

# AGENCY ON AGING AREA 4

Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

A full year of operating during a pandemic truly stretched our agency and staff in new and meaningful ways. The single accomplishment that I am most proud of is AAA4's response to the Pandemic. Our staff stretched and extended in ways we didn't know we could. I believe the remarkable strength of our staff and the organizational strength of our Agency were highlighted. Our many additional nutrition programs funded with emergency COVID 19 funding, kept staff working intensely doing work we have never done before.

Our partnerships, of which we have many, strengthened and we developed many new partners in our efforts to meet the needs of the older adults in our seven county region. For instance, working with Sacramento County staff to develop and fund our Dine at Home Sacramento program was deeply satisfying. Altogether, our COVID related nutrition programs served 1,800 unduplicated clients in the last few months of FY 2019-2020 and the full year of FY 2020-2021.

During this challenging time we held a major Request for Proposals (RFP) completely online. Not only did the process need to be reinvented, but we were examining applications with newly adapted programs, many of which were far from traditional. The entire process required a new way of looking at programs, service delivery and how to measure success.

Of course our plans and goals for Fiscal Year 2020-2021 changed as we pivoted to meet the needs of the community. Our expanded office space continued to be used sparsely as our office remained closed. While we have adapted to a new way of doing business, it remains unclear what will come next as we update our strategic plan and begin the work of reopening the office. The pandemic has clearly taught us that we can continue to support our Funded Partners and provide services that keep people safe in their environment, even during a world wide pandemic.



*Pamela Miller*  
Executive Director

## 2020-2021 Annual Report



### *Our Mission:*

**Creating and supporting  
OPPORTUNITIES**

that **ENHANCE** the lives of  
**older adults and their families**  
to be **SAFE,**  
**HEALTHY,**  
and **INDEPENDENT**

### *Our Vision:*

That **EVERY older adult** in our region  
have **OPTIONS** that assist them to  
**live longer,**  
**live safely, and**  
**live well**  
in the **ENVIRONMENT** of their **CHOICE**

# Agency on Aging \ Area 4

## Out of Many Counties, One Agency

Agency on Aging \ Area 4 encompasses a large segment of California that is both geographically and socially diverse. It is a collection of sparsely, moderately and heavily populated counties, but each one has near equal voice in the governance of the whole. In this regard, AAA4 essentially acts as an alliance between seven independent jurisdictions. While the Department of Aging may see us as a singular homogenous entity, we see ourselves as a compilation of seven individual counties. The County Supervisors who drafted **AAA4's Joint Powers Agreement (JPA)** in 1984 were very concerned about local control; surely, it was their utmost concern. Our Governing Board was intentionally designed to prevent the larger counties from dominating the smaller ones. The board has 17 members. Sacramento County has five seats; each of the other counties have two seats. Even when Placer and Sacramento stand together on an issue, their seven votes do not comprise a majority. They believed in sharing power equitably, and they understood the usefulness of economy of scale.

Over the years there have been many challenges faced by our agency. During the recession there were dramatic

funding cuts at a time when the population and the needs of older adults were only growing. AAA4 responded by increasing efficiencies, analyzing and keeping the services that had the largest impact and streamlining services wherever possible. Later as we worked to develop one of the state's first Aging and Disability Resource Connections (ADRC) in Nevada County we began to implement a No Wrong Door service model. This process has continued and accelerated as funding for ADRCs has become available.

Of course, most recently, our challenge has been responding to the Covid-19 Pandemic while working from home. This process has brought us to a whole new level of collaboration and partnership as we worked with unprecedented intensity to meet the needs of older adults sheltering in place. Then in January of 2021 Governor Newsom released California's first **Master Plan on Aging** which has brought new energy and focus on improving services for Older Californians. Animated conversations about Hub and Spokes and No Wrong Door models of service have become part of the lexicon as we strive to meet the needs of older adults in our community.

## Our 7 County Service Region: 60+ Population in 2020-21

Total State 60+ Population	8,620,949
Agency on Aging\Area 4 60+ Population	6.3%
60+ Populations by County:	
Nevada County	36,661
Placer County	107,029
Sacramento County	327,733
Sierra County	1,332
Sutter County	22,564
Yolo County	40,207
Yuba County	14,552
Total 60+ Population in Service Region	550,078



Data taken from 2021 California Department of Aging Population Projections.

# The Governing Board and Advisory Council

Our organizational structure consists of our Governing Board, the Advisory Council and staff. Each Area Agency on Aging has a unique community they serve and have developed slightly differently systems of governance. AAA4 is comprised of seven counties and great care was taken to be sure our governance fairly represents the communities we serve. The Aging Services Network that we work within is shown on the next page; however, what is difficult to conceptualize is the vast number of community organizations, Independent Living Centers, County staff and businesses that we work with regularly. During the pandemic these relationships have grown and strengthened. AAA4 staff, Board Members and Advisory Council Members have all actively worked to ensure our agency continues, even during these challenging times, to support our mission to create and support opportunities that enhance the lives of older adults and their families to be safe, healthy and independent.

