



**ANNUAL
REPORT**
2023 — 2024

AGENCY
ON AGING
AREA 4

LOOKING BACK A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Since I started at the Agency on Aging Area 4 over ten years ago, I've seen many changes. At the federal and state level, the push to integrate aging and disability services with evidence-based healthcare outcomes has continued to move forward.

This has led to our exploration of contracting with healthcare entities for service provision. As we began this work, it required us to think differently about who we are as an agency. It became clear that a new strategic plan would help us move forward while keeping us in alignment with our mission.

Thanks to our thoughtful, hardworking Governing Board and Advisory Council, we were able to develop a strategic plan for 2024–2026. We began in 2023 with surveys, evaluations, and a large strategic planning event in June of 2023.

By the end of the year, our Governing Board had approved our first Strategic Plan. In January of 2024, staff quickly began developing a plan to guide us as we work to achieve our strategic goals.

At this point we are well on our way, with the majority of the work plan activities started for 2024 already completed. While the goals set in our Strategic Plan are ambitious, the aspirational nature of them mixed with the practical steps set forth in our work plan have proven effective. We have moved forward in ways I couldn't have imagined ten years ago. I look forward to bringing Strategic Plan updates to our Governing Board and Advisory Council over the next few years.

Clearly, I'm proud of the work we have done this last year. I want to thank our funded partners, who continue to provide the majority of the much needed services that we fund through the Older Americans Act.

I am also very proud of our dedicated and talented staff, as well as our visionary Governing Board and Advisory Council. The work that has been done over the past few years has allowed us to forge valuable new partnerships that will help us grow into the future.



Pam Miller
Executive Director
Agency on Aging Area 4



LOOKING FORWARD

A MESSAGE FROM OUR ASSISTANT DIRECTOR

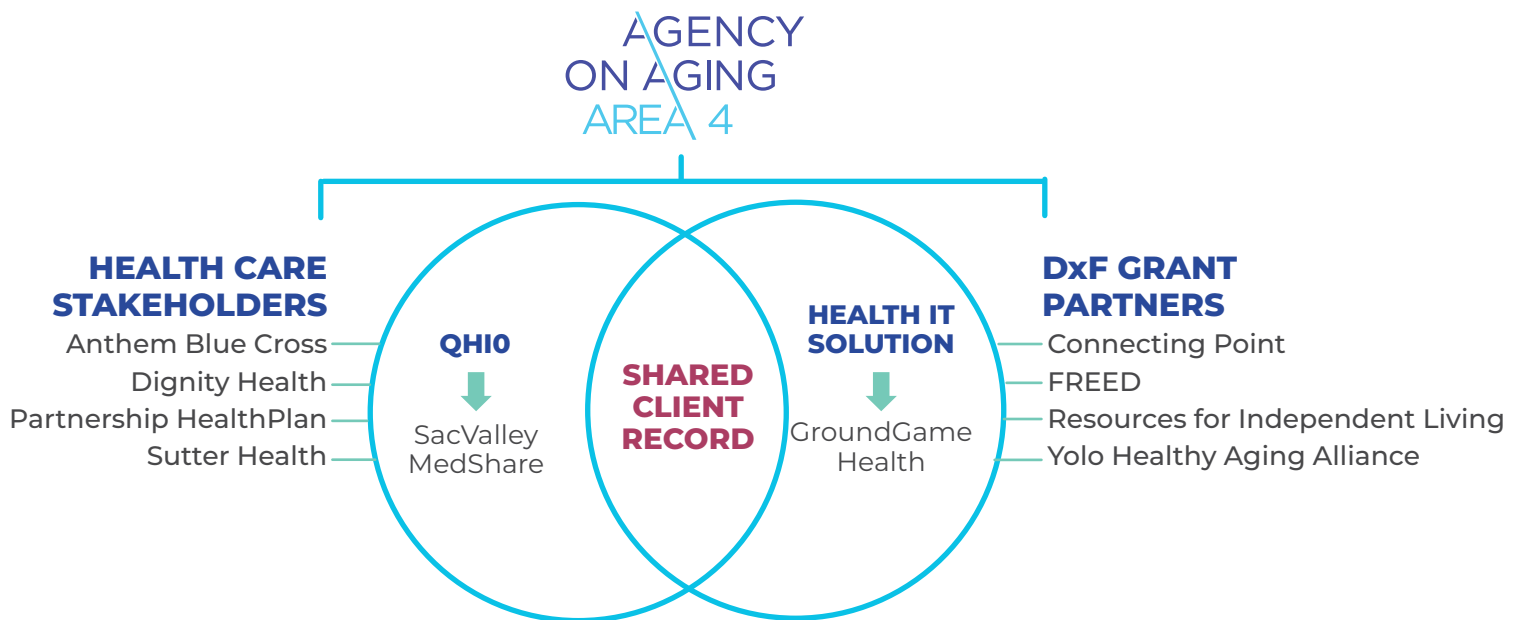
Linking Health Care & Social Care: A Data Exchange Model for Our Region

Will Tift, Assistant Director

As the health care sector continues to seek contracts with local nonprofits to help their patients stay well at home, forward-thinking Agencies on Aging around the nation are building out the technological infrastructure needed to securely link these organizations together. Agency on Aging Area 4 (AAA4) is now following their lead and mobilizing all five Aging & Disability Resource Connections (ADRCs) in the process, thanks to a \$450,000 grant from the State of California's Center for Data Insights and Innovations.

