



Aging and Adult Services  
Public Guardian

# Family Caregiver Support Program



# Family Caregiver Support Program

## FAMILY CAREGIVER SUPPORT PROGRAM (FCSP)

### **Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services Older Americans Act Reauthorization Act of 2020, Section 373 (a) and (b).**

Based on the AAA's needs assessment and subsequent review of current support needs and services for family caregivers, indicated below you will find what services the AAA intends to provide using Title IIIE and/or matching FCSP funds for both.

Family Caregiver Services Offered									
		FY 2024-2025		FY 2025-2026		FY 2026-2027		FY 2027-2028	
Category	Service	Direct	Contract	Direct	Contract	Direct	Contract	Direct	Contract
Caregiver Access Assistance	Case Management	No	Yes	No	Yes				
	Information and Assistance	Yes	Yes	Yes	Yes				
Caregiver Information Services	Information Services	Yes	Yes	Yes	Yes				
Caregiver Support Services	Training	No	Yes	No	Yes				
	Support Groups	No	Yes	No	Yes				
	Counseling	No	Yes	No	Yes				
Caregiver Respite Care	In-Home Respite	No	Yes	No	Yes				
	Out-of-Home (Day)	No	Yes	No	Yes				
	Out-of-Home (Overnight)	No	Yes	No	Yes				
	Other Respite	No	Yes	No	Yes				
Caregiver Supplemental Services	Legal Consultation	No	No	No	No				
	Consumable Supplies	Yes	No	Yes	Yes				
	Home Modifications	No	Yes	No	Yes				
	Assistive Technology	No	Yes	No	Yes				
	Other Caregiver Assessment	No	Yes	No	Yes				
	Caregiver Registry	No	No	No	no				

# Family Caregiver Support Program

## FAMILY CAREGIVER SUPPORT PROGRAM (FCSP), CONTINUED

Older Relative Caregiver Services									
		FY 2024-2025		FY 2025-2026		FY 2026-2027		FY 2027-2028	
Category	Service	Direct	Contract	Direct	Contract	Direct	Contract	Direct	Contract
Caregiver Access Assistance	Case Management	No	No	No	No				
	Information and Assistance	Yes	No	Yes	No				
Caregiver Information Services	Information Services	Yes	No	Yes	No				
Caregiver Support Services	Training	No	No	No	No				
	Support Groups	No	No	No	No				
	Counseling	No	No	No	No				
Caregiver Respite	In-Home Respite	No	No	No	No				
	Out-of-Home (Day)	No	No	No	No				
	Out-of-Home (Overnight)	No	No	No	No				
	Other Respite	No	No	No	No				
Caregiver Supplemental Services	Legal Consultation	No	No	No	No				
	Consumable Supplies	No	No	No	No				
	Home Modifications	No	No	No	No				
	Assistive Technology	No	No	No	No				
	Other (Assessment)	No	No	No	No				
	Other (Registry)	No	No	No	No				

# Family Caregiver Support Program

## FAMILY CAREGIVER SUPPORT PROGRAM (FCSP), CONTINUED

**Justification:** For any of the five main categories that are NOT being provided,

**1. Provider name and address:**

San Bernardino County's Kinship Support Services Program (16519 Victor St., #404, Victorville, CA 92395)

**2. Description of the service(s) they provide** (services should match those in the California Department of Aging Service Category and Data Dictionary):

Kinship Support Services Program is a collaborative between Children and Family Services (CFS) and not-for-profit organizations serving the Central, West End and High Desert regions of the county. The Kinship Support Services Program is funded by a combination of state, federal and foundation grants. The Kinship Support Services Program helps strengthen families and individuals who are raising children of their extended family. The program provides a variety of support services to kinship families, ranging from great-grandmothers raising their great-grandchildren, to older siblings raising their brothers and sisters. Services are designed to combat the isolation, stress, and needs kinship families encounter in their day-to-day lives, and include support groups, parenting classes, informational workshops, caregiver respite, children's activities, and family recreation.



