

County of Monterey

Department of Social Services

Aging and Adult Services

Program Overview



Organizational Chart



County of Monterey Board of Supervisors



Department of Social Services

Lori A. Medina, Department Director

Administrative Services Branch, Aging & Adult Services Branch, CalWORKs Employment Services Branch, Community Benefits Branch, Family & Children's Services Branch, Human Resources & Military & Veterans Affairs Office



Aging & Adult Services (AAS) & CalWORKs Employment Services (CWES) Branches

Diana Jimenez, Deputy Director & Area Agency on Aging (AAA) Director

Aging and Adult Services (AAS) Branch

Area Agency on Aging (AAA)

Adult Protective Services (APS)

In-Home Supportive Services (IHSS)

IHSS Public Authority (PA)

Information, Referral, and Assistance (IRA)

AAA Advisory Council

IHSS Advisory Committee

Aging and Disability Resource Connection (ADRC)

Home Safe

Housing & Disability Advocacy Program (HDAP)

Supplemental Security Income (SSI) Advocacy

Age Wise

Aging and Adult Services (AAS) Branch



MISSION:

**To empower and serve the aging population
and persons living with disabilities to live
safely and with dignity.**



Area Agency on Aging (AAA)

Funded by the Federal Older Americans Act (OAA) and the Older Californians Act (OCA) through the California Department of Aging (CDA)



Area Agency on Aging

- ✓ One of **33 Planning Service Areas (PSAs)** in the State
- ✓ **Established in 1980** by the County of Monterey Board of Supervisors
- ✓ Located under the DSS AAS
- ✓ Has a small team of 4 and an Advisory Council that provides input, advocacy, and guidance on developing community services for older adults



Population Served

- ✓ Older adults aged 60+, adults with disabilities, family caregivers, and residents in long-term care facilities
- ✓ Individuals with the greatest economic & social needs
- ✓ Priority groups: older adults who are low-income, minority, limited English speaking, and/or residing in rural areas



Local AAA Program Management

- ✓ Responsible for **planning, administering, funding, and monitoring** local AAA programs
- ✓ Funded categories:
 - Supportive Services,
 - Congregate Meals,
 - Home Delivered Meals,
 - Health Promotion,
 - Family Caregiver,
 - Elder Abuse Prevention,
 - Ombudsman, and other special funded programs



AAA 4-Year (2024-28) Area Plan Process

The **AAA**:

Develops a **4-year local Area Plan** approved by the CDA and Board of Supervisors to guide the development of needed support services

Conducts **needs assessments** to identify service needs and priorities for older adults:

- ✓ 80 older adults participated in 3 focus groups, AAA Senior Focus Group Report: A Rural Snapshot
- ✓ 658 Responded to the local AAA survey
- ✓ 516 Responded to the State Community Assessment Survey for Older Adults survey
- ✓ AAS – IRA program statistics used to identify service needs and trends
- ✓ Master Plan on Aging and the CA 2030 Report data used to identify trends

Conducts a **Public Hearing** to review minimum % of funding for Title III B Supportive Services, e.g., outreach, legal assistance, transportation, information & assistance, etc.

Conducts a **Request for Proposals (RFP)** competitive procurement process with the assistance of the County's Contract & Purchasing Team

Convenes an **RFP panel** to review proposals and select local providers

Determines **contract awards**, monitors contracts, and works with community service providers



Top 5 Service Needs



Healthcare

"We wait so long for medical appointments; 2, 3 or 4 months"



Transportation

"There is no bus access, stops are too far from home"



Mental Health

"We have to keep our sadness and anxiety inside; we have to swallow it"



Social Engagement

"A senior center to gather for daily activities and classes would be helpful"



Housing

"The rent is so high that I have to go to all the Food Bank places to make ends meet"

Additional Needs:
Food, Caregiving, Information & Assistance, and Financial Assistance

"I receive \$1,300 a month from Social Security, which is not enough to pay for rent, food, and transportation"



Partnerships and Programs Implemented to Address Top 5 Service Needs



Healthcare

Funded Health Projects Center and the Alzheimer's Association to offer caregiver counseling, respite services, information resources, and support groups.