## 2020/2021 GOVERNING BOARD

**Nevada County:** Supervisor Heidi Hall

*Alternate:* Supervisor Richard Anderson

Supervisor Ed Scofield

*Alternate:* Supervisor Hardy Bullock

Andrew Burton *Chair 2020 & 2021*

**Placer County:** Robin Jordan

Meghan Rose

*Alternate:* Supervisor Jim Holmes

**Sacramento County:** Supervisor Phil Serna

*Alternate:* Maxine Milner Krugman

Supervisor Susan Peters

Supervisor Rich Desmond

*Alternate:* Carl Burton

Supervisor Don Nottoli

Supervisor Patrick Kennedy

*Alternate:* Miko Sawamura

Supervisor Sue Frost

*Alternate:* Felicia Bhe

**Sierra County:** Supervisor Lee Adams

Supervisor Sharon Dryden

*Alternate:* Supervisor Jim Beard

*Alternate:* Supervisor Terry LeBlanc

**Sutter County:** Supervisor Mat Conant

Supervisor Karm Bains

*Alternate:* Tonya Beebe

Becky Bowen

**Yolo County:** Supervisor Jim Provenza

*Alternate:* Dr. Sheila Allen

*Alternate:* Patti Huston

Nancy Pennebaker

**Yuba County:** Supervisor Mike Leahy

Supervisor Don Blaser

*Alternate:* Doug Lofton

*Alternate:* Supervisor Seth Fuhrer

Chris Parent, *Chair*

## 2020/2021 ADVISORY COUNCIL

**Nevada County:**

Janeth Marroletti

**Placer County:**

Gloria Plasencia

David Wiltsee

Jim Williams

Meghan Rose

**Sacramento County:**

Lola Young

Dr. Catheryn Koss, *Chair 2020*

April Carni

**Sierra County:**

Vacant

**Sutter County:**

Tanna Thomas

Pam Epley *Chair, Chair 2021*

Gurprit Singh Baines

**Yolo County:**

Charlotte Dorsey

Lydia Bourne

Elizabeth Yeh

Terry Kelley

**Yuba County:**

Gayle Diemond

Debbie Panteloglew

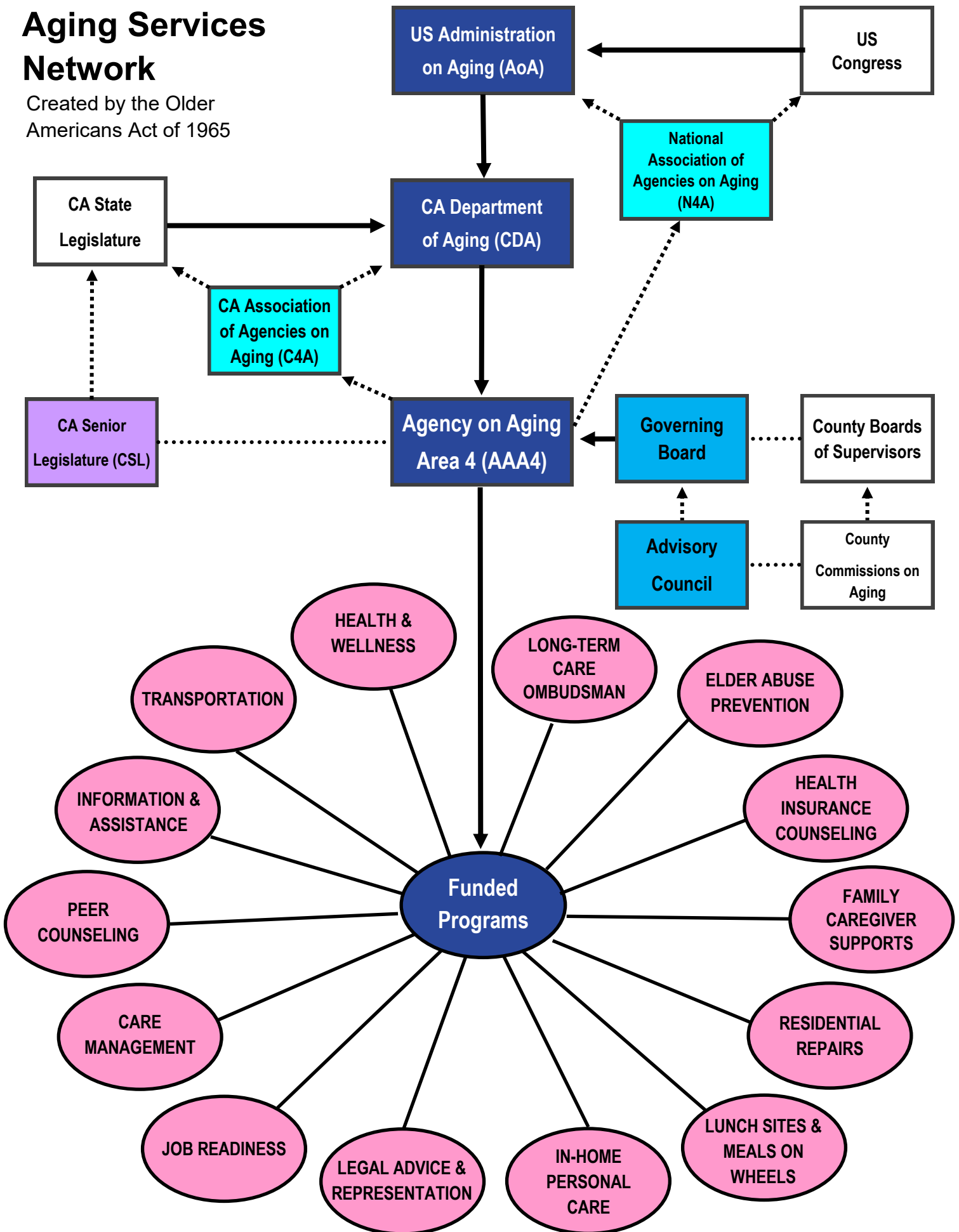
**Members At-Large:**

Claire Buckley

Wallace Pearce

# Aging Services Network

Created by the Older Americans Act of 1965



## 2019-2021 Revenues and Expenses

Without a strong fiscal house and adequate funding to support the lofty endeavors of a creative, collaborative staff very little can be accomplished. Particularly at the levels shown this last fiscal year. Please note the increases of funding from 2019 to 2020 in the 'other funds' section. This includes additional COVID funding and funding from the county of Sacramento for our Dine at Home Sacramento program as well a number of additional grants.

REVENUE	2019-2020	2020-2021	Percentage (of Revenue)	Percentage (+/- from 19-20)
Federal Funds	\$9,523,900	\$8,881,518	43.4%	-6.7%
State Funds	2,321,679	3,226,890	15.8%	39.0%
