8
	Very Serious Problem	51	5.1	5.5	84.3
	Not Applicable	146	14.5	15.7	100.0
	Total	931	92.4	100.0	
Missing	System	77	7.6		
Total		1008	100.0		

20. Obtaining the services of a doctor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	777	77.1	79.6	79.6
	Minor Problem	111	11.0	11.4	91.0
	Serious Problem	36	3.6	3.7	94.7
	Very Serious Problem	28	2.8	2.9	97.5
	Not Applicable	24	2.4	2.5	100.0
	Total	976	96.8	100.0	
Missing	System	32	3.2		
Total		1008	100.0		

21. Health Insurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	672	66.7	68.9	68.9
	Minor Problem	130	12.9	13.3	82.3
	Serious Problem	62	6.2	6.4	88.6
	Very Serious Problem	78	7.7	8.0	96.6
	Not Applicable	33	3.3	3.4	100.0
	Total	975	96.7	100.0	
Missing	System	33	3.3		
Total		1008	100.0		

22. Getting Long Term Care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	416	41.3	45.9	45.9
	Minor Problem	105	10.4	11.6	57.5
	Serious Problem	76	7.5	8.4	65.9
	Very Serious Problem	60	6.0	6.6	72.5
	Not Applicable	249	24.7	27.5	100.0
	Total	906	89.9	100.0	
Missing	System	102	10.1		
Total		1008	100.0		

23. Housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	770	76.4	80.5	80.5
	Minor Problem	41	4.1	4.3	84.8
	Serious Problem	24	2.4	2.5	87.3
	Very Serious Problem	7	.7	.7	88.1
	Not Applicable	114	11.3	11.9	100.0
	Total	956	94.8	100.0	
Missing	System	52	5.2		
Total		1008	100.0		

24. Remaining in your own home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	773	76.7	80.4	80.4
	Minor Problem	53	5.3	5.5	85.9
	Serious Problem	22	2.2	2.3	88.1
	Very Serious Problem	20	2.0	2.1	90.2
	Not Applicable	94	9.3	9.8	100.0
	Total	962	95.4	100.0	
Missing	System	46	4.6		
Total		1008	100.0		

25. Getting Legal Assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	647	64.2	69.6	69.6
	Minor Problem	119	11.8	12.8	82.4
	Serious Problem	38	3.8	4.1	86.5
	Very Serious Problem	24	2.4	2.6	89.0
	Not Applicable	102	10.1	11.0	100.0
	Total	930	92.3	100.0	
Missing	System	78	7.7		
Total		1008	100.0		

26. Age Discrimination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	725	71.9	76.4	76.4
	Minor Problem	95	9.4	10.0	86.4
	Serious Problem	34	3.4	3.6	90.0
	Very Serious Problem	23	2.3	2.4	92.4
	Not Applicable	72	7.1	7.6	100.0
	Total	949	94.1	100.0	
Missing	System	59	5.9		
Total		1008	100.0		

27. Loneliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	704	69.8	72.7	72.7
	Minor Problem	165	16.4	17.0	89.8
	Serious Problem	26	2.6	2.7	92.5
	Very Serious Problem	25	2.5	2.6	95.0
	Not Applicable	48	4.8	5.0	100.0
	Total	968	96.0	100.0	
Missing	System	40	4.0		
Total		1008	100.0		

28. Depression

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	662	65.7	69.2	69.2
	Minor Problem	185	18.4	19.3	88.5
	Serious Problem	43	4.3	4.5	93.0
	Very Serious Problem	24	2.4	2.5	95.5
	Not Applicable	43	4.3	4.5	100.0
	Total	957	94.9	100.0	
Missing	System	51	5.1		
Total		1008	100.0		

29. Having Money to Meet Expenses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	599	59.4	61.9	61.9
	Minor Problem	210	20.8	21.7	83.6
	Serious Problem	75	7.4	7.7	91.3
	Very Serious Problem	56	5.6	5.8	97.1
	Not Applicable	28	2.8	2.9	100.0
	Total	968	96.0	100.0	
Missing	System	40	4.0		
Total		1008	100.0		