In the short term, this Data Exchange Framework (DxF) project will establish lines of communication between the grant partners and health care stakeholders by creating a shared client record. With guidance from a health IT consultant, AAA4 is partnering with Ground Game Health and Sac Valley MedShare to connect the former's advanced client management/invoicing functionality with the latter's extensive network of relationships with health plans, health systems, hospitals, clinics, physician groups, and the like.

In the long term, AAA4 will have the technical capability to act as a Community Care Hub – a regional intermediary between health payors and any number of local nonprofits interested in receiving reimbursement via MediCal, Medicare and/or private insurance plans for the health-related social needs they are well-experienced addressing. Doing so should reduce costs for participating health care entities, diversify revenue streams and increase capacity for nonprofit service providers, and improve health outcomes for individuals and families.



STRENGTHENING COMMUNITIES THROUGH COLLABORATION AND PARTNERSHIP

Agency on Aging Area 4's role in our community is to ensure that older adults in Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba counties have access to services that support their health, well-being, and independence.

We coordinate and deliver services both directly and through partnerships with community-based organizations (CBOs) through Older American Act Funding, Older Californian's Act Funding, and other public and private grants.

By leveraging the expertise and reach of 21 local service providers across our seven-county service area who are familiar with the unique needs of the communities they serve, we are able to extend our impact, targeting services to those in greatest need, including underserved and vulnerable populations.



Partners like **Community Link** in Yolo and Sacramento Counties, **Inc. Seniors** in Sierra County, **Seniors First** in Placer County, and **HICAP Services of Northern California**, connect aging adults and people with disabilities to information, resources, and individualized assistance.



Partners like **Meals on Wheels Sacramento County**, **Gold Country Community Services**, and **Meals on Wheels Yolo County** provide home-delivered meals, congregate meals, and meal vouchers for homebound aging adults and people with disabilities.



Partners like **Legal Services of Northern California** and **Yuba-Sutter Legal Center for Seniors** help aging adults and their families access free legal advice, report elder abuse, and resolve complaints.



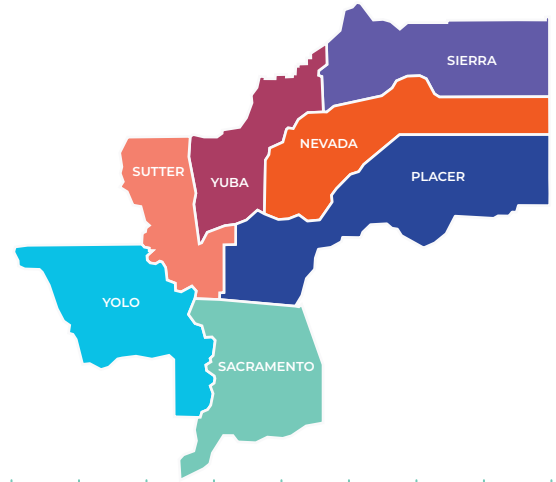
Partners like **Del Oro Caregiver Resource Center** and **ACC Senior Services** provide ongoing training, support, and offer respite for family caregivers.



Partners like **Rebuilding Together Sacramento**, **Dignity Community Care**, **FREED Center for Independent Living**, and **Hospitality House** help aging adults age independently in their homes, maintain social connections, and thrive in their communities.

2023-2024 FUNDED PARTNERS

As the Area Agency on Aging, we partner with local organizations already serving specific populations to bring vital programs and services to older adults and individuals with disabilities across our seven-county region. While our partners provide many services beyond our collaboration, we allocate Older Americans Act funding to support specific programs they administer.



These partnerships ensure resources are used efficiently, equitably, and effectively to promote well-being and independence. We're grateful to our FY 2023-24 funded partners whose dedication makes this work possible.

	NEVADA	PLACER	SACRAMENTO	SIERRA	YOLO	YUBA & SUTTER	CONNECT TO RESOURCES	ADDRESS HUNGER	PROTECT RIGHTS & PREVENT ABUSE	SUPPORT CAREGIVERS	THRIVE IN COMMUNITY
ACC Senior Services			●				●	●		●	●
Community Link, 2-1-1 Yolo					●		●				
Community Link, 2-1-1 Sacramento			●				●				
Connecting Point Nevada 2-1-1	●						●				
Del Oro Caregiver Resource Center		●	●		●				●	●	●
Dignity Community Care					●						●
FREED Center for Independent Living	●					●	●				●
Gold Country Community Services, Inc.	●							●			
Hospitality House	●										●
Inc. Senior Citizens of Sierra County				●			●	●			●
Legal Services of Northern California	●	●	●	●	●				●		
Meals on Wheels Sacramento County			●					●			
Meals on Wheels Yolo County					●			●			
Placer Independent Resource Services (PIRS)		●									●
Rebuilding Together Sacramento			●								●
Seniors First, Inc.		●					●	●			●
Sierra Senior Services	●	●						●			
Stanford Settlement			●								●
Yolo Healthy Aging Alliance					●			●			●
Yuba-Sutter Legal Center for Seniors						●			●		
Health Insurance Counseling & Advocacy Services of Northern California (HICAP) <i>(also serves San Joaquin and El Dorado)</i>	●	●	●	●	●	●	●				