County Match	571,141	605,086	3%	5.9%
Other Funds (Primarily DAHS)	122,471	7,747,659	37.9%	6,226.1%
<i>Total</i>	<i>\$12,539,191</i>	<i>\$20,461,153</i>	<i>100.0%</i>	<i>63.2%</i>
EXPENSE	2019-2020	2020-2021	Percentage (of Revenue)	Percentage (+/- from 19-20)
Administration (OAA Only)	\$1,340,756	\$1,314,336	6.4%	- 2.0%
Nutrition	5,561,290	13,331,594	65.2%	139.7%
Support Services	2,560,684	2,030,077	9.9%	- 20.7%
Ombudsman/Elder Abuse Prevention	828,963	1,128,691	5.5%	36.2%
Caregiver Services	1,078,243	1,117,020	5.5%	3.6%
HICAP	608,083	666,572	3.3%	9.6%
ADRCs	65,549	532,465	2.6%	712.3%
CalFresh (SNAP-Ed)	141,129	129,818	0.6%	- 8.0%
CalFresh Expansion (CalFresh Food)	73,917	-0-	0.0%	N/A
MIPPA	100,744	99,764	0.5%	- 1.0%
Health Promotion/Disease Prevention	179,833	57,846	0.3%	- 67.8%
Dignity at Home	-0-	52,970	0.3%	N/A
<i>Total</i>	<i>\$12,539,191</i>	<i>\$20,461,153</i>	<i>100.0%</i>	<i>63.2%</i>

*2020-21 represents unaudited financials. Audits performed by Gilbert CPAs*

### Fiscal Notes:

- Hired a second Accountant/Auditor in January 2021 to help with tracking and reporting for the thirteen new grants added in fiscal year 2019-2020.
- Converted to a virtual fiscal monitoring format for all funded partners.
- Caught up on all fiscal monitoring visits through the current fiscal year.
- Hired another 7 employees from July 2020 to July 2021 through our virtual hiring process.

# Aging and Disability Resource Connections – ADRC

The California vision for **Aging and Disability Resource Connections (ADRC)** is that every community in California has a highly visible, reliable, universal access point that provides information to facilitate access to long-term supports and services. As an agency, we helped develop our first ADRC in 2013 in Nevada County. To date we have three designated ADRCs (Nevada, Placer and Yuba-Sutter) and one emerging ADRC in Yolo County. We are beginning the work of developing an ADRC in the County of Sacramento. ADRCs serve as an entry point into the long-term services and supports (LTSS) system for older adults, people with disabilities, caregivers, veterans, and families. Partnering with the Independent Living Center and other key community organizations in each county, we have worked to develop and refine protocols, establish vital partnerships, and provide information and assistance. This No Wrong Door (NWD) system is at the core of a successful Hubs and Spokes system.