30. Getting Sufficient Food

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	845	83.8	87.5	87.5
	Minor Problem	64	6.3	6.6	94.1
	Serious Problem	20	2.0	2.1	96.2
	Very Serious Problem	4	.4	.4	96.6
	Not Applicable	33	3.3	3.4	100.0
	Total	966	95.8	100.0	
Missing	System	42	4.2		
Total		1008	100.0		

31a. Taking Care of Another Person (under 18)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	342	33.9	39.9	39.9
	Minor Problem	34	3.4	4.0	43.9
	Serious Problem	12	1.2	1.4	45.3
	Very Serious Problem	5	.5	.6	45.9
	Not Applicable	464	46.0	54.1	100.0
	Total	857	85.0	100.0	
Missing	System	151	15.0		
Total		1008	100.0		

31b. Taking Care of Another Person (adult)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	314	31.2	41.2	41.2
	Minor Problem	59	5.9	7.7	48.9
	Serious Problem	18	1.8	2.4	51.2
	Very Serious Problem	11	1.1	1.4	52.7
	Not Applicable	361	35.8	47.3	100.0
	Total	763	75.7	100.0	
Missing	System	245	24.3		
Total		1008	100.0		

32. Transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	795	78.9	82.2	82.2
	Minor Problem	92	9.1	9.5	91.7
	Serious Problem	21	2.1	2.2	93.9
	Very Serious Problem	16	1.6	1.7	95.6
	Not Applicable	43	4.3	4.4	100.0
	Total	967	95.9	100.0	
Missing	System	41	4.1		
Total		1008	100.0		

33. Avoiding Fraud

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	721	71.5	76.5	76.5
	Minor Problem	107	10.6	11.3	87.8
	Serious Problem	19	1.9	2.0	89.8
	Very Serious Problem	26	2.6	2.8	92.6
	Not Applicable	70	6.9	7.4	100.0
	Total	943	93.6	100.0	
Missing	System	65	6.4		
Total		1008	100.0		

34. Isolation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	771	76.5	81.8	81.8
	Minor Problem	75	7.4	8.0	89.7
	Serious Problem	13	1.3	1.4	91.1
	Very Serious Problem	14	1.4	1.5	92.6
	Not Applicable	70	6.9	7.4	100.0
	Total	943	93.6	100.0	
Missing	System	65	6.4		
Total		1008	100.0		

35. Accidents in the Home (i.e. falling)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	730	72.4	75.5	75.5
	Minor Problem	147	14.6	15.2	90.7
	Serious Problem	26	2.6	2.7	93.4
	Very Serious Problem	15	1.5	1.6	94.9
	Not Applicable	49	4.9	5.1	100.0
	Total	967	95.9	100.0	
Missing	System	41	4.1		
Total		1008	100.0		

36. Physical, Emotional and/or Financial Abuse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a Problem	804	79.8	84.8	84.8
	Minor Problem	48	4.8	5.1	89.9
	Serious Problem	11	1.1	1.2	91.0
	Very Serious Problem	9	.9	.9	92.0
	Not Applicable	76	7.5	8.0	100.0
	Total	948	94.0	100.0	
Missing	System	60	6.0		
Total		1008	100.0		

Survey Results

How Community Agencies Could Serve your Needs Better
(Open-ended Responses to question 37)
(pages 21-29)

ALL COMMENTS BY CATEGORY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	General	46	15.6	15.6	15.6
	Agency Related	45	15.3	15.3	30.8
	Obtaining Information about Senior Services	40	13.6	13.6	44.4
	Income / Expense	26	8.8	8.8	53.2
	Medical / Health Services	23	7.8	7.8	61.0
	Energy / Utilities	19	6.4	6.4	67.5
	Housing	18	6.1	6.1	73.6
	Health Insurance	17	5.8	5.8	79.3
	Transportation	16	5.4	5.4	84.7
	Law Enforcement	13	4.4	4.4	89.2
	Social Interaction	11	3.7	3.7	92.9
	Employment	6	2.0	2.0	94.9
	Government / Political	6	2.0	2.0	96.9
	Legal Aid	6	2.0	2.0	99.0
	Discrimination	3	1.0	1.0	100.0
	Total	295	100.0	100.0	