# Family Caregiver Support Program

## FAMILY CAREGIVER SUPPORT PROGRAM (FCSP), CONTINUED

**Justification:** For any of the five main categories that are NOT being provided,

### **3. Where is the service provided (entire Planning Service Area (PSA), certain counties)?**

There are three contracted services provided throughout PSA 20:

<b>Westside Kinship Support Services</b> (on the grounds of Westside Christian Center) 224 E. 16th Street San Bernardino, CA 92404 (909) 889-5757	<b>Helping Hands Kinship Support Services</b> 316 East E St. Ontario, CA 91764 (909) 986-9710	<b>Helping Hands Kinship Support Services</b> 16519 Victor St, Ste. 404 Victorville, CA 92395 (760) 843-1177
---	--	---

### **4. How does the AAA ensure that the service continues to be provided in the PSA without the use of Title III E funds?**

In order to prevent duplication, DAAS - PG determined that Title III E Older Relative Caregiver contracted services would not be provided beginning in fiscal year 2014-15. No gap in services has been reported in the years Title III E Older Relative Caregiver contracted services have not been funded.

This agency is listed in our Information and Assistance (I&A) resource file as a non-OAA community-based organization. The AAA updates the I&A resource file annually. During this process, the AAA calls the agency to confirm information is still accurate and up to date.



Aging and Adult Services  
Public Guardian

# Legal Assistance



# Legal Assistance

## LEGAL ASSISTANCE

The Older Americans Act Reauthorization of 2020 designates Legal Assistance as a priority service under Title IIIB [42 USC §3026(a)(2)]. California Department of Aging (CDA) developed California Statewide Guidelines for Legal Assistance, which are to be used as best practices by CDA, AAAs and Legal Services Providers (LSPs) in the contracting and monitoring processes for legal services, and located at:  
[https://aging.ca.gov/Providers\\_and\\_Partners/Legal\\_Services/#pp-gg](https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg).

**1. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Assistance?**

- Thirty-five percent of current budget has been allocated to Legal Assistance through approved Title IIIB funding.

**2. How have your local needs changed in the past year(s)? Please identify any changes (include whether the change affected the level of funding and the difference in funding levels in the past four years).**

- Inland Counties Legal Services (ICLS), the local contracted legal services provider, continues to see a significant increase in older adults seeking assistance with housing, consumer, public benefits, and health law cases, in particular. Significant funding increases during the pandemic allowed ICLS to keep up with the demand for services for this population. However, with funding levels being reduced, and in order to meet the increasing need for legal services to seniors, ICLS anticipates again being in a position of needing to subsidize funding designated specifically for this population.

**3. How does the AAA's contract/agreement with LSPs specify and ensure that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?**

- The LSP California Statewide Guidelines in the provision of OAA legal assistance is used at Inland Counties Legal Services and staff training. Additionally, all staff take OAA Security Training. Security Training is completed through the California Department of Aging approved online course.

# Legal Assistance

## LEGAL ASSISTANCE, CONTINUED

### **4. How does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? What are the top four (4) priority legal issues in your Planning Service Area?**

In 2024, the AAA and Inland Counties Legal Services (ICLS) program reaffirmed that the top priority legal issues focused on preserving the following:

- Housing and related housing needs.
- Protecting the safety, stability, and well-being of individuals and families by ensuring they are free from abuse and have access to both adequate healthcare and meaningful educational opportunities.
- Maintaining, enhancing, and protecting income and economic stability by providing meaningful access to public benefits, litigation support in consumer debt, and general financial literacy through appropriate community education.

Across all ICLS practice areas, clinics, and funding sources, ICLS provided free legal services to approximately 1,559 older adults in San Bernardino County throughout 2024. The four (4) areas in which the greatest needs closely align with current priorities and will help shape future additions and revisions of ICLS program initiative:

- As in the prior year, housing cases remained the largest area of need and comprised approximately 51% of cases closed in which older adults were assisted. Housing assistance includes legal assistance in the areas of eviction defense, home ownership/real property, and mobile homes.



