

Service Unit Plan (SUP)

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN

CCR Article 3, Section 7300(d)
WIC § 9535(b)

MULTIPLE PLANNING AND SERVICE AREA HICAPs (Multi-PSA HICAP):

The California Department of Aging (CDA) contracts with 33 AAAs to locally manage and provide HICAP services in all 58 counties. Four (4) AAAs are contracted to provide HICAP services in multiple Planning and Service Areas (PSAs). The “Managing” AAA is responsible for providing HICAP services in a way that is equitable among the covered service areas.

The HICAP program measures are calculated from county-level data for all 33 PSAs. HICAP service-level data are reported in CDA’s Statewide HICAP Automated Reporting Program (SHARP) system per reporting requirements.

Information presented in the following pages is based on FY 2024-25 target numbers as the state has not provided released target information for FY 2025-26.

insurance



Service Unit Plan (SUP)

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN

CCR Article 3, Section 7300(d)
WIC § 9535(b)

State Performance Measures - Fiscal Year 2024-2025

Measure	Target Number	Goal Number
PM 1.1 Estimated Clients Counseled	1,068	1
PM 1.2 Public and Media Events (PAM) (Estimated)	109	1

Federal Performance Measures - Fiscal Year 2024-2025

PM 2.1 Client Contacts (Interactive)	2,548	1
PM 2.2 PAM Outreach (Interactive)	1,018	1
PM 2.3 Medicare Beneficiaries Under 65	941	1
PM 2.4 Hard to Reach	766	1
PM 2.4a LIS	1,184	1
PM 2.4b Rural	0	1
PM 2.4c ESL	354	1
PM 2.5 Enrollment Contacts (Qualifying)	2,547	1

HICAP Legal Services Units of Service - Fiscal Year (FY) 2024-2025

PM 3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	2,348	1
PM 3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	N/A	
PM 3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	N/A	

Service Unit Plan (SUP)

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)
WIC § 9535(b)

State Performance Measures - Fiscal Year 2025-2026

Measure	Target Number	Goal Number
PM 1.1 Estimated Clients Counseled	1,068	1
PM 1.2 Public and Media Events (PAM) (Estimated)	109	1

Federal Performance Measures - Fiscal Year 2025-2026

PM 2.1 Client Contacts (Interactive)	2,548	1
PM 2.2 PAM Outreach (Interactive)	1,018	1
PM 2.3 Medicare Beneficiaries Under 65	941	1
PM 2.4 Hard to Reach	766	1
PM 2.4a LIS	1,184	1
PM 2.4b Rural	0	1
PM 2.4c ESL	354	1
PM 2.5 Enrollment Contacts (Qualifying)	2,547	1

HICAP Legal Services Units of Service - Fiscal Year (FY) 2025-2026

PM 3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	2,348	1
PM 3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	N/A	
PM 3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	N/A	

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HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)
WIC § 9535(b)

State Performance Measures - Fiscal Year 2026-2027

Measure	Target Number	Goal Number
PM 1.1 Estimated Clients Counseled		
PM 1.2 Public and Media Events (PAM) (Estimated)		

Federal Performance Measures - Fiscal Year 2026-2027

PM 2.1 Client Contacts (Interactive)		
PM 2.2 PAM Outreach (Interactive)		
PM 2.3 Medicare Beneficiaries Under 65		
PM 2.4 Hard to Reach		
PM 2.4a LIS		
PM 2.4b Rural		
PM 2.4c ESL		
PM 2.5 Enrollment Contacts (Qualifying)		

HICAP Legal Services Units of Service - Fiscal Year (FY) 2026-2027

PM 3.1 Estimated Number of Clients Represented Per FY (Unit of Service)		
PM 3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)		
PM 3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)		

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HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)
WIC § 9535(b)

State Performance Measures - Fiscal Year 2027-2028

Measure	Target Number	Goal Number
PM 1.1 Estimated Clients Counseled		
PM 1.2 Public and Media Events (PAM) (Estimated)		