ALL COMMENTS IN DESCENDING ORDER

Comment

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Things are going well/no problems	46	15.6	15.6	15.6
Cannot meet expenses with current low income	15	5.1	5.1	20.7
Do not use agency services	14	4.7	4.7	25.4
Need to lower my energy/utility bills	13	4.4	4.4	29.8
Have concern for long term care/assistance	12	4.1	4.1	33.9
Need less expensive/subsidized insurance	11	3.7	3.7	37.6
Need more/better info. about senior services	11	3.7	3.7	41.4
Need better/more police/sheriff protection	9	3.1	3.1	44.4
Need to improve/expand local public transportation	9	3.1	3.1	47.5
Use mailers/magazines/newsletters/TV/radio to provide info.	8	2.7	2.7	50.2
Need to know where to call for senior services info.	7	2.4	2.4	52.5
Use newspaper ads (senior section) to provide service info.	6	2.0	2.0	54.6
Concerned about energy crisis	5	1.7	1.7	56.3
Need housekeeping/handyman services	5	1.7	1.7	58.0
Agencies need competent/effective staff	4	1.4	1.4	59.3
OTHER agency related comments	4	1.4	1.4	60.7
Need help finding/getting jobs	4	1.4	1.4	62.0
Need qualified/honest housekeeping/handyman services	4	1.4	1.4	63.4
Have never sought agency information	4	1.4	1.4	64.7
Need more social activities for seniors	4	1.4	1.4	66.1
Need senior centers/communities/day use buildings	4	1.4	1.4	67.5
Need transportation services for appointments and errands	4	1.4	1.4	68.8
Agencies need to expand services to outlying communities	4	1.4	1.4	70.2
Have never sought agency information	4	1.4	1.4	71.5
Need info. on medicare and supplemental insurance	3	1.0	1.0	72.5
Need financial help to maintain home	3	1.0	1.0	73.6
Need reasonably priced retirement housing	3	1.0	1.0	74.6
I/We have SSI issues	3	1.0	1.0	75.6
Need to keep the cost of living down	3	1.0	1.0	76.6
Need legal assistance at moderate costs	3	1.0	1.0	77.6
Need temporary in-home caretakers	3	1.0	1.0	78.6
Need specific info. on agency services	3	1.0	1.0	79.7
Need companionship	3	1.0	1.0	80.7
Agencies need personable/empathetic staff	2	.7	.7	81.4
Agencies need to do more surveys of senior needs	2	.7	.7	82.0
Agencies need better availability of staff	2	.7	.7	82.7
Agencies need to provide help with paper work	2	.7	.7	83.4

Comment

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Concerned about crime and violence	2	.7	.7	84.1
Need streets to be in better repair	2	.7	.7	84.7
Need watch groups over insurance companys/costs	2	.7	.7	85.4
Taxes are too high	2	.7	.7	86.1
OTHER income/expense related comments	2	.7	.7	86.8
OTHER legal aid related comments	2	.7	.7	87.5
Need expanded medical services	2	.7	.7	88.1
Need better medical services for debilitating illnesses	2	.7	.7	88.8
Need full time in-home caretakers	2	.7	.7	89.5
Organize senior info. in telephone book better	2	.7	.7	90.2
OTHER transportation related comments	2	.7	.7	90.8
Agencies need to provide more senior services	2	.7	.7	91.5
Agencies need to use funding better	1	.3	.3	91.9
Agencies need to get rid of temporary companies	1	.3	.3	92.2
Need tougher crime laws	1	.3	.3	92.5
Need self defense training	1	.3	.3	92.9
Experiencing age discrimination	1	.3	.3	93.2
Experiencing vetran discrimination	1	.3	.3	93.6
Need better handicapped accessibility	1	.3	.3	93.9
Pay wages are too low	1	.3	.3	94.2
Need better benefits at place of employment	1	.3	.3	94.6
Need to stop phone companies from "jamming"	1	.3	.3	94.9
Need cleaner air/reduced pollution	1	.3	.3	95.3
Want legislation to assign child support to grandparents	1	.3	.3	95.6
Would like to obtain food stamps for grandchildren	1	.3	.3	95.9
Lawmakers are out of touch with the needs of seniors	1	.3	.3	96.3
Need long term care insurance	1	.3	.3	96.6
Want a gated senior community	1	.3	.3	96.9
Want graduated senior housing	1	.3	.3	97.3
Need affordable housekeeping/handyman services	1	.3	.3	97.6
Need financial help with food and sundries	1	.3	.3	98.0
Need qualified physicians	1	.3	.3	98.3
Have problems getting drugs/medication	1	.3	.3	98.6
Need a local VA hospital	1	.3	.3	99.0
There is too much traffic	1	.3	.3	99.3
Need better food and clothing services	1	.3	.3	99.7
Agencies need to provide more bilingual outreach workers	1	.3	.3	100.0
Total	295	100.0	100.0	