## Highlights and Accomplishments for FY 2020–2021:

- Funding , totaling **\$532,465**, was received from the State and shared among Designated and Emerging ADRCs.
- **Nevada County** ADRC funding was used to develop a Community Data Exchange (CDE) for the county. The goal of this project is to break down barriers and increase visibility to health and human services. The CDE consists of a data warehouse that can share referral and contact information with partners and the public.
- **Placer County** AAA4 used ADRC funding to develop a new searchable database for ADRC partners. This has improved the consumer experience while searching for online resources. AAA4 hired a Resource Navigator for the Placer ADRC that is currently out-stationed throughout the week with ADRC Core and Extended Partners.
- **Yolo County** A Person-Centered Counselor from AAA4 was assigned to the Yolo County ADRC. Applied for designation and provided resources to help older adults schedule vaccination appointments and find transportation to the appointment.
- **Yuba-Sutter counties**, While still an emerging ADRC, Yuba and Sutter counties piloted a Dine at Home Voucher Program to enhance food access during the pandemic, which has led to a 2-year Community Development Block Grant (CDBG) funded program. AAA4 hired an additional Person-Centered Counselor that is assigned to the Yuba-Sutter ADRC.
- **Nevada, Placer and Yuba-Sutter** ADRCs put on a virtual conference focused on the *Master Plan for Aging*. There were 107 attendees and the entire event was very well received.
- A central website <https://agencyonaging4.org/adrc/> was developed where consumers and professionals can go to learn more about ADRCs. There is specific information related to each county, including the partners involved, upcoming ADRC related activities, and single-entry contact information supporting the No Wrong Door system.
- The **Person-Centered Counseling (PCC)** team at AAA4 works closely with each emerging and designated ADRC to provide Options Counseling, Enhanced Information and Referral and Short Term Service Coordination. In addition to these core services, the PCC team assists with scheduling and hosting committee meetings and ADRC workplan tasks and marketing/outreach for the ADRC they are assigned to. They help to maintain consistency among all ADRC partners.
- During the pandemic our agency received and distributed a combined \$15,000 in grants from PG&E and Health Net. Walmart gift cards were purchased to assist disabled older adults to purchase food, medications, and other specific items as deemed necessary.
- AAA4’s executive director, Pam Miller, served on the State ADRC Advisory Committee and continues to attend meetings, even after her term ended, to provide input.
- AAA4 co-sponsored an online series of educational trainings with our ADRC partners on a wide array of subjects including the digital divide, social isolation and emergency preparedness.



# Impacts of COVID-19: Direct Services Programs—ADRCs

CARES Act funding to ADRCs was used to expand services and staff of both Designated and Emerging ADRCs in our service area. Along with our Core Partners and Expanded Partners, many individuals have been able to receive multiple services through a single contact rather than contacting multiple agencies to receive needed assistance. During the pandemic, the vital work of assisting individuals with local resources has been strengthened and expanded. Additionally, the ADRC Advisory Committees have continued developing and refining protocols, developing and conducting trainings and participating in the on-going reporting and ADRC recertification process.

## Oct 1, 2020–September 30, 2021 CARES Act ADRC Funding (Fed Fiscal Year)

<b>Nevada County Core Partners:</b> Agency on Aging\Area 4 FREED Center for Independent Living	<b>591 individuals served</b> <ul style="list-style-type: none"> <li>• 408 were 60+</li> <li>• 63 Veterans</li> <li>• 562 with disability</li> <li>• 123 Caregiver/Other Support</li> </ul>	<ul style="list-style-type: none"> <li>• 466 Options Counseling units</li> <li>• 124 Transition services</li> <li>• 483 Application Assistance</li> </ul>
<b>Placer County Core Partners:</b> Agency on Aging\Area 4 Placer Independent Resource Services (PIRS)	<b>2,347 individuals served</b> <ul style="list-style-type: none"> <li>• 1,338 were 60+; 72 Veterans; 212 with disability; 305 Caregiver/Other Support</li> </ul>	<ul style="list-style-type: none"> <li>• 495 Options Counseling units</li> <li>• 30 Transition Services</li> </ul>
<b>Yolo County Core Partners:</b> Agency on Aging\Area 4 Resources for Independent Living (RIL) Yolo Healthy Aging Alliance (YHAA)	<b>296 individuals served</b> <ul style="list-style-type: none"> <li>• 223 were 60+</li> <li>• 11 Veterans</li> <li>• 30 with disability</li> <li>• 16 Caregiver/Other Support</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Options Counseling unit</li> <li>• 2 Transition Services</li> <li>• 19 Application Assistance</li> </ul>
<b>Yuba - Sutter Counties Core Partners:</b> Agency on Aging\Area 4 FREED Center for Independent Living	<b>745 individuals served</b> <ul style="list-style-type: none"> <li>• 620 were 60+</li> <li>• 55 Veterans</li> <li>• 495 with disability</li> <li>• 214 Caregiver/Other Support</li> </ul>	<ul style="list-style-type: none"> <li>• 120 Options Counseling units</li> <li>• 31 Transitions</li> <li>• 277 Application Assistance</li> </ul>

### ADRC Core Services Definitions:

- **Enhanced Information & Assistance:** Consumers receive a response to their question(s) and/or complete an assessment of their needs.
- **Options Counseling:** Personal interviews discover strengths, values and preferences to develop a personalized action plan to meet consumer goals.
- **Short-Term Service Coordination:** Meeting urgent needs that permit individuals to remain in their community through Long Term Support Services.
- **Transition Services:** Supporting transitions from a care facility to home for individuals at high risk of hospital/facility readmittance.