Federal Performance Measures - Fiscal Year 2027-2028

PM 2.1 Client Contacts (Interactive)		
PM 2.2 PAM Outreach (Interactive)		
PM 2.3 Medicare Beneficiaries Under 65		
PM 2.4 Hard to Reach		
PM 2.4a LIS		
PM 2.4b Rural		
PM 2.4c ESL		
PM 2.5 Enrollment Contacts (Qualifying)		

HICAP Legal Services Units of Service - Fiscal Year 2027-2028

PM 3.1 Estimated Number of Clients Represented Per FY (Unit of Service)		
PM 3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)		
PM 3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)		

Service Unit Plan (SUP)

TITLE IIIIE SERVICE UNIT PLAN

CCR Article 3, Section 7300(d)

This Service Unit Plan (SUP) uses the 16 federally-mandated service categories and providing a goal with associated objectives is mandatory for services provided. The goal states the big picture and the objectives are the road map (specific and measurable activities) for achieving the big picture goal.

The following tables are for family caregivers of older adults, and adults who are caring for an individual of any age with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.

Direct and/or Contracted Title IIIIE Services - 2024-2025

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Assistance Case Management	Hours	3,400	2	1,2,4
Caregiver Access Assistance Information and Assistance	Contacts	430	2	1,2,4
Caregiver Information Services	Number of Activities and Audience	2	2	1,2,4
Caregiver Respite In-Home	Hours	3,485	2	1,2,4
Caregiver Respite Other	Hours	2,650	2	1,2,4
Caregiver Respite Out-of-Home/Day Care	Hours	1,200	2	1,2,4
Caregiver Supplemental Services Assistive Technologies	Occurrences	108	2	1,2,4
Caregiver Supplemental Services Caregiver Assessment	Hours	615	2	1,2,4
Caregiver Supplemental Services Consumable Supplies	Occurrences	18	2	1,2,4
Caregiver Supplemental Services Caregiver Registry	Occurrences	0	0	0
Caregiver Supplemental Services Home Modifications	Occurrences	10	2	1,2,4
Caregiver Supplemental Services Legal Consultation	Contacts	0	0	0
Caregiver Support Services Support Groups	Sessions	367	2	1,2,4
Caregiver Support Services Training	Hours	1,315	2	1,2,4
Caregiver Support Counseling Services	Hours	600	2	1,2,4

Service Unit Plan (SUP)

TITLE III E SERVICE UNIT PLAN, CONTINUED

Direct and/or Contracted Title III E Services - 2025-2026

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Assistance Case Management	Hours	3,400	2	1,2,4
Caregiver Access Assistance Information and Assistance	Contacts	430	2	1,2,4
Caregiver Information Services	Number of Activities and Audience	200	2	1,2,4
Caregiver Respite In-Home	Hours	3,310	2	1,2,4
Caregiver Respite Other	Hours	2,650	2	1,2,4
Caregiver Respite Out-of-Home/Day Care	Hours	1,200	2	1,2,4
Caregiver Supplemental Services Assistive Technologies	Occurrences	108	2	1,2,4
Caregiver Supplemental Services Caregiver Assessment	Hours	615	2	1,2,4
Caregiver Supplemental Services Consumable Supplies	Occurrences	18	2	1,2,4
Caregiver Supplemental Services Caregiver Registry	Occurrences	0	0	0
Caregiver Supplemental Services Home Modifications	Occurrences	10	2	1,2,4
Caregiver Supplemental Services Legal Consultation	Contacts	0	0	0
Caregiver Support Services Support Groups	Sessions	367	2	1,2,4
Caregiver Support Services Training	Hours	1,315	2	1,2,4
Caregiver Support Counseling Services	Hours	600	2	1,2,4

Service Unit Plan (SUP)

TITLE III E
SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)