ALL COMMENTS - CERES

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Need to improve/expand local public transportation	3	13.6	13.6	13.6
Need help finding/getting jobs	2	9.1	9.1	22.7
Cannot meet expenses with current low income	2	9.1	9.1	31.8
Agencies need to get rid of temporary companies	1	4.5	4.5	36.4
Do not use agency services	1	4.5	4.5	40.9
Need better/more police/sheriff protection	1	4.5	4.5	45.5
Experiencing age discrimination	1	4.5	4.5	50.0
Need to lower my energy/utility bills	1	4.5	4.5	54.5
Need to stop phone companies from "jamming"	1	4.5	4.5	59.1
Need less expensive/subsidized insurance	1	4.5	4.5	63.6
Need watch groups over insurance companys/costs	1	4.5	4.5	68.2
Need qualified/honest housekeeping/handyman services	1	4.5	4.5	72.7
Need financial help to maintain home	1	4.5	4.5	77.3
Need better medical services for debilitating illnesses	1	4.5	4.5	81.8
Have concern for long term care/assistance	1	4.5	4.5	86.4
Need a local VA hospital	1	4.5	4.5	90.9
OTHER transportation related comments	1	4.5	4.5	95.5
Things are going well/no problems	1	4.5	4.5	100.0
Total	22	100.0	100.0	

ALL COMMENTS - NEWMAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Have concern for long term care/assistance	2	18.2	18.2	18.2
Need more social activities for seniors	2	18.2	18.2	36.4
Need qualified/honest housekeeping/handyman services	1	9.1	9.1	45.5
I/We have SSI issues	1	9.1	9.1	54.5
Need to keep the cost of living down	1	9.1	9.1	63.6
Use newspaper ads (senior section) to provide service info.	1	9.1	9.1	72.7
Need to improve/expand local public transportation	1	9.1	9.1	81.8
Things are going well/no problems	1	9.1	9.1	90.9
Agencies need to expand services to outlying communities	1	9.1	9.1	100.0
Total	11	100.0	100.0	

ALL COMMENTS - RIVERBANK

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Need to lower my energy/utility bills	2	13.3	13.3	13.3
Can't meet expenses with current low income	2	13.3	13.3	26.7
Things are going well/no problems	2	13.3	13.3	40.0
Agencies need competent/effective staff	1	6.7	6.7	46.7
Agencies need better availability of staff	1	6.7	6.7	53.3
Do not use agency services	1	6.7	6.7	60.0
Want graduated senior housing	1	6.7	6.7	66.7
Need housekeeping/handyman services	1	6.7	6.7	73.3
Need financial help to maintain home	1	6.7	6.7	80.0
Need specific info. on agency services	1	6.7	6.7	86.7
Need companionship	1	6.7	6.7	93.3
Need to improve/expand local public transportation	1	6.7	6.7	100.0
Total	15	100.0	100.0	

ALL COMMENTS - HUGHSON

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Things are going well/no problems	2	50.0	50.0	50.0
Do not use agency services	1	25.0	25.0	75.0
Have concern for long term care/assistance	1	25.0	25.0	100.0
Total	4	100.0	100.0	