# Funded Partners and Direct Services FY 2020-2021

## Nevada County

Connecting Point, 2-1-1 Nevada  
Community Beyond Violence  
FREED Center for Independent Living  
Gold Country Community Services, Inc.  
Paratransit Services/Gold Country LIFT  
Sierra Senior Services

## Placer County

Del Oro Caregiver Resource Center  
Legal Services of Northern California  
Placer Independent Resource Services (PIRS)  
Seniors First, Inc.  
Sierra Senior Services

## Sacramento County

ACC Senior Services  
Community Link, 2-1-1 Sacramento  
Del Oro Caregiver Resource Center  
Legal Services of Northern California  
Lilliput Families  
Meals on Wheels by ACC  
Rebuilding Together  
Sacramento Co. Dept. of Child, Family & Adult Services  
Stanford Settlement  
Personalized Homecare

## Sierra County

Community Beyond Violence  
FREED Center for Independent Living  
Inc. Senior Citizens of Sierra County

## Yolo County

Del Oro Caregiver Resource Center  
Dignity Community Care: Yolo Adult Day Health Center  
Legal Services of Northern California  
Meals on Wheels Yolo

## Yuba and Sutter Counties

Del Oro Caregiver Resources  
FREED Center for Independent Living  
Yuba-Sutter Legal Center for Seniors

## In all counties:

HICAP  
*Health Insurance Counseling & Advocacy Program  
Services of Northern California*

## Direct Services provided by AAA4:

### Regular Services

Person Centered Counseling  
DEEP  
*Diabetes Empowerment Education Program*  
Dignity At Home Fall Prevention Program  
Dine Around Town Restaurant Voucher Program  
*Yuba - Sutter Counties*  
Long-Term Care Ombudsman Program  
Elder Abuse Prevention  
Matter of Balance Fall Prevention Program  
Mature Edge Job Readiness Program

MIPPA  
*Medicare Improvements for Patients & Providers Act*  
CalFresh Healthy Living/SNAP-Ed  
*Supplemental Nutrition Assistance Program Education*  
Yuba-Sutter Meals on Wheels

### Emergency Covid-19 Nutrition Response

Dine at Home Sacramento  
Dine at Home Yolo  
Dine at Home Sutter  
Emergency Motel Meals in Yolo County



# 2020-2021 Service Units:

Service Category	Unduplicated Individuals	Regular Units of Service	Covid Activities
CalFresh Healthy Living ( <i>SNAP-Ed</i> )	9	4 direct education units	
Caregiver Assessment	1985	5,828 hours	
Caregiver Case Management	164	1,317 hours	
Caregiver Counseling (BRICC)	26	2,116 hours	
Congregate Meals	0	0 meals	248,534 meals
Elder Abuse Prevention: Education Materials	1,122	2 distributions	
Elder Abuse Prevention: Public Education	127,340	1 session	
Fall Prevention: Dignity at Home	210	172 Modifications	
Fall Prevention: Live Strong and Safe	8	4 presentation	
Grandparent Support	11	144 hours	
Health Promotion	20	22 contacts	212 activities
HICAP	2,079	3,183 hours	
Home Delivered Meals	4,021	567,960 meals	157,124 meals
Information & Assistance	27,047	37,513 contacts	
Legal Services	1,599	7,994 hours	
LTC Ombudsman: Complaints/Cases Opened	N/A	5,164	
LTC Ombudsman: Facility Visits	N/A	1,441	
Mature Edge Job Readiness Program	59	58 activities	
Outreach	251	959 contacts	2,005 activities
Peer Counseling	0	0	3,629 hours
Personal Care	29	2641 hours	
Person-Centered Counseling ( <i>Program Development Project</i> )	442	2,116 hours	
Residential Repair/Home Modification	281	260 modifications/ repairs	1,343 activities
Respite:	289	18,876 hours	
Transportation	1,690	23,027 one-way rides	22,855 one-way rides

# Impacts of COVID-19: Direct Services Programs

As a result of COVID-19 all in-person community education was no longer permitted. Most of the educational programs provided by AAAs are evidence-based curriculums that require approval from the developers and the CA Department of Aging prior to pivoting to a virtual format. Because of this, we were partway into FY 2020-2021 before we were able to offer some of our direct services in a virtual format. The added complication was having AAA4 staff available to help class participants get logged onto Zoom and learn how to use technology the class participants were oftentimes not familiar with. While the process was challenging, it was powerfully rewarding for both the teachers and the participants, many of whom had spent the previous months in isolation.

**Health Promotion (Title IIID)** services consist solely of evidence-based programs.

**Diabetes Empowerment Education Program (DEEP)** – Only certain evidence-based Title IIID programs were approved for virtual implementation by their developers and ACL; luckily our **Diabetes Empowerment Education Program (DEEP)** was one of them. We redesigned our in-person program to be offered online and we **created videos** and mailed Participant Handbooks and incentive items to participants.

**A Matter of Balance (MOB)** – This 8-week fall prevention series was approved in January 2021 to be taught virtually. In November our Program Coordinator will be trained and certified as a Master Trainer in Matter of Balance fall prevention work shops.