Direct and/or Contracted Title III E Services - 2026-2027

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Case Management	Hours			
Caregiver Access Information and Assistance	Contacts			
Caregiver Information Services	Number of Activities and Audience			
Caregiver Respite In-Home	Hours			
Caregiver Respite Other	Hours			
Caregiver Respite Out-of-Home/Day Care	Hours			
Caregiver Supplemental Services Assistive Technologies	Occurrences			
Caregiver Supplemental Services Caregiver Assessment	Hours			
Caregiver Supplemental Services Caregiver Registry	Occurrences			
Caregiver Supplemental Services Consumable Supplies	Occurrences			
Caregiver Supplemental Services Home Modifications	Occurrences			
Caregiver Supplemental Services Legal Consultation	Contacts			
Caregiver Support Groups	Sessions			
Caregiver Support Training	Hours			
Caregiver Support Counseling	Hours			
Caregiver Counseling	Hours			

Service Unit Plan (SUP)

TITLE IIIIE
SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)

Direct and/or Contracted Title IIIIE Services - 2027-2028

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Case Management	Hours			
Caregiver Access Information and Assistance	Contacts			
Caregiver Information Services	Number of Activities and Audience			
Caregiver Respite In-Home	Hours			
Caregiver Respite Other	Hours			
Caregiver Respite Out-of-Home/Day Care	Hours			
Caregiver Supplemental Services Assistive Technologies	Occurrences			
Caregiver Supplemental Services Caregiver Assessment	Hours			
Caregiver Supplemental Services Caregiver Registry	Occurrences			
Caregiver Supplemental Services Consumable Supplies	Occurrences			
Caregiver Supplemental Services Home Modifications	Occurrences			
Caregiver Supplemental Services Legal Consultation	Contacts			
Caregiver Support Groups	Sessions			
Caregiver Support Training	Hours			
Caregiver Support Counseling	Hours			
Caregiver Counseling	Hours			

Service Unit Plan (SUP)

TITLE IIIIE
SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)
Older Relative Caregivers

Direct and/or Contracted Title IIIIE Services - 2024-2025

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Case Management	Hours			
Caregiver Access Information and Assistance	Contacts	1,050	2	1,2,4
Caregiver Information Services	Number of Activities and Audience	60	2	1,2,4
Caregiver Respite In-Home	Hours			
Caregiver Respite Other	Hours			
Caregiver Respite Out-of-Home/Day Care	Hours			
Caregiver Supplemental Services Assistive Technologies	Occurrences			
Caregiver Supplemental Services Caregiver Assessment	Hours			
Caregiver Supplemental Services Caregiver Registry	Occurrences			
Caregiver Supplemental Services Consumable Supplies	Occurrences			
Caregiver Supplemental Services Home Modifications	Occurrences			
Caregiver Supplemental Services Legal Consultation	Contacts			
Caregiver Support Groups	Sessions			
Caregiver Support Training	Hours			
Caregiver Support Counseling	Hours			
Caregiver Counseling	Hours			

Service Unit Plan (SUP)

TITLE IIIIE
SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)
Older Relative Caregivers

Direct and/or Contracted Title IIIIE Services - 2025-2026

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Case Management	Hours			
Caregiver Access Information and Assistance	Contacts	1,050	2	1,2,4
Caregiver Information Services	Number of Activities and Audience	60	2	1,2,4
Caregiver Respite In-Home	Hours			
Caregiver Respite Other	Hours			
Caregiver Respite Out-of-Home/Day Care	Hours			
Caregiver Supplemental Services Assistive Technologies	Occurrences			
Caregiver Supplemental Services Caregiver Assessment	Hours			
Caregiver Supplemental Services Caregiver Registry	Occurrences			
Caregiver Supplemental Services Consumable Supplies	Occurrences			
Caregiver Supplemental Services Home Modifications	Occurrences			
Caregiver Supplemental Services Legal Consultation	Contacts			
Caregiver Support Groups	Sessions			
Caregiver Support Training	Hours			
Caregiver Support Counseling	Hours			
Caregiver Counseling	Hours			

Service Unit Plan (SUP)

TITLE IIIIE
SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)
Older Relative Caregivers