Transportation

- Purchased \$5,000 MST discounted fare bus passes for seniors.
- Passes are available at the One Stop Community Center, Alliance on Aging, and outreach events.



Mental Health

- Obtained a \$2 million dollar grant to implement the Age Wise pilot project.
- Collaborated Behavioral Health to help high-risk APS seniors with mental health needs.



Social Engagement

- Distributed 350 iPads to seniors to reduce social isolation.
- Funded Loaves, Fishes & Computers to provide digital literacy and security training to iPad users to enhance social connections.
- Funded NCRPD to provide intergenerational activities.
- Funded Meals on Wheels and NCRPD to provide activities at senior centers.



Housing

Funded Meals on Wheels of the Monterey Peninsula and CHISPA to provide lunch and activities at several CHISPA senior apartment complexes.

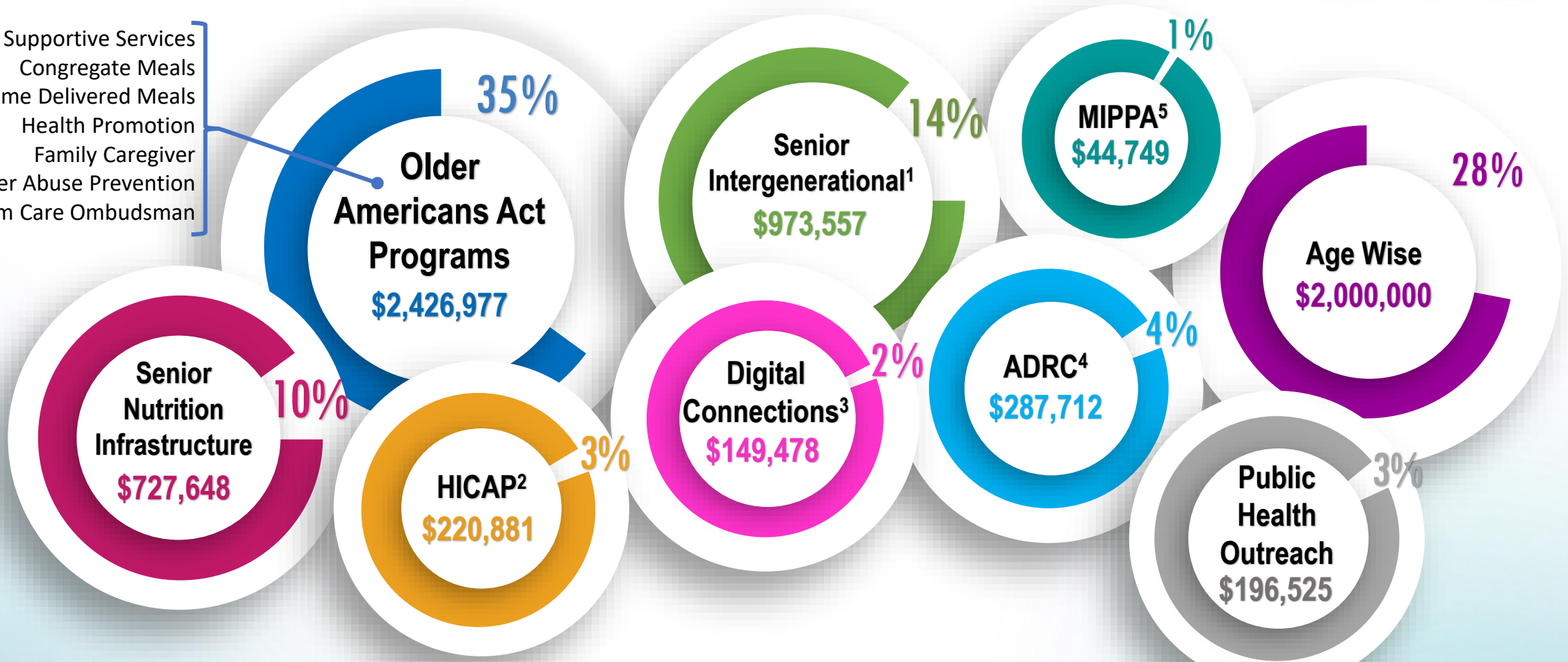
Top 5 Service Needs data is also used by other service providers to advocate for and implement programs and services.