**Mature Edge Job Readiness Program (Title IIIB)** While in-person classes were put on hold during the pandemic, virtual classes were provided and a Participant Handbook was created and mailed to participants prior to each class. Additionally, career counseling and job search assistance have continued over the phone on a regular basis. **32 more individuals were served virtually than in-person the previous year.**

**Long-Term Care Ombudsman Program:** After many months of providing ombudsman services via telephone, in January 2021 our **Regional Ombudsman staff and volunteers reinstated in-person general facility visits.** Training was provided on the proper use of PPE to keep our staff and facility residents and staff safe. Additionally, **our Ombudsman Program Manager, Sergio Landeros created a safety video for properly donning and doffing PPE for statewide LTC Ombudsman Programs.** Additional funding allowed us to hire a new Regional Ombudsman and our first virtual certification training was successfully conducted.



"I'm extremely grateful for what your agency has provided us. We love the new garden and are so excited to be able to plant such a variety of different vegetables. For instance, I would not be able to purchase sugar snap peas, I cannot wait to grow them, although based on my income I would have never been able to go purchase an item like this."

-Cal Fresh Healthy Living  
Garden Participant

# 19,893

Front Desk  
Inbound/Outbound Calls

**Elder Abuse Prevention Program:** In lieu of an in-person conference, as in 2019, we recently completed our second annual advertising campaign promoting Elder Abuse Awareness month in June. This included TV commercials on KCRA, an online news story on kcra.com, print advertising in local newspapers throughout PSA 4, Facebook posts, a press release highlighting local APS departments, and email blasts of a custom elder abuse awareness flyer. **This event reached an estimated 128,462** - more than three times as many people as last year.

**CalFresh Healthy Living (formerly SNAP-Ed):** In addition to pivoting our primary evidence-based curriculum, **Eat Smart Live Strong from in-person education to a virtual format** after the onset of the pandemic, **we added a new curriculum – Food Smarts.** Our dietician received training and certification and created an online version of the program. Though our first class is scheduled for in-person in September, much of the work that has made this possible was accomplished during FY 2020-2021. We have also focused much of our efforts on developing community edible gardens. **Our CalFresh Healthy Living program is considered a leader by CDA.**

**Dignity At Home Fall Prevention Program:** During the pandemic we collaborated with Rebuilding Together Sacramento to deliver **Senior Safety Kits** to the homes of individuals on the RTS wait list for in-home services. RTS is now providing in-home repairs (steps, walkways, etc.) and safety modifications (ramps, grab bars, railings, toilet risers, etc). We also continue to provide virtual presentations of our newly created **Live Strong and Safe Fall Prevention Program.**

**GetSetUp:** AAA4 collaborated with a new online education platform providing various virtual, live classes taught by older adults for older adults. AAA4 is the first and only AAA in CA to provide this as a free service. The number of participants in the program grew from 4 to 190 in the first five months, and **we have received very positive feedback.**

**Google Home Smart Speakers:** The Smart Speakers were provided by a generous donation from Google to help reduce the digital divide among low-income, isolated older adults during the pandemic. With the coordination of our ADRCs, **200 devices were distributed throughout PSA4.**



"Just dropping in to tell you I'm getting along with my Google speaker and that I found Get Set Up because of the Area 4 newsletter. It's been less than 2 months and I've already logged 350 hours! It has really been a blessing and helped pull me out of some dark days. I'm even hosting an interest group. I have told everyone that I know including my medical team. It is invaluable! I hope that you have space in your newsletter every month so you can keep sharing Get Set Up. Keep up the great work!"

**-Get Set Up Participant & Google Speaker Recipient**

# Impacts of COVID-19: Direct Services Programs—Nutrition

When the shelter in place order by Governor Newsom went into effect in March of 2020, thousands of older adults in our service area found themselves at home with limited or no access to food resources. As food security is a primary concern of AAA4, we turned our attention and substantial staff effort to assuring that older adults in need were connected to food resources. These additional programs were made possible with Covid-19 funding (Families First and Cares Act). It was a huge staff effort that stretched our resources; however, it was immensely satisfying work with many, many older adults calling to express their gratitude for the programs we provided.

## Covid-19 Funded Nutrition Programs

### Dine At Home Sacramento

- From 6/29/2020 to 9/20/2021
- Served 290,440 meals
- 1,020 unduplicated clients
- Partnership with the **County of Sacramento**
- 15 Restaurants participated: **Co Mai's Kitchen, Hannibal's Catering, Firehouse Sub, Curry Bowl, Ciro's Pizza, Bon Mua, Seaside Bagel Café, The Paisley Café, Mama Kim Cooks, Food for Fitness, Costa Vida Mexican Restaurant, Rock N' Fire, Drewski's Hot Rod Kitchen, Las Islitas and Pastosa by Lucia.**

### Dine At Home Yolo

- From 11/9/2020 to 12/31/2020
- Served 2,954 meals
- 60 unduplicated clients
- Partnership with the **County of Yolo** and two local restaurants: **Burgess Brothers** in West Sacramento and **Savory Café** in Woodland.