Direct and/or Contracted Title IIIIE Services - 2026-2027

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Case Management	Hours			
Caregiver Access Information and Assistance	Contacts			
Caregiver Information Services	Number of Activities and Audience			
Caregiver Respite In-Home	Hours			
Caregiver Respite Other	Hours			
Caregiver Respite Out-of-Home/Day Care	Hours			
Caregiver Supplemental Services Assistive Technologies	Occurrences			
Caregiver Supplemental Services Caregiver Assessment	Hours			
Caregiver Supplemental Services Caregiver Registry	Occurrences			
Caregiver Supplemental Services Consumable Supplies	Occurrences			
Caregiver Supplemental Services Home Modifications	Occurrences			
Caregiver Supplemental Services Legal Consultation	Contacts			
Caregiver Support Groups	Sessions			
Caregiver Support Training	Hours			
Caregiver Support Counseling	Hours			
Caregiver Counseling	Hours			

Service Unit Plan (SUP)

TITLE IIIIE
SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)
Older Relative Caregivers

Direct and/or Contracted Title IIIIE Services - 2027-2028

Measure	Units	Total Units	Goal Numbers	Objective Numbers
Caregiver Access Case Management	Hours			
Caregiver Access Information and Assistance	Contacts			
Caregiver Information Services	Number of Activities and Audience			
Caregiver Respite In-Home	Hours			
Caregiver Respite Other	Hours			
Caregiver Respite Out-of-Home/Day Care	Hours			
Caregiver Supplemental Services Assistive Technologies	Occurrences			
Caregiver Supplemental Services Caregiver Assessment	Hours			
Caregiver Supplemental Services Caregiver Registry	Occurrences			
Caregiver Supplemental Services Consumable Supplies	Occurrences			
Caregiver Supplemental Services Home Modifications	Occurrences			
Caregiver Supplemental Services Legal Consultation	Contacts			
Caregiver Support Groups	Sessions			
Caregiver Support Training	Hours			
Caregiver Support Counseling	Hours			
Caregiver Counseling	Hours			

Service Unit Plan (SUP)

TITLE VII ELDER ABUSE PREVENTION

The program conducting the Title VII Elder Abuse Prevention work is:

X	Ombudsman Program
	Legal Services Provider
	Adult Protective Services
	Other (explain/list)

Units of Service categories include public education sessions, training sessions for professionals, training sessions for caregivers served by a Title IIIIE Family Caregiver Support Program, educational materials distributed, and hours spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

The agency receiving Title VII Elder Abuse Prevention funding is: **Wise & Healthy Aging Elder Abuse Prevention Program.**

Title VII Elder Abuse Prevention Goals				
Total # of	2024-2025	2025-2026	2026-2027	2027-2028
Individuals Served	900	900		
Public Education Sessions	8	8		
Training Sessions for Professionals	8	8		
Training Sessions for Title IIIIE Caregivers	0	0		
Hours Spent Developing a Coordinated System	40	40		
Total Copies of Education Materials Distributed	1,500	1,500		
Description of Educational Materials	Elder Justice Resource Guides, Mandated Reporter Flow Charts			

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES

As mandated by the reauthorization of the Older Americans Act (OAA) of 2020, the mission of the LTC Ombudsman program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of ensuring their dignity, quality of life, and quality of care.

Each year, during the four-year cycle, analysts from the Office of the State Long-Term Care Ombudsman (OSLTCO) forward baseline numbers to the AAA using the prior fiscal year National Ombudsman Reporting System (NORS) data as reported by OSLTCO in the State Annual Report to the Administration on Aging (AoA).

The AAA will establish targets each year in consultation with the local LTC Ombudsman program coordinator using the baseline data as the benchmark for determining yearly targets. Targets should be reasonable and attainable based on current program resources. Refer to your local LTC Ombudsman program's last three years of AoA data for historical trends.

Outcome 1.

Problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman program. [2020 OAA reauthorization, Section 712(a)(3), (5)].

Measures and Targets:

A. **Complaint Resolution Rate** (NORS Element CD-08) (Complaint Disposition). The California statewide average complaint resolution rate for FY 2021-2022 was 57%.