AAA Community Impact

\$7 Million Invested in Our Community – FY 23-24



Supportive Services
 Congregate Meals
 Home Delivered Meals
 Health Promotion
 Family Caregiver
 Elder Abuse Prevention
 Long-Term Care Ombudsman



¹ Senior Intergenerational - Activities connect older adults with the younger generation, addressing isolation & health impacts of staying home.

²HICAP - Health Insurance Counseling & Advocacy Prog

³ Digital Connections - iPads for older adults to bridge the digital divide and address social isolation.

⁴ADRC - Aging & Disability Resource Connection

⁵MIPPA - Medicare Improvement for Patients & Providers Act

AAA Service Providers



Congregate Meals
&
Health Promotion

Home Delivered
Meals

Supportive Services
(Information, Referral
& Assistance)

Legal Assistance &
Elder Abuse Prevention

Supportive Services
(Outreach)
&
Health Insurance Counseling
& Advocacy Program (HICAP)
& Medicare Improvements for
Patients and Providers
(MIPPA)

Digital Literacy

Family Caregiver
Support Groups

Long-Term Care
Ombudsman

Family Caregiver
Respite Care
Counseling

AAA Service Providers



Meals on Wheels
Monterey Peninsula & Salinas Valley, Mee Memorial Hosp & North County Rec & Park District

50,000+
congregate meals served annually



Meals on Wheels
Monterey Peninsula & Salinas Valley



170,000+ meals delivered to homes annually

Legal Services for Seniors



924 clients served
4,815 legal services hours

IRA Team

14,000+
community calls & walk-ins responded to annually



Alliance on Aging
Outreach to **11,000+**



Ombudsman, Medicare & HICAP
1,600+ clients counseled

Loaves, Fishes & Computers



350 clients served
& iPads issued
with digital literacy training

Alzheimer's Association



15,000+ clients served
500+ caregiver support group sessions

Health Projects Center



1,700+ hrs of caregiver respite
1,700+ caregiver counseling

Alliance on Aging



1,200+
Individual consultations with Long Term Care residents & families

Adult Protective Services (APS) Program

Legal Mandate - WIC Section 15630



APS Team

A small team of **13 APS Social Workers**

- ✓ Investigate reports of abuse, neglect, or exploitation of elders and dependent adults



Population Served

- ✓ Older adults aged 60+
- ✓ Dependent adults ages 18 to 59 who are developmentally, physically, or mentally disabled and unable to meet their own needs or protect their own rights



Types of Reportable Abuse

- ✓ Physical Abuse
- ✓ Sexual Abuse
- ✓ Financial Abuse
- ✓ Neglect by Others
- ✓ Self-Neglect
- ✓ Abduction
- ✓ Abandonment
- ✓ Isolation
- ✓ Psychological Abuse (verbal assaults, threats, causing fear)



APS Community Impact



Annual Abuse Reports

- ✓ **2,900 reports** of elders abused received annually
- ✓ **Increased by 11%** in Fiscal Year 2023-24 compared to prior year
- ✓ More than **tripled** in the last 10 years



Top 4 Abuse Types

- ✓ Self-Neglect
- ✓ Financial Abuse
- ✓ Psychological Abuse
- ✓ Neglect by Other



APS Social Workers

- ✓ Address client needs to prevent or remedy abuse
- ✓ Connect vulnerable adults with support services to help maintain their safety, independence, and quality of life
- ✓ Collaborate with law enforcement, medical institutions, government agencies, financial institutions, and community agencies

In-Home Supportive Services (IHSS) Program

IHSS Program Celebrates Over 50 Years of Supporting Californians



In-Home Supportive Services (IHSS) Program

Funded by Federal, State and County funds



IHSS Team

A team of **27 IHSS Social Workers**

- ✓ Assess needed services and hours to assist eligible IHSS recipients to remain safely in their homes
- ✓ Determine the number of hours to be paid to IHSS providers



IHSS Services

- ✓ **Domestic Services:** house cleaning, meal preparation, laundry, grocery shopping
- ✓ **Personal care:** bathing, grooming, dressing, paramedical services
- ✓ **Other:** medical appointments, health related device fittings