**LEGAL  
ASSISTANCE**



# Legal Assistance

## LEGAL ASSISTANCE, CONTINUED

- Assistance provided by the Elder Law team, which predominately consists of estate planning like simple wills, advanced directives, powers of attorney, and protecting against elder abuse through assistance with restraining orders.
- Assistance provided by Consumer Law Team, which includes legal services in collections, repossessions, deficiencies, garnishments, contracts/warranties, and low-income taxpayer and bankruptcy assistance.
- Assistance provided by the Health Law Team, which includes cases centered on accessing healthcare, such as Medicaid, Medicare and home-and community-based care.

ICLS conducts local needs assessments communicating with, in part, actual and potential clients, public and private agencies, the courts, other LSPs and various partner organizations. Annually, the ICLS Board of Directors reviews and approves a list of priorities that have been derived from these assessments as well as feedback throughout the year.

### **5. How does the AAA collaborate with the Legal Services Providers (LSPs) to jointly identify the target population? What is the targeted senior population and mechanism for reaching targeted groups in your Planning and Service Area (PSA)?**

The AAA and LSP's jointly identify the target population based on information from collected needs assessment data, CDA recommendation, and trending needs through PSA 20. Priorities include targeted services to rural residents; frail older adults; persons with disabilities; tenants in eviction proceedings; persons seeking or at risk of losing public benefits; persons with cultural and/or language barriers; persons identifying with the LGBTQIA+ community; Black, Indigenous and people of color (BIPOC); victims of domestic violence or trafficking seeking U non-immigrant Status Visa or Violence Against Women Act (VAWA) status; and unhoused persons.

Older adults are specifically targeted with an emphasis on those in the greatest economic and social need with particular attention to low-income minority individuals, older individuals with Limited English Proficiency (LEP) and older individuals residing in rural and isolated areas.

# Legal Assistance

## LEGAL ASSISTANCE, CONTINUED

### 6. How many LSPs are in your PSA?

Fiscal Year	# of Legal Services Providers	Did the number of service providers change? If so, please explain:
2024-2025	1	No
2025-2026	1	No

### 7. What methods of outreach are Legal Services Providers (LSPs) using?

- ICLS staff regularly participate in community outreach to target older adults and general population. Outreach opportunities with an emphasis on reaching older adults often consist of an introduction to ICLS services, community legal education presentations, and “Know Your Rights” presentations at various senior centers and law libraries, hosting tables at community fairs, and partnering with local community-based organizations who serve similar populations throughout San Bernardino County.
- Staff are available and seek opportunities to schedule specific presentations as requested with partner organizations who provide services to older adults or senior organizations on multiple legal topics that include, but are not limited to, estate planning, mobile home law, health law (Covered California, etc.), public benefits (Social Security-related benefits) and a multitude of other civil legal areas of law. These can be scheduled in-person or virtually as Zoom meetings or presentations. All events include targeted legal information as well as general information about ICLS services that are available.

### 8. How many LSPs are in your Planning and Service Area?

Fiscal Year	Name of Provider	Geographic Region Covered
2024-2025	a. Inland Counties Legal Services	a. San Bernardino County
2025-2026	a. Inland Counties Legal Services	a. San Bernardino County



# Legal Assistance

## LEGAL ASSISTANCE, CONTINUED

9. Discuss how older adults access Legal Assistance in your Planning and Service Area and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.).

- **Inland Counties Legal Services (ICLS) has seven distinct methods for conducting intakes:**
  - In-person, video, or telephone interviews or appointments for eligibility and issue screening, and referral to the appropriate practice group;
  - Telephone calls to the Intake Practice Group for eligibility and issue screening and then referral to the appropriate practice group;
  - Referrals from the housing hotline;
  - Health Consumer Alliance (HCA) Hotline for healthcare cases;
  - Applications submitted online available 24/7 on the ICLS website at [www.inlandlegal.org](http://www.inlandlegal.org). These applications are linked to the Legal Server case management system and reviewed daily; or
  - Using the “Bookings” application on Microsoft 365. The Bookings application is used by various teams to accommodate referrals from outside partners seeking assistance for applicants who may be especially difficult to reach due to experience homelessness or a lack of other resources, or for particular grants and partnerships.
- **Intake Screening:**
  - Inland Counties Legal Services screens all applicants for eligibility to ensure that cases are charged to appropriate fund sources for the qualified applicant. Income is screened to ensure that applicants under 60 years of age are at or below 200% of the Federal Poverty Level (FPL) guidelines annually adopted by the ICLS Board of Directors. Applicants are also screened for age to ensure that qualified individuals aged 60 or older can receive free legal services.