YEAR IN REVIEW

CONNECTING CONSUMERS TO RESOURCES

Both directly and through partnerships with local community-based organizations (CBOs), Agency on Aging Area 4 **connects consumers to information, local resources, and individualized assistance** through the following programs:



INFORMATION & ASSISTANCE

We partner with local organizations who provide free confidential information and referral services that are available 24 hours a day, seven days a week—**connecting 20,510 adults 60 years of age and older to partner agencies and community resources.**

AGING AND DISABILITY RESOURCE CONNECTION (ADRC)



Along with local independent living centers, we are a core partner of ADRC networks in Nevada, Placer, Sacramento, Yolo, and Yuba/Sutter counties. ADRCs assist individuals in navigating the complex choices of long-term services, support, and community resources and provide case management support through a “No Wrong Door” approach.

In 2023, the **Sacramento ADRC** achieved official designation by California Dept. of Aging, acknowledging our strong partnerships and effective resource provision in the community. In partnership with the Sacramento LGBT Community Center, the ADRC provided accessibility support at Sacramento Pride, enhancing our commitment to inclusivity and setting a standard for future events.

In early 2024, **Yuba/Sutter ADRC** received the Local Aging and Disability Action Plan grant, working with partners to gather data and develop an age-friendly community action plan for Yuba and Sutter counties that aligns with the California Master Plan for Aging.

This past year, **Placer and Nevada County ADRCs** secured a regional grant to engage people with lived experiences and inform advocacy efforts for long-term services and supports (LTSS). We also launched the Veteran Directed Care Program to educate eligible veterans on how to best manage their VA budgets, ensuring they receive care tailored to their specific needs. This initiative aligns with ADRC’s vision of reducing barriers through collaboration.

This past year, the **Yolo ADRC** made significant strides toward increasing service accessibility, strengthening partnerships, and engaging in advocacy efforts to enhance support for local aging and disability services.

YEAR IN REVIEW

ADDRESSING HUNGER & FOOD INSECURITY

Both directly and through partnerships with local community-based organizations (CBOs), Agency on Aging Area 4 **addresses hunger and food insecurity among aging adults and people with disabilities** through the following programs:

CALFRESH FOOD ASSISTANCE

This year, CalFresh Expansion program staff prescreened **562 low-income adults 60+ and helped 103 applicants** apply for or retain financial assistance with groceries so they can buy the nutritious food they need for good health.

MOBILE & CONGREGATE MEALS

Directly and through our funded partners, we **provided 112,682 meals** via congregate meals, individual restaurant vouchers, and **mobile meals delivered via food trucks to 3,078 older adults and people with disabilities.**

MEALS ON WHEELS & HOME DELIVERED MEALS

Through our valued Funded Partners and directly we **served a total of 822,798 meals to 6,551 homebound aging adults and people with disabilities.** By providing nutritious food and a friendly face, many who would have otherwise been isolated and possibly unable to remain at home found the assistance they needed.



This year, Meals on Wheels Yuba Sutter **opened a new local office at the Yuba City Senior Center**; we are so proud to have a dedicated space to serve the community.

We also expanded our capacity to continue serving rural consumers by **purchasing an electric 2024 Subaru Solterra** with grant funds from a Meals on Wheels America's Unmet Needs Grant and the *Subaru Share The Love* Grant.



And, thanks to **\$80,618 in supplemental grants** from PG&E, Meals on Wheels America, and Ardent Mills, we invested in infrastructure to enhance our program delivery.

We **grew our team of dedicated volunteer drivers and social callers from 3 to 9**, who enabled us to continue providing home-delivered meals to homebound adults across Yuba and Sutter counties. This summer, we held our first-ever Volunteer Appreciation Luncheon to honor their service.

YEAR IN REVIEW

PROTECTING RIGHTS & PREVENTING ABUSE

Both directly and through partnerships with local community-based organizations (CBOs), Agency on Aging Area 4 **protects the rights of aging adults and prevents elder abuse** through the following programs:

LONG-TERM CARE OMBUDSMAN PROGRAM

This year, the Long-Term Care Ombudsman Program—which investigates and attempts to resolve complaints made by, or on behalf of, individual residents in long-term care facilities—**handled 2,567 complaints, opened 2,108 cases, and made 5,375 visits** to facilities to advocate for residents' rights and improve care. Program staff also coordinated 30 advocacy and training events, partnering with community agencies to strengthen support networks and develop significant additional resources for residents.

The continued success of this program is due, in large part, to our compassionate and dedicated roster of trained volunteers who support program staff in investigating and addressing complaints. This year, our **Volunteer Ombudsmen contributed 475 hours** addressing complaints, investigating concerns, and supporting residents in need.