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Measures and Targets, Continued:

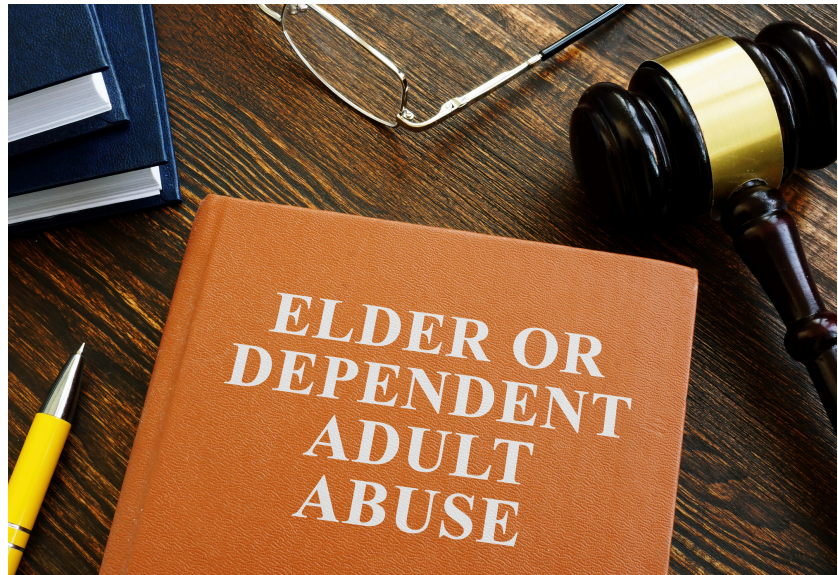
B. Work with Resident Councils (NORS Elements S-64 and S-65)

C. Work with Family Councils (NORS Elements S-66 and S-67)

D. Information and Assistance to Facility Staff (NORS Elements S-53 and S-54) Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in person.

E. Information and Assistance to Individuals (NORS Element S-55) Count of instances of Ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in person.

F. Community Education (NORS Element S-68) LTC Ombudsman program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman program or LTC issues. The number of sessions refers to the number of events, not the number of participants. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program.



Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 1 - Measure and Target Charts

LTC Ombudsman Outcome 1 - Measure A (Complaint Resolution)

Fiscal Year	Complaints Partially/Fully Resolved	Total Number of Complaints	Baseline Resolution Rate	Two Yr. Target Resolution Rate	Fiscal Yr. Target	Goal	Objective
2022-2023	1,206	2,962	41%	50%	2024-2025	1	1,2,3
2023-2024	1,346	2,922	46%	50%	2025-2026	1	1,2,3
2024-2025					2026-2027		
2025-2026					2027-2028		

LTC Ombudsman Outcome 1 - Measures B-F FY 2022-2023 Baseline/2024-2025 Targets

Measure Name	Units	Baseline	2024-2025 Target	Goal	Objective
Work With Resident Councils	Council Meetings Attended	16	21	1	1,2,3
Work With Family Councils	Council Meetings Attended	5	1	1	1,2,3
Information and Assistance to Faculty Staff	Instances	1,139	500	1	1,2,3
Information and Assistance to Individuals	Instances	1,428	600	3	3.2
Community Education	Sessions	21	8	3	3.2

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 1 - Measure and Target Charts

LTC Ombudsman Outcome 1 - Measures B-F FY 2023-2024 Baseline/2025-2026 Targets

Measure Name	Units	Baseline	2025-2026 Target	Goal	Objective
Work With Resident Councils	Council Meetings Attended	51	6	1	1,2,3
Work With Family Councils	Council Meetings Attended	0	1	1	1,2,3
Information and Assistance to Faculty Staff	Instances	1,604	450	1	1,2,3
Information and Assistance to Individuals	Instances	1,428	600	3	2
Community Education	Sessions	4	21	3	2