# Legal Assistance

## LEGAL ASSISTANCE, CONTINUED

- **Intake Screening, Continued:**

- While Title IIIB Legal Assistance funding has no income or asset limit requirements, this information is gathered to ensure that when no Title IIIB funding is available, services may continue being funded through other funding sources that do have income and asset limit requirements. Inland Counties Legal Services' Legal Services Corporation (LSC) funding requires grantees to screen applicants seeking assistance to determine U.S. citizenship or LSC approved non-U.S. citizen status. ICLS provides this screening to all applicants for services and only those with requisite status or qualification under Violence Against Women Act (VAWA) exceptions are eligible to receive legal services regardless of the funding source.

**10. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA (please include new legal problem trends in your area).**

- In 2024, Inland Counties Legal Services provided free legal services to approximately 1,559 older adults in San Bernardino County through multiple funding sources. Of the clients served, fifty-one percent (51%) of cases were in Housing Law (including eviction defense, private landlord/tenant; home ownership/real property; and mobile homes); followed by sixteen percent (16%) of Elder Law cases (predominately estate planning, including simple wills, advanced directives, powers of attorneys, and restraining orders); eleven percent (11%) of consumer cases (including collections, repossessions, deficiencies, garnishments, contracts/warranties, and low-income taxpayer and bankruptcy assistance); ten percent (10%) of Health Law cases (including Medicaid, Medicare and home and community-based care); and eight percent (8%) of Public Benefits cases, including assistance with accessing and preserving Social Security Retirement, Social Security Disability Insurance (SSDI), and Supplemental Security Income (SSI) benefits for seniors.

## LEGAL ASSISTANCE, CONTINUED

### **11. What are the barriers to accessing Legal Assistance in your PSA? Include proposed strategies for overcoming such barriers.**

- The barriers to accessing Legal Assistance continue to include (1) the lack of public transportation in the more rural and remote parts of San Bernardino County; (2) the sheer geographical size of the county; and (3) the limited availability to Legal Assistance. ICLS continues to seek additional funding sources that can be used for older adults and the use of technology to reach individuals in rural areas who are unable to access a local office for services. Additionally, ICLS will continue to partner with various senior and community centers in rural areas to offer in-person appointments and create initiatives with other local community-based organizations serving the older adult population that allow ICLS to provide on-site and virtual services to continue to try and meet the needs of these individuals throughout the county.

### **12. What other organizations or groups does your legal service provider coordinate services with?**

- Inland Counties Legal Services coordinates services with the following organizations: San Bernardino County Department of Aging and Adult Services – Public Guardian (DAAS - PG), Riverside County Office on Aging (OOA), Ombudsman, Adult Protective Services, California Advocates for Nursing Home Reform, and San Bernardino County Coordinated Intake System “2-1-1.”
  - Inland Counties Legal Services also coordinates services with:
    - Legal Aid Society of San Diego (with California Department of Managed Health Care and federal funds for healthcare reform education and advocacy)
    - Internal Revenue Service Low Income Taxpayer Clinic (LITC) Grant
    - San Bernardino County Community Development and Housing Agency, Housing and Disability Advocacy Program (HDAP) funds
    - Knowledge, Education for Your Success, Inc. (KEYS) Supportive Services for Veterans Families funds
    - California Department of Social Services Immigration Services Bureau Removal Defense Grant

# Legal Assistance

## LEGAL ASSISTANCE, CONTINUED

- California Department of Housing and Community Development Nonprofit Legal Services – Region 2 Mobile Home Residency Law Protection funds
- REACH of the Valley, California Governor’s Office of Emergency Services - Victim Services Branch Grant
- Kaiser California Community Foundation Capacity Building Program for Housing Related Services
- Riverside Area Rape Crisis Center
- Desert Sanctuary/Haley House
- SAFE Family Justice Centers
- Council on Aging - Southern California (Health Insurance Counseling and Advocacy Program)

Legal services for older adults are targeted for persons aged 60 and older who are in the “greatest social and economic need.”