ALL COMMENTS - OAKDALE

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Use mailers/magazines/newsletters/TV/radio to provide info.	2	15.4	15.4	15.4
Things are going well/no problems	2	15.4	15.4	30.8
Need to lower my energy/utility bills	1	7.7	7.7	38.5
Taxes are too high	1	7.7	7.7	46.2
Cannot meet expenses with current low income	1	7.7	7.7	53.8
Need full time in-home caretakers	1	7.7	7.7	61.5
Use newspaper ads (senior section) to provide service info.	1	7.7	7.7	69.2
Need more social activities for seniors	1	7.7	7.7	76.9
Need senior centers/communities/day use buildings	1	7.7	7.7	84.6
Need transportation services for appointments and errands	1	7.7	7.7	92.3
Agencies need to expand services to outlying communities	1	7.7	7.7	100.0
Total	13	100.0	100.0	

ALL COMMENTS - TURLOCK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Things are going well/no problems	4	12.9	12.9	12.9
	Do not use agency services	3	9.7	9.7	22.6
	Need less expensive/subsidized insurance	3	9.7	9.7	32.3
	Need more/better info. about senior services	3	9.7	9.7	41.9
	Need to lower my energy/utility bills	2	6.5	6.5	48.4
	Can't meet expenses with current low income	2	6.5	6.5	54.8
	Need to know where to call for senior services info.	2	6.5	6.5	61.3
	Need to improve/expand local public transportation	2	6.5	6.5	67.7
	Have never sought agency information	2	6.5	6.5	74.2
	Agencies need personable/empathetic staff	1	3.2	3.2	77.4
	Need better/more police/sheriff protection	1	3.2	3.2	80.6
	Concerned about energy crisis	1	3.2	3.2	83.9
	Need housekeeping/handyman services	1	3.2	3.2	87.1
	Need qualified/honest housekeeping/handyman services	1	3.2	3.2	90.3
	Have concern for long term care/assistance	1	3.2	3.2	93.5
	Need companionship	1	3.2	3.2	96.8
	Need better food and clothing services	1	3.2	3.2	100.0
	Total	31	100.0	100.0	

ALL COMMENTS - PATTERSON

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Need senior centers/communities/day use buildings	2	22.2	22.2	22.2
	Things are going well/no problems	2	22.2	22.2	44.4
	Need to lower my energy/utility bills	1	11.1	11.1	55.6
	Need reasonably priced retirement housing	1	11.1	11.1	66.7
	Have concern for long term care/assistance	1	11.1	11.1	77.8
	Organize senior info. in telephone book better	1	11.1	11.1	88.9
	Agencies need to provide more senior services	1	11.1	11.1	100.0
	Total	9	100.0	100.0	

ALL COMMENTS - WATERFORD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Things are going well/no problems	3	50.0	50.0	50.0
	Need better/more police/sheriff protection	1	16.7	16.7	66.7
	Cannot meet expenses with current low income	1	16.7	16.7	83.3
	Have never sought agency information	1	16.7	16.7	100.0
	Total	6	100.0	100.0	