LTC Ombudsman Outcome 1 - Measures B-F FY 2024-2025 Baseline/2026-2027 Targets

Measure Name	Units	Baseline	2026-2027 Target	Goal	Objective
Work With Resident Councils	Council Meetings Attended				
Work With Family Councils	Council Meetings Attended				
Information and Assistance to Faculty Staff	Instances				
Information and Assistance to Individuals	Instances				
Community Education	Sessions				

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 1 - Measure and Target Charts

LTC Ombudsman Outcome 1 - Measures B-F FY 2025-2026 Baseline/ <u>2027-2028 Targets</u>					
Measure Name	Units	Baseline	2027-2028 Target	Goal	Objective
Work With Resident Councils	Council Meetings Attended				
Work With Family Councils	Council Meetings Attended				
Information and Assistance to Faculty Staff	Instances				
Information and Assistance to Individuals	Instances				
Community Education	Sessions				

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 1 - Measures and Targets Continued:

G. Systems Advocacy (NORS Elements S-07, S-07.1)

One or more new systems advocacy efforts must be provided for each fiscal year Area Plan Update. In the relevant box below for the current Area Plan year, in narrative format, please provide at least one new priority systems advocacy effort the local LTC Ombudsman program will engage in during the fiscal year. The systems advocacy effort may be a multi-year initiative, but for each year, describe the results of the efforts made during the previous year and what specific new steps the local LTC Ombudsman program will be taking during the upcoming year. Progress and goals must be separately entered each year of the four-year cycle in the appropriate box below.

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.). Be specific about the actions planned by the local LTC Ombudsman program.

FY 2024-2025

FY 2024-2025 Systems Advocacy Effort(s): The Wise & Healthy Aging Ombudsman program will provide consultation, training, and resource materials to hospital discharge planners and social workers on a resident's rights to return to the nursing home or assisted living after acute hospitalization. The goal is to prevent unlawful evictions from long-term care facilities and minimize transfer trauma, ensuring residents receive proper continuity of care.

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TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 1 - Measures and Targets, Continued:

G. Systems Advocacy (NORS Elements S-07, S-07.1)

FY 2025-2026

FY 2025-2026 Systems Advocacy Effort(s): The Wise & Healthy Aging Ombudsman program will provide consultation, training, and resource materials to hospital discharge planners and social workers on a resident's rights to return to the nursing home or assisted living after acute hospitalization. The goal is to prevent unlawful evictions from long-term care facilities and minimize transfer trauma, ensuring residents receive proper continuity of care.

FY 2026-2027

Outcome of FY 2025-2026 Efforts:

FY 2026-2027 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts).

FY 2027-2028

Outcome of 2026-2027 Efforts:

FY 2027-2028 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts).



Service Unit Plan (SUP)

TITLE IIIB & TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES CONTINUED

Outcome 2 - Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2020), Section 712(a)(3)(D), (5)(B)(ii)].

Measures and Targets:

A. Routine Access: Nursing Facilities (NORS Element S-58) Percentage of nursing facilities within the Planning Service Area (PSA) that were visited by an Ombudsman representative at least once each quarter not in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

B. Routine Access: Residential Care Communities (NORS Element S-61) Percentage of Residential Care Facilities for the Elderly (RCFE) within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year not in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

C. Number of Full-Time Equivalent (FTE) Staff (NORS Element S-23) This number may only include staff time legitimately charged to the LTC Ombudsman program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

D. Number of Certified LTC Ombudsman Volunteers (NORS Element S-24) There is 2 2 certified volunteers.

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 2 - Measure and Target Charts

LTC Ombudsman Outcome 2 - Measures A-D FY 2022-2023 Baseline/2024-2025 Targets

Measure Name	Measure	Units	Total Units	Baseline	2024-2025 Target
Routine Access: Nursing Facilities	Number of Facilities Visited Quarterly Not in Response to a Complaint	54	57	95%	75%
Routine Access: Residential Care Communities	Number of Residential Care Facilities for the Elderly Visited Quarterly Not in Response to a Complaint	222	267	83%	65%
Number of Full-Time Equivalent (FTE) Staff	FTEs per FY	5.53	N/A	5.53	6
Number of Certified LTC Ombudsman Volunteers	Number of Certified Ombudsman Volunteers	2	N/A	2	2