Aging and Adult Services  
Public Guardian

# Disaster Preparedness





# Disaster Preparedness

## DISASTER PREPARATION PLANNING

**Conducted for the 2024-2028 Planning Cycle Older Americans Act Reauthorization of 2020, Section 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P).**

**1. Describe how the AAA coordinates its disaster preparedness plans, policies, and procedures for emergency preparedness and response as required in OAA, Title III, Section 310.**

- DAAS - PG is the AAA for San Bernardino County. The department is part of Human Services and included in the County's comprehensive disaster preparation planning. San Bernardino County Fire Department's Office of Emergency Services, as the operational area for the county, coordinates the development and implementation of the disaster plan. DAAS - PG Emergency Operations Plan describes the roles, responsibilities, and relationships of the department consistent with the Standardized Emergency Management Systems (SEMS) and the National Incident Management System (NIMS), as they relate to disaster response.
- Standardized Emergency Management Systems incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, existing mutual aid systems, the operational area concept, and multiagency or inter-agency coordination. Local governments must use SEMS to be eligible for funding of their personnel related costs under state disaster assistance programs. At the field (incident) level, the use of SEMS standardizes the response to emergencies involving multiple jurisdictions or multiple agencies.
- The Incident Command System is the basic emergency management system. The system provides a common organizational framework within which agencies can work collectively at the scene of an emergency. It is also an effective emergency management system for either single or multiple agency use. DAAS - PG will activate the Department Emergency Operations Center in the event of a disaster.



# Disaster Preparedness

## DISASTER PREPARATION PLANNING, CONTINUED

- The Emergency Operations Center (EOC) will establish a system to receive and process task assignments, establish an outline of steps to secure the safety of department personnel, establish a system to provide the necessary resources as needed, ensure the continuing performance of the department's essential operations/functions, and establish a plan of action for restoring normal day-to-day operations. Emergency response sections will be established in the EOC as described in the Emergency Operations Plan. In alignment with Standardized Emergency Management Systems and National Incident Management System, EOC staff have been designated to one of the following sections: Management, Operations, Planning, Logistics, and Finance. Critical functions have been identified below. Essential Disaster Response functions include:
  - Ensure all records, documents, critical supplies, and other items needed to perform critical functions are available offsite and/or can be readily obtained if the facility is lost.
  - Check on the most vulnerable clients from all programs.
  - Coordinate assistance to vulnerable clients with Office of Emergency Services and first responders.
  - Provide disaster information in alternative languages as necessary.
  - Investigate Adult Protective Services (APS) reports.
- A decision-making process in disaster settings has been put in place to ensure that there is continuity of operations.
  - If the disaster is regional, the disaster plan will be implemented at the regional level. Communication may be from the bottom up. For a countywide disaster, the disaster plan is implemented by the director, assistant director or successor, based on the lines of succession established in the plan. The director oversees the relief efforts conducted by the department. The deputy directors and district managers provide information to the director about each region and financial concerns. The deputy directors supervise and coordinate relief efforts in their respective regions as well as specific activities based on respective assignments. The district managers coordinate the establishment of emergency sites for provision of food/nutrition along with the assignment of Senior Information and Assistance staff to senior centers and nutrition sites.

# Disaster Preparedness

## DISASTER PREPARATION PLANNING, CONTINUED

- The deputy directors also coordinate efforts in their regions and maintain contact with regional supervisors. Authority for DAAS - PG operations is the responsibility of the highest-level employee.

**2. Identify each of the local Office of Emergency Services (OES) contact person(s) within the Planning and Service Area (PSA) that the AAA will coordinate with in the event of a disaster (add additional information as needed for each OES within the PSA):**

Name	Title	Telephone
Daniel Munoz	Deputy Executive Officer	Office: 909-388-5807
Sherri Misener	HS Emergency Services Supervisor	Office: 909-387-8853

**3. Identify the disaster response coordinator within the AAA:**

Name	Title	Telephone
Jakob MacCarthy	Deputy Director	Office: 909-891-3808 / Cell: 909-693-1561

**4. List critical services the AAA will continue to provide to the participants after a disaster and describe how these services will be delivered (i.e., wellness checks, information, nutrition programs)**