### Dine At Home Yuba Sutter

- From 5/26/2020 to 3/31/2021
- 26,784 meals served
- 105 unduplicated clients
- Partnership with **FREED** and five Dine Around Town Restaurants: **Las Brasas Mexican Restaurant, Linda's Soda Bar & Grill, 2 Bits Café, 2 Bits Express, and Tracey's Diner.**

### Emergency Motel Meal – Yolo County (AAA4 funds)

- from 8/3/2020 to 3/31/2021
- 18,942 meals delivered
- Partnerships with **Drewski's** and the **County of Yolo**

### Emergency Motel Meal – Yolo County (Yolo County funds)

- from 4/1/2021 to 9/20/2021
- 5,054 meals delivered
- Partnerships with **Drewski's** and the **County of Yolo**

## Regular (Older American Act) Funded Direct Service Nutrition Programs

### Dine Around Town

- In FY 2020-2021, we increased the number of clients served each month from 94 to 135 clients.
- 148 unduplicated clients
- Total Meals Served 21,270
- The program was expanded to include 3 restaurants in Yuba City: **Las Brasas, 2 Bits Café** and **Linda's Soda Bar & Grill**; 2 restaurants located in Marysville: **Tracey's Diner** and **2 Bits Express.**
- Our Dine Around Town Restaurants successfully shifted their service model to meal delivery and pick-up options due to the pandemic.

### Yuba Sutter Meals on Wheels (MoW)

- Our regular home delivered meal program in Yuba and Sutter Counties grew from 150 to 250 clients.
- 45,207 meals served
- 311 unduplicated clients
- **Yuba-Sutter Meals on Wheels** clients have received regular check-in calls to reduce feelings of isolation.



# Impacts of COVID-19: Funded Partners - Nutrition Services

Most notable was the way our nutrition providers were able to quickly shift gears and, with the financial infusion from FFCRA and CARES Act Funding, were able to eliminate their wait lists. This was accomplished despite the fact that nutrition programs rely heavily on volunteers who are 60 and older and are the primary delivery force. The following programs were identified by staff and acknowledged by our governing board as going above and beyond to adapt during the early months of the pandemic. Here are some highlights:

## MOW by ACC

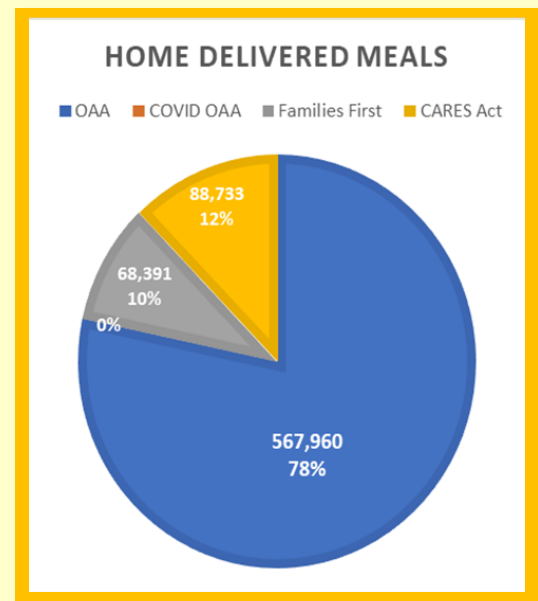
- After closing all 20 Congregate Nutrition sites, MOW by ACC team contacted all 2,000 participants on their roster to see who needed meals. With support from ACC Rides, MoW started delivering shelf-stable/ frozen meals to program participants' homes.
- MoW retained 100% of their Home Delivered Meal delivery drivers.
- Increased meal delivery services by 125% percent with deliveries to café participants.
- MoW by ACC partnered with AAA4 to provide meals to 175 former Dine at Home program Participants who were still in need of home delivered meals when the program ended.
- MoW by ACC also partnered with the City of Elk Grove (125 participants), the City of Rancho Cordova (100 participants), and the City of Sacramento (150 participants) to serve former Great Plates Delivered participants who were in need of additional services when the Great Plates program ended.
- A new phone system was installed and implemented to allow improved call transfers.
- Established an Amazon Fresh account and delivered groceries to over 150 participants identified by staff as needing extra support.
- Provided fresh produce to seniors in identified food deserts in Sacramento, funded by an external grant.
- Partnered with Eskaton and Pucci's Pharmacy to vaccinate 148 participants.

## Inc. Seniors

- Inc. Seniors numbers rose astronomically when both breakfast and lunch were served. All meals are now delivered due to COVID-19, and enough volunteers were secured to deliver the additional meals. The nutrition program was expanded to Downieville, a particularly difficult area to serve.
- Inc. Seniors has worked closely with APS on referrals.
- Medications were being picked up and delivered, as well as personal shopping for clients, and delivery of food for pets was coordinated with Truckee Humane Society.

## Sierra Senior Services

- Doubled the number of clients served and do not have a wait list.
- Increased the number of volunteers and stepped up grant writing in order to fund these changes.
- Worked with hospital home health coordinators to address the needs and find resources for those clients in need.