LTC Ombudsman Outcome 2 - Measures A-D FY 2023-2024 Baseline/2025-2026 Targets

Measure Name	Measure	Units	Total Units	Baseline	2025-2026 Target
Routine Access: Nursing Facilities	Number of Facilities Visited Quarterly Not in Response to a Complaint	54	57	95%	75%
Routine Access: Residential Care Communities	Number of Residential Care Facilities for the Elderly Visited Quarterly Not in Response to a Complaint	222	267	83%	65%
Number of Full-Time Equivalent (FTE) Staff	FTEs per FY	5.53	N/A	5.53	6
Number of Certified LTC Ombudsman Volunteers	Number of Certified Ombudsman Volunteers	2	N/A	2	2

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 2 - Measure and Target Charts

LTC Ombudsman Outcome 2 - Measures A-D FY 2024-2025 Baseline/2026-2027 Targets

Measure Name	Measure	Units	Total Units	Baseline	2026-2027 Target
Routine Access: Nursing Facilities	Number of Facilities Visited Quarterly Not in Response to a Complaint				
Routine Access: Residential Care Communities	Number of Residential Care Facilities for the Elderly Visited Quarterly Not in Response to a Complaint				
Number of Full-Time Equivalent (FTE) Staff	FTEs per FY				
Number of Certified LTC Ombudsman Volunteers	Number of Certified Ombudsman Volunteers				

LTC Ombudsman Outcome 2 - Measures A-D FY 2025-2026 Baseline/2027-2028 Targets

Measure Name	Measure	Units	Total Units	Baseline	2027-2028 Target
Routine Access: Nursing Facilities	Number of Facilities Visited Quarterly Not in Response to a Complaint				
Routine Access: Residential Care Communities	Number of Residential Care Facilities for the Elderly Visited Quarterly Not in Response to a Complaint				
Number of Full-Time Equivalent (FTE) Staff	FTEs per FY				
Number of Certified LTC Ombudsman Volunteers	Number of Certified Ombudsman Volunteers				

Service Unit Plan (SUP)

TITLE IIIB and TITLE VII: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES, CONTINUED

Outcome 3 - Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2020, Section 712(c)].

Measures and Targets:

The following efforts Ombudsman program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Reporting System (NORS) data reporting.

The Wise & Healthy Aging Ombudsman program will do the following to improve accuracy and consistency in NORS data reporting:

1. All staff will be trained to enter data in real time into the Ombudsman Data Integration System (ODIN).
2. All staff will be trained on NORS coding, and documentation principles. All new Ombudsman staff and volunteers will be required to train on ODIN and NORS as part of the Ombudsman Certification training process.
3. Program coordinator will conduct case reviews throughout each month to ensure accuracy and completeness of records and data collected.
4. Error trends will be identified and addressed through additional training, improvements in procedures, etc.



RESULTS

Senior Centers and Focal Points



Senior Centers and Focal Points

COMMUNITY SENIOR CENTERS AND FOCAL POINTS LIST

Designated Community Focal Point	Address
Apple Valley Senior Club	13188 Central Rd., Apple Valley, CA 92308
Ayala Park Community Center	17909 Marygold Ave., Bloomington, CA 92316
Chemehuevi Indian Tribal Center	1990 Palo Verde Dr., Havasu Lake, CA 92363
Crest Forest Senior Citizens Club	24658 San Moritz Dr., Crestline, CA 92325
El Mirage Senior Club	1488 Milton St., El Mirage, CA 92301
Fort Mohave Tribal Senior Nutrition Program	700 Harrison St., Needles, CA 92363
Hesperia Leisure League	9122 Third Ave., Hesperia, CA 92345
Helendale Community Services District	26540 Vista Rd., Ste. C, Helendale, CA 92342
Joshua Tree Community Center	6171 Sunburst St., Joshua Tree, CA 92252
Larry Hutton Community Center	660 Colton Ave., Colton, CA 92324
Lytle Creek Community Center	14082 Center Rd., Lytle Creek, CA 92358 P.O. Box 182
Lytle Creek Community Center	380 South K St., San Bernardino, CA 92410
Morongo Basin Senior Support Center	57121 Sunnyslope Dr., Yucca Valley, CA 92284
Newberry Springs Family Center	33383 Newberry Rd., Newberry Springs, CA 92365
New Hope Family Center	1505 W. Highland Ave., San Bernardino, CA 92411
Percy Baker Community Center	9333 E Ave., Hesperia, CA 92340 P.O. Box 104055
Phelan Senior Club	4128 Warbler Rd., #A, Phelan, CA 92371
Pinon Hills Senior Club	10433 Mountain Rd., Pinon Hills, CA 92372
Rudy Hernandez Community Center	222 N. Lugo Ave., San Bernardino, CA 92410
Wrightwood Community Center	1543 Barbara St., Wrightwood, CA 92397