Critical Services	How Delivered?
Check on Most Vulnerable Clients	Program staff has disaster contact sheets used to document if the client has a live-in care provider or not, is on oxygen, is bed-bound, etc. The most dependent clients are prioritized first in being contacted during a disaster. Older adults, adults with disabilities and their caregivers receiving any service through DAAS – PG will be contacted by phone to ensure their safety and needs are met.
Coordinate with First Responders	Department disaster coordinators assigned to each facility conduct a self-assessment of the staff, visitors, and facility and report back to the EOC.
Investigate Adult Protective Services Reports	Deputy directors supervise and coordinate relief efforts in their respective regions as well as specific activities based on their assignments.

# Disaster Preparedness

## DISASTER PREPARATION PLANNING, CONTINUED

**5. List critical services the AAA will provide to its operations after a disaster and describe how these services will be delivered (i.e., cyber attack, fire at your building, evacuation of site, employee needs)**

Critical Services	How Delivered?
In-Home Supportive Services	Providers will continue to be paid, social work staff will continue to make contact and ensure service eligibility, and critical and urgent clients will be contacted directly and serviced as a priority.
Adult Protective Services	Received referrals will continue to be investigated/served. Existing cases will continue to be managed by social work staff. Critical and urgent cases will be serviced as a priority.
Senior Nutrition	Providers and DAAS - PG will work together to ensure that healthy meals can continue to be provided to all in need and create an option to have food delivered to ensure safety amongst the most at-risk population.
Public Guardian	Deputy staff continue to make contact, provide welfare checks, and fully service those on conservatorship, as a matter of legal obligation.
Age Wise	Behavioral Health clinicians and paraprofessionals ensure contact with program clients, providing welfare checks and the ongoing assessing of basic needs as well as mental well-being. The Age Wise 24/7 Senior Hotline is available via a toll-free hotline to address urgent and critical community needs.

**6. List critical resources the AAA needs to continue operations.**

- Supplemental funding to allow the expansion of services through contracted providers and community entities to help support initiatives taking place during natural disasters.
- Collaboration with community entities to quickly disburse initiatives to help those greatly affected by the disasters at hand. Partnerships may include, but are not limited to Sheriff's Departments, Fire Departments, medical staff, meal and nutrition sites, Public Health, additional county departments, community partners and local businesses.

# Disaster Preparedness

## DISASTER PREPARATION PLANNING, CONTINUED

**7. List any agencies or private/non-government organizations with which the AAA has formal or nonformal emergency preparation or response agreements (contractual or MOU).**

- California Fire Service and Rescue Emergency Mutual Aid System/Plan 4/2019
- Operations Bulletin #1 Closest Resource Concept-Requesting Mutual Aid from Adjoining Operational Areas and Regions
- California Disaster and Civil Defense Master Mutual Aid Agreement; Immediate Need Procedures AH-330 3-3 STL\_TFL Response 2018
- Multi-Agency Coordination System Publication Procedures Guide MACS 410-1 7/2018
- Multi-Agency Coordination System Resource Designation System MACS 410-2 5/2013
- California Fire Service and Rescue Emergency Mutual Aid System Orientation for the new Operational Area Coordinator 4/2019; ST-TF AH-330 3-3-3 Code of Conduct 7/2017

**8. Describe how the AAA will:**

- **Identify vulnerable populations**
  - Each program identifies vulnerable service populations by keeping disaster contact sheets numbered according to the needs assessment and whether there is a live-in care provider available to assist. The highest priority clients are those who do not have live-in help and who are dependent on oxygen or other durable medical equipment.
- **Identify possible needs of the participants before a disaster event (public safety, power outage, flood, earthquake, etc.)**
  - The population in need is already identified by the services that are accessed. This allows for DAAS - PG staff to quickly contact and initiate a response in the case of a disaster.
- **Follow up with vulnerable populations after a disaster event**
  - DAAS - PG staff remain in touch with high priority clients during any disaster until the situation ends and client needs are stabilized.