ALL COMMENTS - MODESTO

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Things are going well/no problems	28	18.2	18.2	18.2
Do not use agency services	7	4.5	4.5	22.7
Need less expensive/subsidized insurance	7	4.5	4.5	27.3
Need better/more police/sheriff protection	6	3.9	3.9	31.2
Have concern for long term care/assistance	6	3.9	3.9	35.1
Need more/better info. about senior services	6	3.9	3.9	39.0
Can't meet expenses with current low income	5	3.2	3.2	42.2
Concerned about energy crisis	4	2.6	2.6	44.8
Need to know where to call for senior services info.	4	2.6	2.6	47.4
Use newspaper ads (senior section) to provide service info.	4	2.6	2.6	50.0
Use mailers/magazines/newsletters/TV/radio to provide info.	4	2.6	2.6	52.6
Agencies need competent/effective staff	3	1.9	1.9	54.5
Need to lower my energy/utility bills	3	1.9	1.9	56.5
Need info. on medicare and supplemental insurance	3	1.9	1.9	58.4
Need legal assistance at moderate costs	3	1.9	1.9	60.4
Need temporary in-home caretakers	3	1.9	1.9	62.3
Agencies need to do more surveys of senior needs	2	1.3	1.3	63.6
Agencies need to provide help with paper work	2	1.3	1.3	64.9
OTHER agency related comments	2	1.3	1.3	66.2
Need streets to be in better repair	2	1.3	1.3	67.5
Need housekeeping/handyman services	2	1.3	1.3	68.8
Need reasonably priced retirement housing	2	1.3	1.3	70.1
I/We have SSI issues	2	1.3	1.3	71.4
OTHER income/expense related comments	2	1.3	1.3	72.7
OTHER legal aid related comments	2	1.3	1.3	74.0
Need expanded medical services	2	1.3	1.3	75.3
Need specific info. on agency services	2	1.3	1.3	76.6
Have never sought agency information	2	1.3	1.3	77.9
Need transportation services for appointments and errands	2	1.3	1.3	79.2
Have never sought agency information	2	1.3	1.3	80.5
Agencies need personable/empathetic staff	1	.6	.6	81.2
Agencies need to use funding better	1	.6	.6	81.8
Agencies need better availability of staff	1	.6	.6	82.5
Need tougher crime laws	1	.6	.6	83.1
Need self defense training	1	.6	.6	83.8
Concerned about crime and violence	1	.6	.6	84.4
Experiencing vetran discrimination	1	.6	.6	85.1
Need better handicapped accessibility	1	.6	.6	85.7
Need help finding/getting jobs	1	.6	.6	86.4
Pay wages are too low	1	.6	.6	87.0
Need better benefits at place of employment	1	.6	.6	87.7
Need cleaner air/reduced pollution	1	.6	.6	88.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Want legislation to assign child support to grandparents	1	.6	.6	89.0
Lawmakers are out of touch with our needs	1	.6	.6	89.6
Need watch groups over insurance companys/costs	1	.6	.6	90.3
Want a gated senior community	1	.6	.6	90.9
Need qualified/honest housekeeping/handman services	1	.6	.6	91.6
Need affordable housekeeping/handyman services	1	.6	.6	92.2
Need financial help to maintain home	1	.6	.6	92.9
Need qualified physicians	1	.6	.6	93.5
Need better medical services for debilitating illnesses	1	.6	.6	94.2
Organize senior info. in telephone book better	1	.6	.6	94.8
Need more social activities for seniors	1	.6	.6	95.5
Need senior centers/communities/day use buildings	1	.6	.6	96.1
Need companionship	1	.6	.6	96.8
Need to improve/expand local public transportation	1	.6	.6	97.4
There is too much traffic	1	.6	.6	98.1
OTHER transportation related comments	1	.6	.6	98.7
Agencies need to provide more bilingual outreach workers	1	.6	.6	99.4
Agencies need to provide more senior services	1	.6	.6	100.0
Total	154	100.0	100.0	

ALL COMMENTS - "OTHER" CITIES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Need to lower my energy/utility bills	3	10.3	10.3	10.3
	OTHER agency related comments	2	6.9	6.9	17.2
	Need to keep the cost of living down	2	6.9	6.9	24.1
	Cannot meet expenses with current low income	2	6.9	6.9	31.0
	Need more/better info. about senior services	2	6.9	6.9	37.9
	Use mailers/magazines/newsletters/TV/radio to provide info.	2	6.9	6.9	44.8
	Agencies need to expand services to outlying communities	2	6.9	6.9	51.7
	Do not use agency services	1	3.4	3.4	55.2
	Concerned about crime and violence	1	3.4	3.4	58.6
	Need help finding/getting jobs	1	3.4	3.4	62.1
	Need long term care insurance	1	3.4	3.4	65.5
	Need housekeeping/handyman services	1	3.4	3.4	69.0
	Taxes are too high	1	3.4	3.4	72.4
	Need financial help with food and sundries	1	3.4	3.4	75.9
	Have problems getting drugs/medication	1	3.4	3.4	79.3
	Need full time in-home caretakers	1	3.4	3.4	82.8
	Need to know where to call for senior services info.	1	3.4	3.4	86.2
	Have never sought agency information	1	3.4	3.4	89.7
	Need transportation services for appointments and errands	1	3.4	3.4	93.1
	Need to improve/expand local public transportation	1	3.4	3.4	96.6
	Things are going well/no problems	1	3.4	3.4	100.0
	Total	29	100.0	100.0	