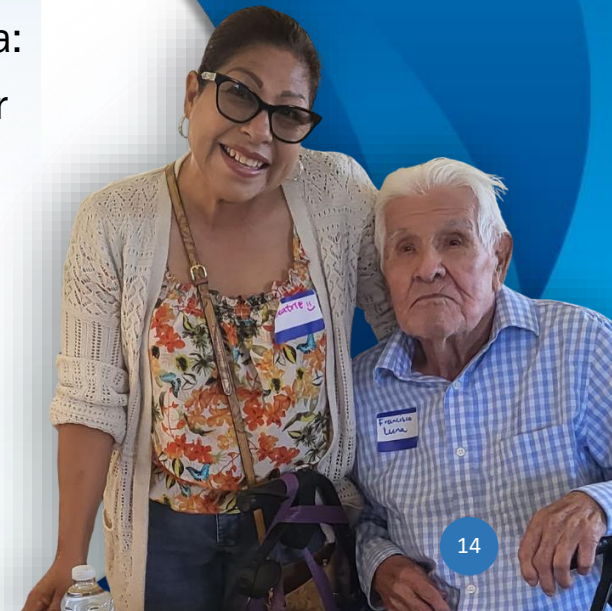


IHSS Eligibility

1. California resident living at home¹
2. Medi-Cal² recipient who is a:
 - ✓ blind or disabled adult or child
3. Provides a Health Care Certification form

¹ Acute care hospitals, LTC facilities, and licensed community care facilities are not covered.


² Medi-Cal Share of Cost must be paid before free IHSS services are provided.




IHSS Community Impact

The IHSS Program reduces hospitalization, nursing home institutionalization, and premature death



 **Over 6,500** individuals receive IHSS in Monterey County from **6,000+** IHSS providers

 Average of **\$13.7 million** paid monthly **\$164 million** paid yearly to Monterey County IHSS providers

 **79%** of IHSS providers are family members caring for their loved ones of which

72% are live-in relatives

33% are parents

IHSS Public Authority (PA) Program

Legal Mandate WIC 12302.25



IHSS PA Team

- ✓ 5 IHSS PA Workers
- ✓ Investigate the qualifications and background of potential IHSS providers
- ✓ Enroll and provide orientation
- ✓ Establish a referral system
- ✓ Provide training
- ✓ Negotiate provider wages and benefits with labor unions
 - Must be approved by the County Board of Supervisors and the State



Services Provided

- ✓ Maintain an IHSS Provider Registry
 - Most care providers on the Registry are non-relatives
- ✓ Connect and match disabled adults, children, and older adults approved for IHSS Services with IHSS providers
- ✓ Help older adults remain safely in their own homes



IHSS PA Providers

- ✓ Pass a CA Dept. of Justice criminal background check
- ✓ Have their social security # verified by the Social Security Administration
- ✓ Complete a state-mandated enrollment process
- ✓ Paid \$18.74 per hour
- ✓ An **average of 313** IHSS providers are registered with PA
- ✓ An **average of 14** new ones are added monthly

Information, Referral & Assistance (IRA) Community Impact



IRA Team

A small team of **6 IRA/APS Social Workers**

- ✓ Respond to over **1,200 calls and walk-in appointments monthly**,
- ✓ Receive and manage over **14,000 calls annually**



IRA Services

- ✓ Assist seniors, people with disabilities, caregivers, and their families to access community services
- ✓ Provide comprehensive local resource information
- ✓ Refer and connects families to service providers
- ✓ Follow up with individuals to ensure their needs were met



IRA Top Requested Services

- ✓ Caregiver Support and Respite
- ✓ Medi-Cal Information and Access
- ✓ Homelessness, Eviction, and Housing Resources
- ✓ Disability Services and Supports



IRA Community Impact

Living Well Aging and Disability Resource Guide

A partnership with Monterey County Weekly

IRA Team produces the annual “**Living Well: Aging and Disability Resource Guide**” in English and Spanish

Over **13,000 copies** are distributed throughout the County to inform the community about local services for older adults and people with disabilities



Additional Support Programs Grants and Special State Funding



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



**Home
Safe**



**Housing &
Disability Advocacy
Program
(HDAP)**



**Supplemental
Security
Income
(SSI) Advocacy**



Age Wise

Aging and Disability Resource Connection (ADRC)