# Disaster Preparedness

## DISASTER PREPARATION PLANNING, CONTINUED

### **9. How is disaster preparedness training provided?**

- AAA provides to participants and caregivers.
  - Social workers and Senior Information and Assistance staff provide comprehensive information, resources and in-person training to caregivers to help ensure the older adults they assist are prepared.
- To staff and subcontractors.
  - Subcontractors are encouraged and informed of all state and county disaster preparedness initiatives and exercises to help provide insight on how to best prepare for a disaster in their own location. Providers are given resources and information for internal staff on best practices in case of a disaster. This includes providing guides on how internal staff are assigned and trained with specific duties to ensure safety within the location and how to continue to provide assistance to the older adults serviced, who may be impacted by the disaster.

### **10. How has your AAA been coordinating emergency and disaster preparedness efforts with local tribal organizations?**

- San Bernardino County Office of Emergency Services (OES) representatives attend the Southern California Tribal Emergency Managers meeting. This meeting occurs quarterly and is hosted by local tribal entities.
- San Bernardino County OES hosts an Operational Area Coordinating Council (OACC) meeting, in which local tribal entities are invited to attend and participate. These meetings include in-service trainings, guest speakers, exercises, and information on best practices and grants.



Aging and Adult Services  
Public Guardian

# Notice of Intent to Provide Direct Services





# Notice of Intent to Provide Direct Services

**CCR Article 3, Section 7320 (a)(b) and 42 USC Section 3027(a)(8)(C).**

If an AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the Planning and Service Area will be served.

**Check if not providing any of the below listed direct services.**

Direct Services Offered					
OAA Title	Service	FY 2024-2025	FY 2025-2026	FY 2026-2027	FY 2027-2028
Title IIIB	Information and Assistance	X	X	X	X
	Case Management				
	Outreach	X	X	X	X
	Program Development				
	Coordination				
	Long-Term Care Ombudsman				
Title IIID	Health Promotion - Evidence Based				
Title IIIE	Caregiver Case Management				
	Caregiver Counseling				
	Caregiver Information and Assistance	X	X	X	X
	Caregiver Information Services	X	X	X	X
	Caregiver Respite In-Home				
	Caregiver Respite Other				
	Caregiver Respite Out-Of-Home Day Care				
	Caregiver Respite Out-Of-Home Overnight Care				
	Caregiver Supplemental Service Assistive Technology				
	Caregiver Supplemental Service Caregiver Assessment				
	Caregiver Supplemental Service Consumable Supplies				

# Notice of Intent to Provide Direct Services

## NOTICE OF INTENT TO PROVIDE SERVICES, CONTINUED

X	Check if not providing any of the below listed direct services.
---	---

Direct Services Offered					
OAA Title	Service	FY 2024-2025	FY 2025-2026	FY 2026-2027	FY 2027-2028
Title IIIE	Caregiver Supplemental Service Home Modifications				
	Caregiver Supplemental Service Legal Consultation				
	Caregiver Supplemental Service Caregiver Registry				
	Caregiver Support Groups				
	Caregiver Training				
Title VIIA	Long-Term Care Ombudsman				
Title VII	Prevention of Elder Abuse, Neglect, and Exploitation				

**Describe methods to be used to ensure target populations will be served throughout the PSA.**

The AAA maintains six (6) Senior Information and Assistance (SIA) offices strategically located to serve the entire county where they distribute information about resources and provide direct services in both Titles IIIB and IIIE. SIA staff are committed to identifying service gaps, assisting older adults in accessing resources, and following up on the provision of services in a timely manner. They perform outreach at locations which include, but are not limited to, senior centers, nutrition sites, mobile home parks, older adult apartment complexes, food distribution sites, and health and resource fairs. SIA staff also attend community meetings and events where they make available information about services throughout the AAA. SIA outreach methods are particularly effective reaching remote and/or minority populations.

The AAA will continue to expand outreach efforts to create additional partnerships and collaborations to reach older adults, adults with disabilities, and their caregivers. Current objectives include enhancing transportation services, working with local farmers markets to make sure low-income older adults can use the Farmers Market check booklets throughout the county, and ensuring the success and effectiveness of the Scam Alert program.



Aging and Adult Services  
Public Guardian

# Request for Approval to Provide Direct Services