LEGAL SERVICES

Through our partners Legal Services of Northern California and Yuba-Sutter Legal Center for Seniors, we **provided 8,896 hours of free or low-cost legal services to 1,897 consumers**. Housing continues to be a top legal need in our region.

2024 ELDER ABUSE PREVENTION AWARENESS & EDUCATION CAMPAIGN



The addition of a Communications Specialist empowered the agency to bring a large-scale public awareness campaign in-house. Under the theme "We All Deserve to Age Fearlessly," we expanded our reach through five billboards across Sacramento's metro area (spanning three counties) to highlight the joy and resilience that come with aging. For this campaign, we also updated our elder abuse prevention brochure and enriched our website with with multilingual content and culturally relevant resources.

The month-long social media campaign on Facebook, Instagram, and Nextdoor further broadened engagement. Through billboards, social media, outreach events, public presentations, and website views, we garnered a total of 2,430,673 impressions.

YEAR IN REVIEW

IMPROVING PHYSICAL & MENTAL HEALTH

Both directly and through partnerships with local community-based organizations (CBOs), Agency on Aging Area 4 **improves the physical and mental health of aging adults** through the following programs:

HEALTHY AGING CLASSES & WORKSHOPS

We oversee health promotion programs that are designed to improve health and well-being and reduce disease and injury for older adults. We are pleased to note increases in participation across almost all class offerings.

Diabetes Empowerment Education Program (DEEP), a class to help older adults and their caregivers manage diabetes, saw a **20% increase in participation** primarily due to large turnouts at our online workshops.

Live Strong and Safe, a fall prevention program designed for larger groups, conducted 11 workshops and provided 72 units of Information and education materials, **reaching 6,398 individuals**.

Bingocize, a social class that reduces the risk of falling through physical activity, saw an **89% increase in participation**, thanks to a partnership with the StopFalls Sacramento Coalition and in-person workshops.

A Matter of Balance, which focuses on building strength and confidence to reduce the fear of falling, saw a **28% increase in participation**.

CALFRESH HEALTHY LIVING (CFHL) CLASSES & WORKSHOPS

This year, the CalFresh Healthy Living Program expanded participant reach through nutrition education by offering six evidence-based curricula.

We **introduced 'Walk with Ease,' a curriculum developed by the Arthritis Foundation**, to promote physical activity.

Additionally, the **Edible Garden Program has implemented 13 total gardens (96 beds installed) across low-income senior housing sites, community and senior centers**. This year, direct education participation grew by 27%, indirect education reach increased by 53%, and community partnerships increased by 67% focusing on city and regional planning groups, Indian Tribal organizations, and local community organizations.

PROGRAM TO ENCOURAGE ACTIVE REWARDING LIVES (PEARLS)

PEARLS launched this year, providing evidence-based, in-home counseling to help older adults reduce depressive symptoms and improve quality of life. As the lead agency, AAA4 collaborated with ACC Senior Services, El Hogar Community Services, Resources for Independent Living (RIL), and the Society for the Blind, holding bi-weekly meetings that included additional training on PEARLS modules. By the end of the June 2024, all partner agencies were serving consumers, **screening 106 participants into the program**.



YEAR IN REVIEW

SUPPORTING CAREGIVERS

Both directly and through partnerships with local community-based organizations (CBOs), Agency on Aging Area 4 **supports caregivers** with the following partners:

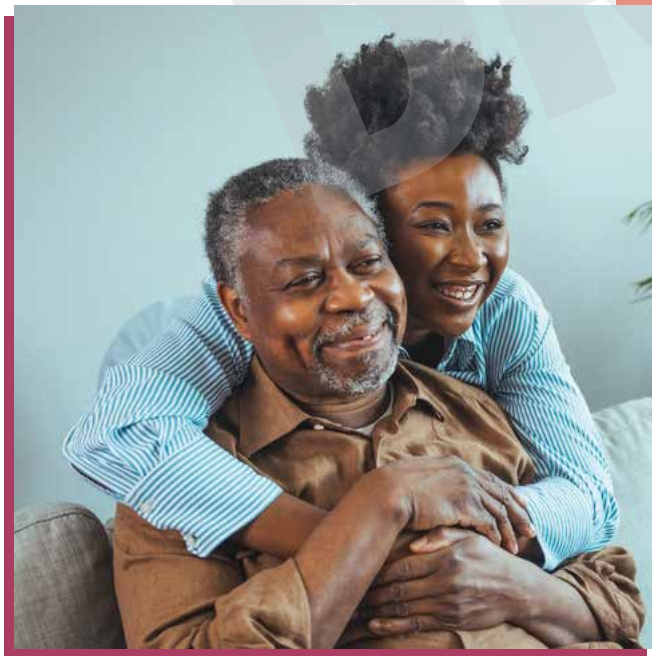
DEL ORO CAREGIVER RESOURCE CENTER

Our partner, **Del Oro Caregiver Resource Center**, continued to support family caregivers. During the 2023-24 Fiscal Year, they provided 5,769 hours of comprehensive assessment to 1,422 clients, 1,277 hours of case management to 169 clients, and 17,983 hours of respite to 343 clients.