ADRC “No Wrong Door”

Makes it easier for older adults, people with disabilities, caregivers, and their families to access local services by:

- ✓ Sharing comprehensive resource information
- ✓ Providing warm hand-offs between service providers
- ✓ Building strong collaborations between agencies



ADRC Services

- ✓ **Enhanced information and referral assistance** through the IRA team
- ✓ **Options Counseling** to help make informed decisions about needed services and supports
- ✓ **Transitional services from a hospital or facility to home** through the Central Coast Center for Independent Living (CCCIL), an ADRC core partner



ADRC Network

- ✓ Shares information about resources with over 100 local agencies and community partners
- ✓ Meets bi-monthly to strengthen collaboration

ADRC Community Impact

Over \$1.4 Million Invested in the Community Since 2020

Funded through California Department of Aging (CDA)¹

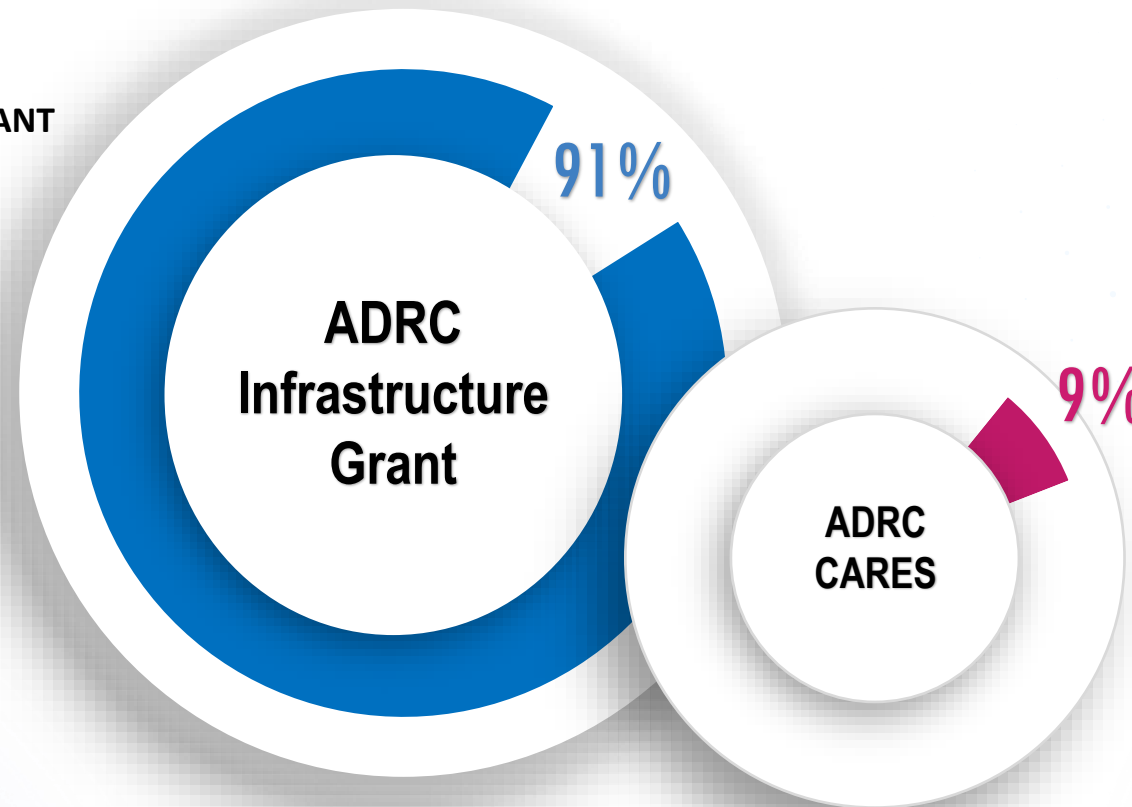


A ADRC –INFRASTRUCTURE GRANT

\$1,334,954 (91%)

Develop and implement core services:

- Information & Referral
- Short-Term Service Coordination
- Options Counseling
- Transition Services



B ADRC CARES

Coronavirus Aid, Relief, & Economic Security

\$129,586 (9%)

Conducts:

- Rapid assessments
- System changes for service access
- Access to long-term services and support options

¹The Monterey County ADRC was awarded funding from the CDA as an Emerging ADRC in 2020 and met all CDA requirements to become a Designated ADRC in 2022.

