



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 25-435

November 18, 2025

Introduced: 10/28/2025

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director of the Department of Social Services or designee to sign Amendment #1 to Agreement #5010-517 with the Alliance on Aging to provide Outreach, Ombudsman and Health Insurance Counseling and Advocacy (HICAP) and Medicare Improvements for Patients and Providers (MIPPA) services for seniors adding \$82,974 for a new contract total of \$600,808, with no change to the term of July 1, 2025, through June 30, 2026; and
- b. Authorize the Director or designee of the Department of Social Services to sign up to three amendments to this Agreement where the total amendments do not exceed 10% (\$60,081) of the amended contract amount, do not significantly change the scope of work, and do not exceed the maximum aggregate amount of \$660,889.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services or designee to sign Amendment #1 to Agreement #5010-517 with the Alliance on Aging to provide Outreach, Ombudsman and Health Insurance Counseling and Advocacy (HICAP) and Medicare Improvements for Patients and Providers (MIPPA) services for seniors adding \$82,974 for a new contract total of \$600,808, with no change to the term of July 1, 2025, through June 30, 2026; and
- b. Authorize the Director or designee of the Department of Social Services to sign up to three amendments to this Agreement where the total amendments do not exceed 10% (\$60,081) of the amended contract amount, do not significantly change the scope of work, and do not exceed the maximum aggregate amount of \$660,889.

SUMMARY:

This Agreement, awarded to the Alliance on Aging through RFP #10933 in May 2024, aligns with the Federal Older Americans Act (OAA) of 1965 to support community-based services for older adults (aged 60 and over), individuals with disabilities, and caregivers. Administered by the County of Monterey Department of Social Services under contract with the California Department of Aging, the Area Agency on Aging (AAA) has engaged the Alliance on Aging to provide Outreach, Ombudsman, Health Insurance Counseling and Advocacy Program (HICAP), and Medicare Improvements for Patients and Providers Act (MIPPA) services. These programs strengthen local efforts to promote independence, protect vulnerable seniors, and enhance the well-being and quality of life of older adults, individuals with disabilities, and caregivers through coordinated services across Monterey County.

DISCUSSION:

This Agreement will provide the following services:

- **Outreach:** Provides bilingual and bicultural services to educate and assist seniors in accessing and enrolling in available programs.
- **Ombudsman:** Protects the rights and well-being of elderly residents in Skilled Nursing and licensed residential care facilities by investigating complaints, facilitating resolutions, monitoring care conditions, and training program volunteers.
- **Health Insurance Counseling and Advocacy Program (HICAP):** Delivers comprehensive support to seniors in understanding, applying for, and maintaining Medicare coverage.
- **Medicare Improvements for Patients and Providers Act (MIPPA):** Expands outreach to Medicare beneficiaries to promote awareness of preventive, wellness, and low-income benefits; assists with applications for Low-Income Subsidy (LIS) and Medicare Savings Programs (MSPs); and conducts wellness and disease prevention education.

OTHER AGENCY INVOLVEMENT/COMMITTEE ACTIONS:

The Office of County Counsel has reviewed and approved the Agreements as to form, as has the Auditor-Controller's Office as to financial provisions.

FINANCING:

Funding is provided by the Older Americans Act. Sufficient appropriations and estimated revenues in the Area Agency on Aging 001-5010-SOC10 are included in the FY 2025-26 Adopted Budget.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

This Agreement aligns with the Well-Being and Quality of Life Strategic Plan Goal adopted by the Board of Supervisors by supporting programs that enhance services promoting the health, independence, well-being, and quality of life of older adults, individuals with disabilities, and caregivers through coordinated efforts across Monterey County.

Mark a check to the related Board of Supervisors Strategic Plan Goals:

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy
- Administrative

Prepared by: Thom De La Cruz, Management Analyst, x3391

Approved by: Roderick Franks, Director, x4430

Attachment: Amendment No. 1
Original Agreement

Proposed agreement is on file with Clerk of the Board as an attachment to this Board Report.