ACC SENIOR SERVICES CAREGIVER SUPPORT

In FY 2023-2024, our partners at **ACC Senior Services** utilized two Social Work interns from Sacramento State who assisted in providing care assessments and management plans for clients, helping organize caregiver support group meetings and educational classes, and researching and updating the ACC Senior Resource Guide to ensure families have an updated list of local resources.

In addition to interns, ongoing support from twelve dedicated volunteers provided warm check-in calls and visits to client families to offer emotional support and ensure caregivers felt connected and supported.



CALGROWS

Agency on Aging Area 4's CalGrows program, along with our partners **ACC Senior Services** and **Resources For Independent Living (RIL)**, offered free training courses and incentive payments to caregivers working in home and community settings, including unlicensed caregivers, certified home care aides (HCAs) and certified nursing assistants (CNAs), and friends/family caregivers.

In FY 2023-24, CalGrows program staff **successfully enrolled 43 direct care workers** to develop their skills to provide quality care to older adults and people with disabilities. Graduates were then eligible to receive a stipend for the caregiving hours completed.

BRICC Caregiver Counseling

Agency on Aging Area 4 case managers continued to serve caregiver and care receivers in our service area through our Enhanced Information and Assistance and Short Term Services Coordination programs. **21 caregivers chose to enroll** in our longer-term, on-going Caregiver Consultation/Counseling program.

YEAR IN REVIEW

THRIVING IN COMMUNITY

Both directly and through partnerships with local community-based organizations (CBOs), Agency on Aging Area 4 **helps older adults age independently and thrive in their communities** through the following programs:

BRIDGING THE DIGITAL DIVIDE

AAA4 continued bridging the digital divide for older adults and adults with disabilities with CDA's **Digital Connections** and **Access to Technology (ATT)** grants. We assisted 2,685 individuals with technology and broadband support and distributed 2,793 iPads and Chromebooks.

With funding from Placer, Sacramento, and Yolo counties, we hired and deployed 6 Digital Navigators into those communities to provide assessments and referrals to digital skills classes, through GetSetUp, Cyber Seniors, and ACC Senior Services. A grant from AT&T extended Claris Companion tablet subscriptions for 9 'super users,' ensuring they maintain their community connections.

MATURE EDGE JOB READINESS PROGRAM

Mature Edge continued to offer popular hybrid virtual/in-person classes, providing career counseling and job search support for adults 60+ who are looking to re-enter the workforce or enhance their job seeking skills. This year, participation increased by 82% over last year, and we proudly onboarded our third program graduate to agency staff.

DIGNITY AT HOME FALL PREVENTION HOME MODIFICATIONS

Expanded COVID funding from California Department of Aging (CDA) helped our funded partners provide **364 home modifications** like safety ramps and essential devices to consumers. Partners also distributed information, provided education, conducted in-home assessments, and hosted instructional presentations.



SENIOR CONNECTIONS

Through a strong partnership and funding from Sacramento County, in 2023-24, AAA4 launched the **Senior Connections** case management program to support older and dependent adults impacted by COVID-19.

The program aims to improve quality of life through connections to social, recreational, and informational resources. In its first year, Senior Connections **served 210 individuals, conducted 524 home visits, and provided handmade quilts to all enrolled participants** during the 2023 holiday season.

YEAR IN REVIEW ADMINISTRATION

ADMINISTRATION

In September 2023, we **commemorated our 50th anniversary with a celebration** that included our distinguished governing board, advisory council, and honored guests including California Department of Aging Director, Susan DeMarois.

This year, we also **consolidated multiple office suites on multiple floors to the entire 4th and 5th floor of our building.** This has been a positive move with more efficient use of space, better opportunities for staff to connect, and a dedicated lobby for ADRC activities.

Additionally, this past year we **developed and approved our 2024-2026 Strategic Plan**, positioning the agency to meet the growing demand for long-term services and supports (LTSS) and better address the health-related social needs of aging adults and people with disabilities across our seven-county service area.



NEW WEBSITE: A FRESH LOOK FOR BETTER COMMUNITY ENGAGEMENT

A big part of our strategic plan included enhancing our communications efforts. To that end, we embarked on a brand refresh including a new website that will increase accessibility, ensure compliance, better showcase our work throughout our service area, inspire confidence among funders and potential supporters, and invite consumers to view us as a valued resource.

INFORMATION TECHNOLOGY

This year, we **implemented Fresh Service, a platform that streamlines processes** for IT tickets, purchase orders, invoices, facilities issues, and contract management, while also organizing contract data for better tracking and document storage.

We adopted HIPAA training modules and increased agency security, following Kuma's risk assessment, paving the way to advance agency privacy and security policies. This important work brought us to a level of security that enabled us to **sign our first CalAIM agreement for the Nursing Home to Home Program.** We also achieved cost savings by renegotiating our internet provider agreement.

YEAR IN REVIEW

VOLUNTEER SUPPORT

Agency on Aging Area 4 proudly reflects on a year of impactful volunteer-driven initiatives, with programs like Meals on Wheels Yuba/Sutter, Edible Gardens, Health Promotion, and the Long-Term Care Ombudsman program thriving thanks to the dedication of community volunteers.