ALL COMMENTS - NO CITY IDENTIFIED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Would like to obtain food stamps for grandchildren	1	100.0	100.0	100.0

Survey Results

How you Receive Information about Senior Services
(questions 38-39)
(page 31)

Information about Senior Services

38. Three ways you obtain information about Senior programs/services

		Frequency	Percent	Valid Percent
Valid	Spouse/Family member	332.00	11.0	14.8
	Television/Radio	455	15.1	20.3
	Newspaper/Magazines	607	20.1	27.1
	Telephone book	215	7.1	9.6
	Health Center/Hospital	157	5.2	7.0
	Senior Center	101	3.3	4.5
	Senior Info/Referral Phone	42	1.4	1.9
	Religious Organizations	120	3.9	5.4
	Club/Organization or group you belong to	103	3.4	4.6
	Other** (see chart below)	108	3.6	4.8
	Total	2240	74.1	100.0
Missing	System	784	25.9	
Total		3024	100.0	

** "Other" comments given for question 38

		Frequency	Valid Percent	Cumulative Percent
Valid	Receive information from friends/neighbors	31	29.8	29.8
	Do not use/never looked for/do not know about senior info.	26	25.0	54.8
	Receive no information	24	23.1	77.9
	OTHER ways of receiving senior information	8	7.7	85.6
	Receive information through direct mail	5	4.8	90.4
	Receive information through the computer/internet	4	3.8	94.2
	Receive information from the doctor	3	2.9	97.1
	Receive information from senior orginazations/clubs	1	1.0	98.1
	Receive information from the military	1	1.0	99.0
	Receive information from senior residence where I live	1	1.0	100.0
	Total	104	100.0	

39. How difficult is it for you to get information on Senior services because of language?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Difficult	824	81.7	95.8	95.8
	Somewhat Difficult	24	2.4	2.8	98.6
	Very Difficult	12	1.2	1.4	100.0
	Total	860	85.3	100.0	
Missing	System	148	14.7		
Total		1008	100.0		

Survey Results

General Demographic Information of Survey Respondents
(questions 40-54)
(pages 33-37)

General Information: Demographic Breakdown of Respondents

40. Age of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	55-59 years	206	20.4	20.5	20.5
	60-64 years	203	20.1	20.2	40.6
	65-74 years	275	27.3	27.3	67.9
	75-84 years	226	22.4	22.4	90.4
	85+ years	97	9.6	9.6	100.0
	Total	1007	99.9	100.0	
Missing	System	1	.1		
Total		1008	100.0		

41. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	434	43.1	46.4	46.4
	Female	501	49.7	53.6	100.0
	Total	935	92.8	100.0	
Missing	System	73	7.2		
Total		1008	100.0		

42. Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	624	61.9	62.4	62.4
	Never Married	31	3.1	3.1	65.5
	Divorced	112	11.1	11.2	76.7
	Separated	9	.9	.9	77.6
	Widowed	220	21.8	22.0	99.6
	Other	4	.4	.4	100.0
	Total	1000	99.2	100.0	
Missing	System	8	.8		
Total		1008	100.0		

43. Your 2000 monthly income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married \$0-\$938	45	4.5	5.0	5.0
	Married \$939-1172	66	6.5	7.3	12.3
	Married \$1173 and above	464	46.0	51.3	63.6
	Single \$0-696	37	3.7	4.1	67.7
	Single \$697-\$749	31	3.1	3.4	71.1
	Single \$750 and above	261	25.9	28.9	100.0
	Total	904	89.7	100.0	
Missing	System	104	10.3		
Total		1008	100.0		

44. Do you receive SSI/SSP?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	233	23.1	24.9	24.9
	No	702	69.6	75.1	100.0
	Total	935	92.8	100.0	
Missing	System	73	7.2		
Total		1008	100.0		

45. Are you a Veteran?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	283	28.1	29.4	29.4
	No	681	67.6	70.6	100.0
	Total	964	95.6	100.0	
Missing	System	44	4.4		
Total		1008	100.0		