Senior Centers and Focal Points

COMMUNITY SENIOR CENTERS AND FOCAL POINTS LIST, CONTINUED

Senior Center	Address
Barstow Senior Citizens Center	555 Melissa Ave., Barstow, CA 92311
Big Bear Valley Senior Center	42651 Big Bear Blvd., Big Bear Lake, CA 92315
Bonnie Baker Senior Citizens Center	149350 Ukiah Trl, Big River, CA 92242
Chino Senior Center	13170 Central Ave., Chino, CA 91710
Delmann Heights Senior Center	2969 N. Flores St., San Bernardino, CA 92407
Dino Papavero Senior Center	16707 Marygold Ave., Fontana, CA 92335
Fontana Community Senior Center	16710 Ceres Ave., Fontana, CA 92335
George M. Gibson Senior Center	250 N. Third Ave., Upland, CA 91786
George White Senior Center	8565 Nuevo Ave., Fontana, CA 92335
Grace Vargas Senior Center	1411 S. Riverside Ave., Rialto, CA 92376
Grand Terrace Senior Center	22627 Grand Terrace Rd., Grand Terrace, CA 92313
Helendale Senior Center	15350 Riverview Rd., Bldg. 2, Helendale, CA 92342
Highland Senior Center	3102 E. Highland Ave., Highland, CA 92369
Hinkley Community and Senior Center	35997 Mountain View Rd., Hinkley, CA 92347
James L. Brulte Senior Center	11200 Baseline Rd., Rancho Cucamonga, CA 91701
Joslyn Senior Center	21 Grant St., Redlands, CA 92373
Loma Linda Senior Center	25571 Barton Rd., Loma Linda, CA 92354
Lucerne Valley Senior Center	10431 Allen Wy., Lucerne Valley, CA 92356
Luque Senior Center	292 E. O St., Colton, CA 92324

Senior Centers and Focal Points

COMMUNITY SENIOR CENTERS AND FOCAL POINTS LIST, CONTINUED

Senior Center	Address
Mentone Senior Center and Library	1331 Opal Ave., Mentone, CA 92359
Montclair Senior Center	5111 Benito St., Montclair, CA 91763
Mountain Communities Senior Center	675 Grandview Rd., Twin Peaks, CA 92391
Needles Senior Center	1699 Bailey Ave., Needles, CA 92363
Ontario Senior Center	225 E. B St., Ontario, CA 91764
Perris Hill Senior Center	780 E. 21st St., San Bernardino, CA 92404
Redlands Community Senior Center	111 W. Lugonia Ave., Redlands, CA 92374
San Bernardino 5th St. Senior Center	600 W. 5th St., San Bernardino, CA 92410
Trona Community Senior Center	13187 Market St., Trona, CA 93562
Twentynine Palms Senior Center	6539 Adobe Rd., Twentynine Palms, CA 92277
Victorville Senior Center	14874 Mojave Rd., Victorville, CA 92392
Yucaipa Senior Center	12202 First St., Yucaipa, CA 92399
Yucca Valley Senior Center	57088 Twentynine Palms Highway, Yucca Valley, CA 92284