This past year, the agency expanded its capacity to support volunteer-driven programs by hiring its first Volunteer Coordinator. This new role supports multiple initiatives, including Meals on Wheels Yuba/Sutter, the CalFresh Healthy Living Edible Gardens program, health promotion activities, and the Long-Term Care Ombudsman program.

This year, **11 Meals on Wheels Yuba/Sutter volunteers contributed an impressive 705 hours** to deliver meals and provide social interactions to homebound adults. Their efforts not only ensured that recipients received nutritious meals but also brightened their days with compassionate, personal connections.

In August 2023, Meals on Wheels staff celebrated its dedicated delivery volunteers with a Volunteer Appreciation Luncheon at Las Brasas Mexican Restaurant in Yuba City.



The Long-Term Care Ombudsman program is grateful for the compassion and expertise of **three trained volunteers who contributed 475 hours** to assist program staff with investigating and resolving complaints. These volunteers played a critical role in safeguarding the rights and dignity of residents in long-term care facilities.



64 volunteers dedicated a total of 320 hours to installing raised vegetable gardens at low-income senior housing facilities and community centers in the greater Sacramento region through CalFresh Healthy Living Edible Gardens program.

These gardens provided safe opportunities for physical activity, social interaction, and access to fresh produce while introducing participants to CalFresh Healthy Living nutrition education.

Across all programs, Agency on Aging Area 4 volunteers contributed their time, energy, and compassion, making a lasting impact on the lives of older adults in the region. Their dedication exemplifies the agency's mission to support aging adults through community-focused, volunteer-powered initiatives.

YEAR IN REVIEW

IN THEIR WORDS: REAL LIVES, REAL IMPACT

Consumer testimonials tell the story of the meaningful impact we've had on the lives of the aging community

"Through the Agency on Aging Area 4's 'Cooking Matters' class at **Stanford Settlement Senior Center**, we made a fresh salad using vegetables from the edible garden, also built by **Agency on Aging Area 4**. It was a big hit, and the seniors were so proud to use ingredients they grew themselves. The garden and the class have been a wonderful addition, helping us cook healthy meals together!"

"I don't get to see many people, but each week, the **Meals on Wheels Yuba Sutter** volunteer Shelley brings not just meals but friendship and support. I love Shelley—she helps me put my food away in the refrigerator and makes sure I'm doing okay. These meals and her visits mean so much to me and really improve my daily life. I'm so grateful for this program!"

"**Seniors First** helped me find a local clinic for my wife's infusions, saving us time and money while reducing her travel discomfort. She requires a gurney for transport, and thanks to their help, we found a closer option that I can accompany her to. The staff went above and beyond, staying on the phone with me for two days to set everything up. I can't wait to thank them in person for all their support."

"Thanks to **FREED's** senior transportation voucher program, I'm now able to use Dial-a-Ride for my medical appointments, grocery shopping, and errands. With multiple health issues, getting around was tough, especially when I couldn't afford the bus fare. FREED's support has made a huge difference in helping me stay independent and connected to what I need."

Edible Gardens Bring Joy to Older Adults

"At Volunteers of America's (VOA) Rolling Oaks Senior Housing Facility, we've seen firsthand how **Agency on Aging Area 4's Edible Garden** has made a real difference for our clients. One client, in particular, has struggled with health issues that kept her from doing much of what she loved. But since getting a raised garden bed, she's been able to grow her own food with ease.

'I love being able to grow my own beets, carrots, and chives. It's something I never thought I'd be able to do again,' she shared with us. 'And it gets me outside—I've even met some new neighbors and spend more time with my grandson.' Her excitement is contagious, especially as her garden begins to overflow with heirloom tomatoes. It's been so rewarding to see how this small change has had such a positive impact on her well-being and connection to others.

Scan this QR code with your phone



to learn more about this **Edible Garden Installation** on YouTube



"I'm incredibly grateful for **Del Oro Caregiver Resource Center**. My Family Consultant has been such a supportive and caring listener, providing encouragement without judgment. After nearly 15 years of caring for my husband with Parkinson's without respite, Del Oro gently encouraged me to accept their Respite Services—and it has truly changed my life! Those hours uplift and renew me, helping me be a better caregiver for my husband. I feel so blessed. Thank you, Del Oro!"

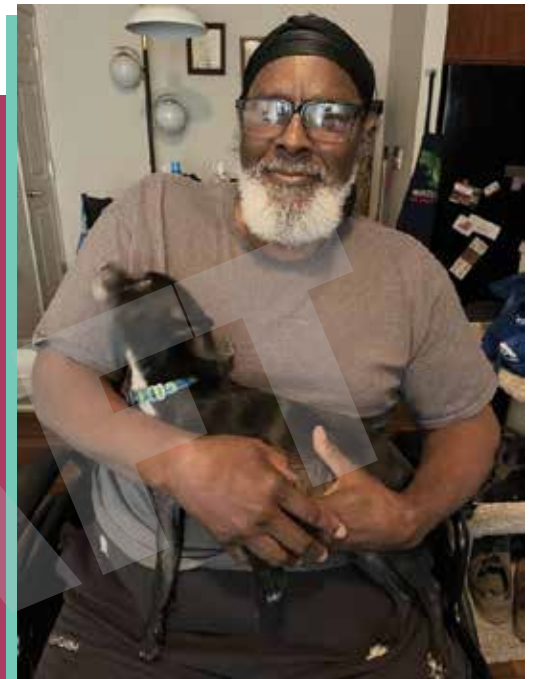
"**Hospitality House** has been a lifesaver for me. After becoming homeless and struggling to find ADA-compliant housing, their outreach team and transportation program helped me stay on track. Thanks to their support, I was able to make it to appointments and, as a result, I've secured an affordable apartment. I'm moving in soon, and I'm so grateful for their help in getting me back on my feet."