# Funded Partner Covid-19 Response

Our Funded partners provide services in extremely diverse areas. We fund programs in areas so rural they are designated as frontier. We also provide needed services in large swaths of suburban communities as well as urban communities. As our clients' needs differ so do the ways in which services are provided. We have been doing this a long time, but when it came time to pivot, to find new ways to provide services while keeping the older adults we serve safe, the creativity was impressive. FY 2020-2021 brought a full year of services being provided during a worldwide pandemic. Right as one problem was figured out, something else would come up. A food container shortage you say? The challenges have been ongoing. During the first six months of the pandemic our Funded Partner response was so powerful and impressive that staff brought forward a list of Funded Partners that it was felt had gone above and beyond. In Dec of 2020 our Governing Board acknowledged these programs.

**ACC Senior Services:** ACC Rides made a major pivot when the pandemic hit. By using transportation staff to provide essential rides, such as people needing cancer and dialysis treatments, ACC was able to keep their older volunteers safe at home while still providing life saving services. The transportation team also immediately began making telephone reassurance calls and delivering meals for **MoW by ACC**. During FY 2020-2021, the My Rides program started providing additional ride services as it was safe to do so with a focus on medical appointments and other essential services.

**Seniors First My Rides** program also made a quick transition to provide services using ride share programs. They too made telephone reassurance calls and provided rides for essential health care services. During FY 2020-2021, My Rides has continued to operate providing an average of 230 one-way trips monthly. Vouchered rides have almost doubled with an increase in the number of commercial ADA providers working with the My Rides program

**FREED Center for Independent Living:** FREED began a telephone reassurance and grocery delivery program in the initial weeks and months of the pandemic. During FY 2020-2021, **FREED and AAA4 collaborated** to establish a Dine at Home program in Yuba and Sutter counties utilizing available funding to provide a home delivered meal program. **FREED I&A** staff screened participants for qualification for Dine at Home, Food Gift Cards, and other food resources being provided related to COVID in the community. **FREED's Transportation** program explored and developed alternative transportation options when it was clear para transit and ride share programs such as Uber and Lyft could not meet the need in the community. They developed a program utilizing taxi cab services allowing for reliable transportation in outlying areas. Finally, **FREEDs Home Modification** program in Nevada and Sierra counties continued to provide needed services by streamlining services and utilizing their strong partnerships in the community.

**Dignity Health:** When their Adult Day Health Center (ADHC) and transportation services closed due to the pandemic, they re-invented their services. Patients could no longer come to the ADHC, so **Dignity** came to them via telephone. Patients received check-in calls several times per week. In addition, home visits were made to provide Occupational Therapy, Physical Therapy, brown bag lunches and activity kits. The successful flipping of their model in such a short period of time was an accomplishment. They have identified a new building to expand adult day services in

*"Your meetings have been a wonderful and enjoyable time of interaction. Hearing others share their situations really helped and encouraged me, lightened my own burdens, and take focus off my own problems and reach out to others. Thank you!"*

*-ACC Family Caregiver  
Support Participant*

Yolo County and address their waiting list. They have also begun a solid transition to an electronic data system for their health records.

**Stanford Settlement:** The most significant accomplishment of this year is the continuity of services, during an unprecedented time. While the older adults served by Stanford Settlement are looking forward to returning to the Senior Center when it re-opens, they have avoided feelings of isolation during the pandemic because of home visits and staff's attention to their unique situations. Stanford Settlement has intervened in several instances when their clients were in danger of losing their housing. Social work staff were able to assist in securing new living situations and, in some cases, assisted them with their move.

**Rebuilding Together** also changed their business model so that they could meet the critical needs of the clients they were serving in Sacramento County prior to the COVID-19 pandemic. This non-profit provides minor home modifications for older adults using volunteers, who are themselves, older adults. During the shelter in place order, Rebuilding Together staff found they had developed a long waitlist of older adults who urgently needed repairs in their homes. Executive Director Carrie Grip met with her staff to formulate a new and more effective plan of action. They used their partnership with SMUD and AAA4 to enhance the Dignity at Home Program. Phone assessments were made to determine fall risks, and supply kits were delivered, contact free, to 200 participants. Bathmats, shower stools, night light/flashlights, power strips and fire extinguishers were just a few of the items included in these kits. For installation of needed equipment, such as grab bars, they hired contractors and used proper personal protective equipment. Rebuilding Together continues to illustrate how essential services can be delivered at this difficult time.

**Legal Services of Northern California** deserves accolades not because of a dramatic change in service, but because they transitioned to a remote delivery system, practically overnight, with little change in service delivery except that staff began successfully working from home. They were able to transition quickly because their technology staff had upgraded their system to a fully online platform the previous year. The remarkable advocacy and community outreach that has continued during the pandemic has enabled their organization to successfully address the many questions and concerns about implementation of the new COVID-19 tenant and landlord regulations. Their work has kept many older adults from falling into homelessness. Legal Services of Northern California is an excellent model for what can be done with the proper planning, equipment, and staff effort.



In the years leading up to the pandemic, housing was becoming a growing issue and record numbers of older adults were becoming homeless for the first time. Due to quick action at the state level and the hard work of our funded partners, many older adults in our region were able to maintain their housing at a critical time.

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