Home Safe Program – Homeless Intervention

Funded through CDSS since 2023



Home Safe Program

- ✓ **\$1.8+ million invested** in the community
- ✓ Provides housing assistance to victims of abuse, neglect, and financial exploitation
- ✓ Prevents homelessness and helps older adults maintain stable and safe housing
- ✓ A partnership with CCCIL



Population Served

- ✓ **APS clients** who are:
 - At imminent risk of or experiencing homelessness, and
 - Victims of abuse, neglect, self-neglect, or financial exploitation



Home Safe Services

- ✓ **Intensive case management**
- ✓ **Referrals** to community resources and services
- ✓ **Housing navigation & assistance**
- ✓ **Financial assistance:** Rental and mortgage arrears, temporary housing, security deposits, utility payments, rent assistance, moving costs, hoarding clean-ups, home repairs, essential household items, and other costs

Housing & Disability Advocacy Program (HDAP) – Homeless Intervention

Funded through CDSS since 2018



HDAP

- ✓ Over **\$5 million invested** in the community
- ✓ Provides benefits advocacy and housing supports
- ✓ A partnership with CCCIL



Population Served

- ✓ Individuals, youth, and families experiencing or at risk of homelessness
- ✓ Are likely eligible for disability benefits
- ✓ Are not receiving Social Security benefits (SSA, SSI, SSDI) and want to apply or have filed for them



Services Provided

- ✓ **Disability benefits advocacy**
- ✓ **Case management**
- ✓ **Housing navigation & assistance**
- ✓ **Financial assistance** for temporary housing, rent, security deposits, utility payments, moving costs, and household items

Supplemental Security Income (SSI) Advocacy

Funded by CalWORKs and the County's General Fund



SSI Advocacy

A small team of **4 SSI-Advocacy Social Workers**

- ✓ Assists an **average of 235 Individuals** each year
- ✓ Helps eligible General Assistance (GA) clients obtain SSI benefits
- ✓ Helped collect \$112,500 (2023) in reimbursements to the County due to GA clients being granted SSI benefits



Population Served

- ✓ Individuals, youth, and families experiencing or at risk of homelessness, **AND**
- ✓ Are likely eligible for disability benefits, **AND**
- ✓ Are not receiving Social Security benefits (SSA, SSI, SSDI) and want to apply or have filed for them



Services Provided

- ✓ Assistance applying for SSI, Social Security Disability Insurance (SSDI), and Cash Assistance Program for Immigrants (CAPI)
- ✓ Case management, advocacy, mediation, emotional support, and guidance

¹ SSI is a cash assistance program administered by the Social Security Administration (SSA) that provides monthly payments to eligible individuals with low income and limited resources, including people with disabilities and older adults (65+)



Age Wise

Grant Funded by the CA Mental Health Services Oversight and Accountability Commission



Age Wise

- ✓ \$2 million grant (2024 to 2026)
- ✓ Goal- Reduce the APS recidivism rate, involuntary hospitalizations, ER visits, & calls to first responders
- ✓ Non-traditional mental health and social services pilot project
- ✓ Collaborative service delivery model
- ✓ Partnership between the County of Monterey's Behavioral Health and DSS



Population Served

1. High risk & underserved adults, age 60 or older
2. Medi-Cal recipients
3. APS client or referral
4. Needs mental health services



Services Provided

- ✓ Behavioral health and wellness therapy
- ✓ Intensive case management
- ✓ Locating and connecting to resources
- ✓ Multi-disciplinary social services and behavioral health services