Senior Connections recently helped Isaac, an isolated consumer adopt a dog from the local shelter. Known for keeping to himself, Isaac rarely ventured out or interacted with neighbors.

But since bringing his new companion home, he's transformed. Now, he's out every day, walking his dog and chatting with neighbors along the way.

"This dog has given me a reason to get outside," Isaac shared with a smile. "I didn't realize how much I needed him."

Thanks to his new four-legged friend, Isaac is more socially engaged and feeling happier than he has in years.



"Thanks to the lift, my mom's life has improved so much—she's no longer afraid to go outside or use the painful steps. Now, she enjoys getting out with me more often and spending time in the community.

Placer Independent Resource Services was wonderful to work with, and we can't thank them enough!"

"**ACC Senior Services** has been an incredible resource for my aging parents and me. From the ACC Rides team to the caregiver support services, everyone continually shows what outstanding caregiving looks like. They make what seems impossible, possible, and I'm so grateful for their support."

"When this client came to us, they were facing eviction and on the verge of an immediate lockout," shared a staff member at **Legal Services of Northern California**. "We worked with the landlord to secure a three-month move-out period and ensured the cleanup and property removal expenses were covered since the client couldn't handle them on their own. It was so rewarding to see them avoid displacement and move forward with dignity." The client later expressed their gratitude, saying, "They gave me a second chance when I needed it most."

YEAR IN REVIEW BY THE NUMBERS

SERVICE CATEGORY	UNITS OF SERVICE	PERSONS SERVED
Total Case Management	2,819 hours	370
CONNECTING CONSUMERS TO RESOURCES		
Information & Assistance	30,176 contacts	20,510
Outreach Services	113 events	1,499
ADDRESSING HUNGER & FOOD INSECURITY		
CalFresh Expansion	103 applications	562
Home Delivered Meals	679,028 meals	5,051
Non-OAA: meals	143,770 meals	1,500
Congregate, Mobile, Voucher Meals	112,682 meals	3,078
Non-OAA: Congregate Meals	9,696 meals	206
SUPPORTING CAREGIVERS		
Caregiver Assessment & Referrals	6,959 hours	1,618
Caregiver Case Management	1,818 hours	226
BRICC Caregiver Counseling	88 hours	20
Caregiver Respite	18,005 hours	342
PROTECTING RIGHTS & PREVENTING ABUSE		
Legal Assistance	8,896 hours	1,897
Long-Term Care Ombudsman Program	2,567 complaints / 2108 cases	N/A
Long-Term Ombudsman Facility Visits	5,375 visits	N/A
Ombudsman Outreach & Advocacy	30 presentations	N/A
Elder Abuse Prevention Awareness	2,430,673 touches	N/A
IMPROVING PHYSICAL & MENTAL HEALTH		
Health Promotion Classes	1,191 contacts	160
CFHL Nutrition Classes	1,129 contacts	417
CFHL Edible Gardens	13 gardens	N/A
HICAP Counseling	3,535 sessions	3,535
THRIVING IN COMMUNITY		
Digital Inclusion Program	2,793 devices	N/A
GetSetUp Free Online Education	514 classes	N/A
Mature Edge Job Readiness Program	160 activities	94
Residential Repair/Home Modification	311 modifications / repairs	311
Non-OAA: Residential Repair/Home Modification	53 modifications / repairs	54
Transportation Assistance	39,911 trips	1,454
Non-OAA: Transportation Assistance	1,655 trips	55
VOLUNTEER SUPPORT		
Edible Garden Volunteers	320 hours	64 volunteers
Meals on Wheels Yuba/Sutter	705 hours	11 volunteers
Health Promotion	150 hours	1 volunteer
Volunteer Ombudsman	475 hours	3 volunteers

YEAR IN REVIEW

FY 2023-2024 FINANCIALS

Fiscal Year 2023-2024 marked a period of transition for the agency as we navigated new funding challenges following the discontinuation of COVID-related grants. In response, our leadership team is actively pursuing new grant opportunities to address this funding gap and sustain our mission.

This year also brought notable changes to our Fiscal Department, including a series of well-deserved retirements. Among those retiring was our dedicated Fiscal Administrator, Lynda Webb, whose contributions left a lasting impact on the agency. While leadership transitions can present challenges, our Fiscal Department rose to the occasion with resilience and determination, welcoming a new Fiscal Administrator and Controller to continue driving excellence in our financial operations.