46. Educational Attainment (highest level completed)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-8th grade	103	10.2	10.5	10.5
	9-12th grade	329	32.6	33.4	43.9
	Some College	328	32.5	33.3	77.2
	College Graduate	126	12.5	12.8	90.0
	Professional/Graduate Degree	98	9.7	10.0	100.0
	Total	984	97.6	100.0	
Missing	System	24	2.4		
Total		1008	100.0		

47. Primary Language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	952	94.4	96.4	96.4
	Spanish	28	2.8	2.8	99.2
	Other	8	.8	.8	100.0
	Total	988	98.0	100.0	
Missing	System	20	2.0		
Total		1008	100.0		

48. Ethnic Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Indian	26	2.6	2.7	2.7
	Asian/Pacific Islander	15	1.5	1.5	4.2
	Black/African American	6	.6	.6	4.8
	Hispanic	48	4.8	4.9	9.7
	White/Caucasian	860	85.3	88.1	97.8
	Other	21	2.1	2.2	100.0
	Total	976	96.9	100.0	
Missing	System	32	3.1		
Total		1008	100.0		

49. Town/City in which you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ceres	81	8.0	8.1	8.1
	Newman	35	3.5	3.5	11.6
	Riverbank	64	6.3	6.4	18.0
	Hughson	27	2.7	2.7	20.7
	Oakdale	52	5.2	5.2	25.9
	Turlock	142	14.1	14.2	40.1
	Modesto	440	43.7	44.0	84.2
	Patterson	46	4.6	4.6	88.8
	Waterford	25	2.5	2.5	91.3
	Other	87	8.6	8.7	100.0
	Total	999	99.1	100.0	
Missing	System	9	.9		
Total		1008	100.0		

50. Living Arrangements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Live alone	266	26.4	26.8	26.8
	Live with spouse/significant other	628	62.3	63.2	89.9
	Live with children	56	5.6	5.6	95.6
	Live with other relatives	21	2.1	2.1	97.7
	Live with non-relatives	13	1.3	1.3	99.0
	Live with caretaker	10	1.0	1.0	100.0
	Total	994	98.6	100.0	
Missing	System	14	1.4		
Total		1008	100.0		

51. Living Quarters

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single family home	859	85.2	85.8	85.8
	Condo/townhouse/duplex	19	1.9	1.9	87.7
	Apartment	35	3.5	3.5	91.2
	Mobile home/trailer	61	6.1	6.1	97.3
	Boarding house	1	.1	.1	97.4
	Residential care	14	1.4	1.4	98.8
	Assisted living	9	.9	.9	99.7
	Other	3	.3	.3	100.0
	Total	1001	99.3	100.0	
Missing	System	7	.7		
Total		1008	100.0		

52. Is public transportation accessible where you currently live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	653	64.8	69.6	69.6
	No	285	28.3	30.4	100.0
	Total	938	93.1	100.0	
Missing	System	70	6.9		
Total		1008	100.0		

53. Your most often used form of transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Your own car	869	86.2	89.9	89.9
	With relatives	52	5.2	5.4	95.2
	With friends	17	1.7	1.8	97.0
	Senior bus	8	.8	.8	97.8
	Taxi	2	.2	.2	98.0
	Public transportation	8	.8	.8	98.9
	Dial-A-Ride	3	.3	.3	99.2
	Walk	2	.2	.2	99.4
	Other	6	.6	.6	100.0
	Total	967	95.9	100.0	
Missing	System	41	4.1		
Total		1008	100.0		

54. How often do you participate in some form of regular exercise? (Consider "exercise" to be any physical activity done for the purpose of improving or maintaining health.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do not exercise	172	17.1	17.3	17.3
	Every day	260	25.8	26.1	43.4
	A few times each week	289	28.7	29.0	72.5
	Once a week	36	3.6	3.6	76.1
	Occasionally	202	20.0	20.3	96.4
	Other	36	3.6	3.6	100.0
	Total	995	98.7	100.0	
Missing	System	13	1.3		
Total		1008	100.0		