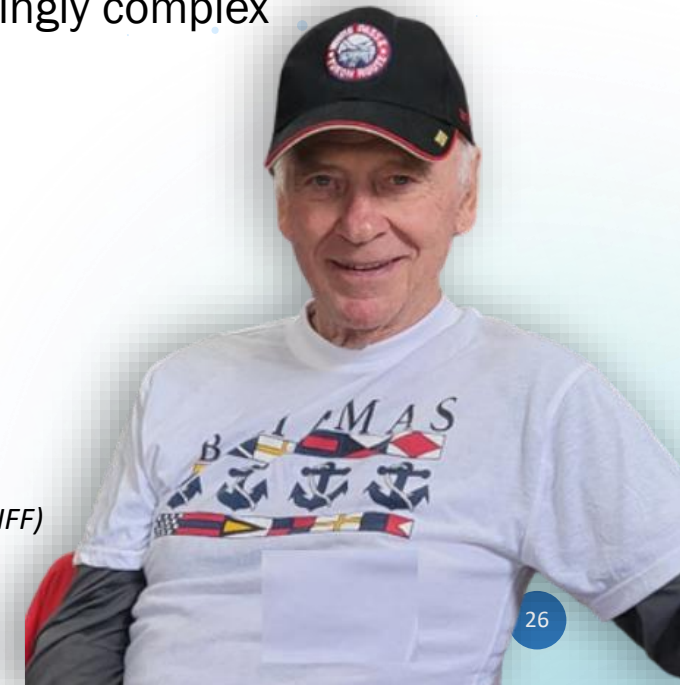


Why It Matters...

Monterey County's Population is Growing

- ✓ Senior Population **94,555 (22%)** ¹
- ✓ Total Veteran population **13,948** ³
 - Senior Veteran population age 65 and older **7,895** ²
 - 57% of the total Veteran population
- ✓ Seniors are the fastest growing population group ⁴
- ✓ Seniors are living longer, more diverse, and experiencing increasingly complex challenges, including: ⁴
 - Homelessness
 - Financial vulnerability
 - Caregiving shortages
 - Mental health, medical and physical challenges
 - Isolation, loneliness, Alzheimer's and dementia

1. CDA 2024 California Aging Population Demographic Projections for Intrastate Funding Formula (IFF)
2. National Center for Veterans Analysis and Statistics (VA.gov), 65 years and older
3. Total Monterey County Veteran population, 13,948 (Cal Vet- 2024)
4. CDA 2030 Report

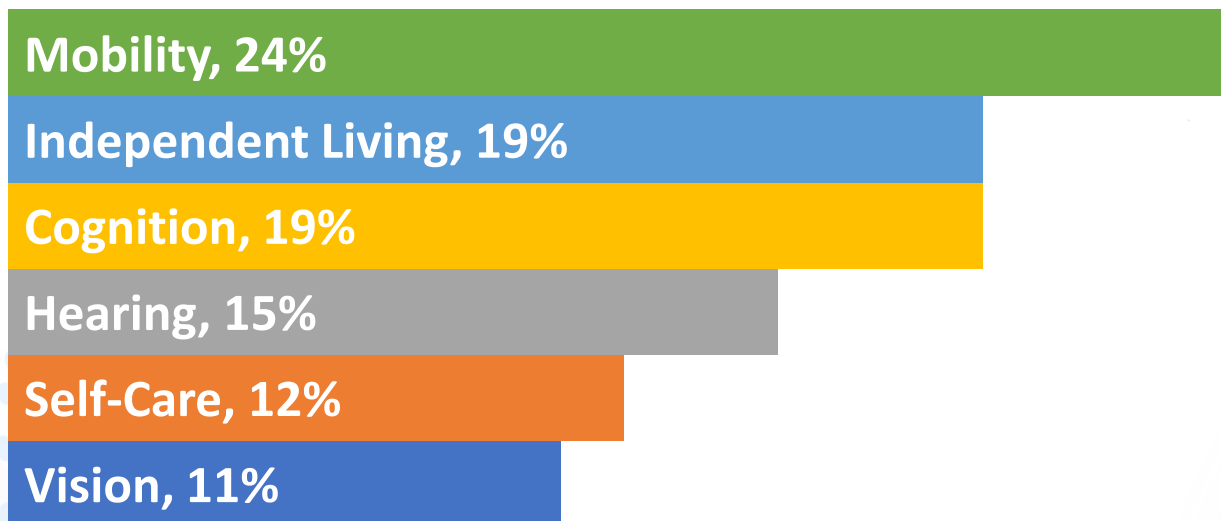




Why It Matters...