Revenue & Expenses, Fiscal Year 2023 - 2024*

REVENUE	FY 22-23	FY 23-24	PERCENTAGE (of revenue)
Federal Funds	\$12,402,837	\$12,107,630	59.7%
State Funds	7,974,977	7,396,870	36.5%
County Match	731,259	746,096	3.7%
Other Funds	38,017	17,503	0.1%
Total	\$21,147,090	\$20,268,099	100.0%

EXPENSES	FY 22-23	FY 23-24	PERCENTAGE (of revenue)
Administration (All Programs)	\$2,264,708	\$2,949,138	14.6%
Nutrition	9,647,884	8,885,732	43.8%
Support Services	2,642,481	2,056,305	10.1%
Covid	1,306,418	0	0.0%
Ombudsman/Elder Abuse Prevention	1,280,035	1,280,827	6.3%
Caregivers Services	1,183,814	1,078,515	5.3%
ADRCs	886,071	802,397	4.0%
HICAP	445,472	671,590	3.3%
Cal Fresh	226,099	487,020	2.4%
MIPPA	169,827	213,442	1.1%
Dignity at Home	152,078	193,527	1.0%
Access to Technology	820,902	1,515,711	7.5%
Health Promotion/Disease Prevention	121,301	133,895	0.7%
Total	\$21,147,090	\$20,268,099	100.0%

* FY 23-24 revenue and expenses from unaudited financials. Audits will be performed by MUN CPAs

YEAR IN REVIEW

2023-2024 AGENCY GOVERNANCE

2023-2024 GOVERNING BOARD

NEVADA COUNTY

Andy Burton
Erin Ruark-Minett
Supervisor Lisa Swarthout

PLACER COUNTY

Supervisor Jim Holmes
Supervisor Suzanne Jones
William Reed (2nd Vice Chair 2024)

SACRAMENTO COUNTY

Dr. Julie Bates (Livesay) (Secretary 2023)
Carl Burton (Parliamentarian 2023, 2024)
Supervisor Rich Desmond
Supervisor Sue Frost
Supervisor Pat Hume
Supervisor Patrick Kennedy
Cecile Nunley
Meghan Rose (Chair 2023, 2024)
Miyoko Sawamura (Secretary 2024)
Supervisor Phil Serna
Rebecca Thornton Sloan

SIERRA COUNTY

Supervisor Lee Adams
Supervisor Sharon Dryden (1st Vice Chair 2023, 2024)
Supervisor Lila Heuer
Supervisor Terry LeBlanc

SUTTER COUNTY

Tonya Beebe (2nd Vice Chair 2023)
Supervisor Nick Micheli

YOLO COUNTY

Dr. Sheila Allen, Ph.D.
Patti Huston
Nancy Pennebaker (Treasurer/Auditor 2023, 2024)
Supervisor Jim Provenza

YUBA COUNTY

Supervisor Don Blaser
Supervisor Andy Vasquez

Our organizational structure consists of Governing Board, Advisory Council and staff. Members have the responsibility of assuring the overall health of AAA4 across all seven counties while being the voice of their individual communities. Members are appointed at the beginning of each calendar year but, because this report is based on the state FiscalYear (July 1—June 30) some may have ended or begun their term mid-fiscal year.

2023-2024 ADVISORY COUNCIL

NEVADA COUNTY

Lindy Beatie
Kelly Carpenter (Chair 2023, 2024)
Jon Katis
Annie Mikal-Heine

PLACER COUNTY

Karen Flanagan
Cheryll Moore
Jim Williams
David Wiltsee

SACRAMENTO COUNTY

Dr. Theresa Abah
Melissa Jacobs
Dr. Catheryn Koss (Vice Chair 2024)
Sylvia McBride
Eduardo Rubalcava
Ann Zonderman, JD, BSN

SIERRA COUNTY

None Appointed

SUTTER COUNTY

Pam Epley (Vice Chair 2023, 2024)
Carol Pickard
Tanna Thomas

YOLO COUNTY

Jim Bohon
Seth Brunner
Dr. James W. Daniel, A.S.A.
Charlotte Dorsey
Terry Kelley

YUBA COUNTY

Debbie Panteloglew (Secretary 2023, 2024)

MEMBERS-AT-LARGE

Claire Buckley
Pamela Nelson
Rita Saenz

ABOUT AGENCY ON AGING AREA 4

Agency on Aging Area 4 (AAA4) is one of 33 area agencies on aging in California designated by the state to develop, coordinate, and fund programs designed to help older adults and people with disabilities maintain their health and independence. We operate as a non-profit, Joint Powers Authority with the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba.

We fund and monitor programs provided by local Community Based Organizations with funding under the Older Americans Act. We also provide direct services using available grant sources and collaborate with other organizations where there is opportunity and need.

VISION

Our vision is an ageist- and ableist-free society.

MISSION

Our mission is to enrich the lives of older adults and people with disabilities by FOSTERING networks of support, ADVOCATING for individual choice, COLLABORATING with others, ENSURING equity, and STRIVING to do so with conviction.

Agency on Aging Area 4

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