Monterey County is home to nearly 36,462 disabled adults (Age 18+)¹

Number of Adults in Monterey County with Select Functional Disability Types



1 in 4
Californians live with a disability.

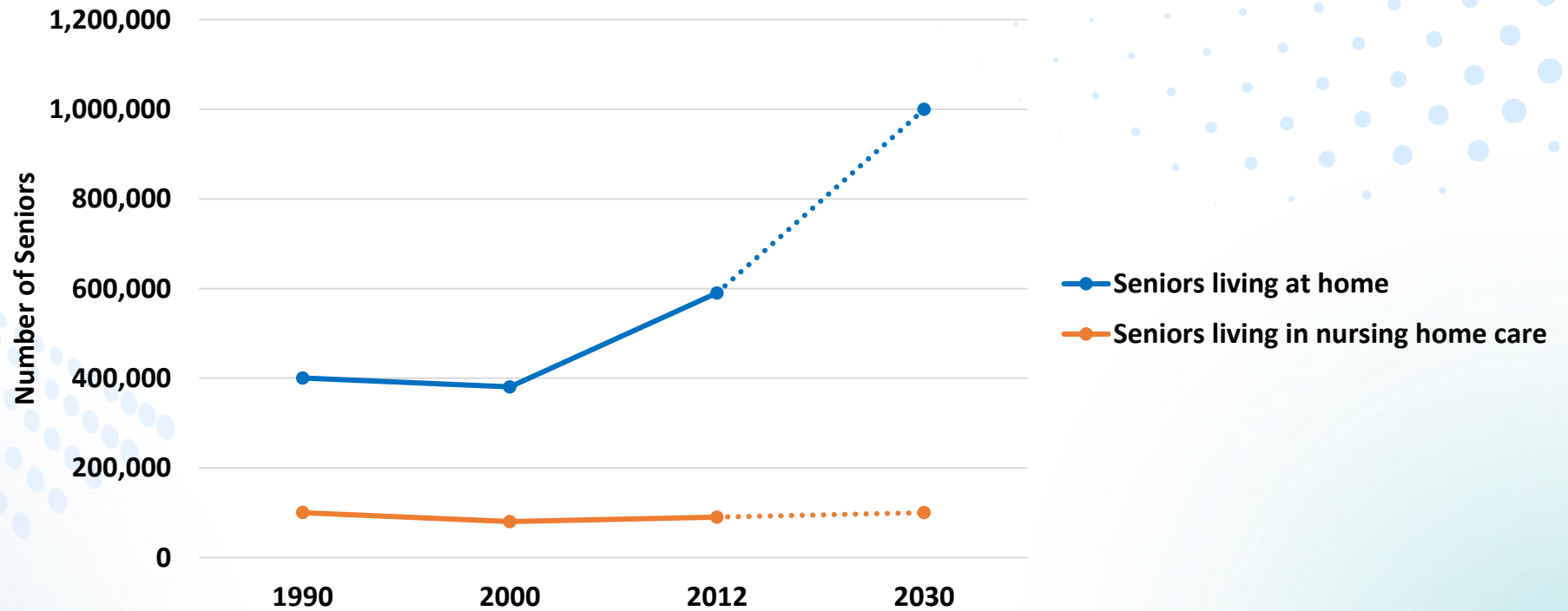


1. U.S. Census Bureau. "Sex by Age by Hearing Difficulty." American Community Survey, ACS 1-Year Estimates Detailed, 2022

Why It Matters...



The number of seniors living at home that rely on support services is increasing¹



1. Public Policy Institute of California



Community Needs Will Continue to Grow and No One Agency Can Do It All

DSS Programs, in partnership with local Service Providers, collectively assist our aging and disabled community members to live safely at home with dignity and for as long as possible.




Thank You!




Diana Jimenez


AAS & CWES Deputy Director & AAA Director

 (831) 796-3320

 JimenezDM@countyofmonterey.gov

 **24-Hour APS:** reports of abuse and neglect can be reported to (831)755-4466
After hours (before 8am and after 5pm on weekdays) and on weekends and holidays,
please call (831) 770-7541 and ask to speak to an APS Social Worker to make a report.

 **IHSS:** (831)755-4466

 Click on the QR code to visit our website 