

MEETING NOTICE

DATE: October 14, 2016
TIME: 10 a.m. to 12 noon
PLACE: Sacramento County
Agency on Aging \ Area 4
1401 El Camino Avenue, 4th Floor
Sacramento, CA 95815

Sierra County (Via Teleconference)
61050 Hwy. 49, Sheriff Substation
Loyalton, CA 96118
(530) 993-1270



AGENDA

I. CALL TO ORDER/ROLL CALL

II. PLEDGE OF ALLEGIANCE

III. COMMENTS FROM THE PUBLIC:

The Governing Board welcomes comments on any agenda item as it is addressed. Individuals will be limited to five minutes; fifteen minutes for a representative of a group. Comments may be made on any subject not on the agenda. The specific time limit will be established based on the number of persons wishing to speak, for a total of fifteen minutes per subject.

IV. CONSENT CALENDAR:

Consent items are expected to be routine and noncontroversial. The Governing Board will act upon them at one time without discussion unless any Board member, staff member or member of the public requests that an item be removed from the consent calendar for discussion.

- A. Adoption of Agenda
B. Approve 9/9/16 Minutes
C. Approve Job Descriptions

V. CORRESPONDENCE

VI. ACTION ITEMS

- A. Approve a Plan for the Delivery of Legal Services in Sierra County
B. Approve Correspondence to CNCS
C. Approve JPEC Recommendation Regarding California Caregivers
D. Approve Timeline for the 2017-19 HICAP and the 2017-2021 Supportive Services (Title III-B) and Nutrition (Title III-C) Requests for Proposals
E. Approve Slate of Officers for 2017

VII. REPORTS

- A. Executive Committee
B. Audit/Finance Committee
C. Personnel Committee
D. Area Plan Committee
E. Legislative Committee
F. Executive Director

VIII. ANNOUNCEMENTS/FUTURE AGENDA ITEMS

IX. ADJOURNMENT

Committee Meetings

- Audit/Finance9:00 a.m. – 9:30 a.m.
Personnel Committee ...9:00 a.m. – 9:30 a.m.
Executive Committee... 9:30 a.m. – 10:00 a.m.
JPEC.....9:30 a.m. – 10:00 a.m.

Please visit www.agencyonaging4.org for additional information.

MEETING NOTICE

Board members' enclosures:

1. Consent Items:
 - A. Agenda
 - B. Minutes – 9/9/16
 - C. Job Descriptions

2. Action Items:
 - A. Approve a Plan for the Delivery of Legal Services in Sierra County
 - B. Approve Correspondence to CNCS
 - C. Approve JPEC Recommendation Regarding California Caregivers
 - D. Approve Timeline for the 2017-19 HICAP and the 2017-2021 Supportive Services (Title III-B) and Nutrition (Title III-C) Requests for Proposals
 - E. Approve Slate of Officers for 2017

3. Attachments:
 - A. 2017-2021 RFP Timeline
 - B. Map

If you need a disability-related reasonable accommodation to participate in this meeting, please contact Tai Love at (916) 486-1876, or tlove@agencyonaging4.org at least 3 days in advance with your accommodation request. Every effort will be made to accommodate. However, we cannot guarantee we will be able to honor requests received less than 3 days in advance.

AGENCY ON AGING \ AREA 4
GOVERNING BOARD
 Meeting Minutes

Date: September 9, 2016

Location: Placer County, Maidu Community Center

I. CALL TO ORDER/PLEDGE OF ALLEGIANCE/ROLL CALL

Nate Beason, Chair called the regular meeting of the *Agency on Aging \ Area 4 (AAA4)* Governing Board to order at 10:03 a.m. and welcomed members and guests to the meeting.

Becky Bowen, Secretary called the roll. There was a quorum.

County	GB Members Present – 13	Absent – 4
Nevada	Supv. Beason, A. Burton	
Placer	Gustafson	Luce (E)
Sacramento	C. Burton, Karpinski-Costa, Milner-Krugman, Supv. Kennedy, Supv. Notolli	
Sierra	Farrington	Supv. Schlefstein (E)
Sutter	Bowen, Rhoades	
Yolo	Allen	Pennebaker (E)
Yuba	Parent	Supv. Fletcher (E)

AAA4 Staff Present: Pam Miller, Will Tift, Dave Soto, Mike Selland, Janeen Thorpe, Maggie Borowiak, Nancy Vasquez, Rose Chrisman and Tai Love.

Guests Present: David Morikawa *Meals on Wheels by ACC*, Judi Byrnes *AAA4 Intern*, April Ceballos *AAA4 Intern*.

II. PLEDGE OF ALLEGIANCE

III. COMMENTS FROM THE PUBLIC

The Governing Board welcomes comments on any agenda item as it is addressed. Individuals will be limited to five minutes; fifteen minutes for a representative of a group. Comments may be made on any subject not on the agenda. The specific time limit will be established based on the number of persons wishing to speak, for a total of fifteen minutes per subject.

IV. CONSENT CALENDAR

Consent items are expected to be routine and noncontroversial. The Governing Board will act upon them at one time without discussion unless any Board member, staff member or member of the public requests that an item be removed from the consent calendar for discussion.

- A. Adoption of Agenda
The agenda was approved as presented.
- B. Approval of 8/12/16 minutes
The minutes were approved as printed

Dr. Sheila Allen/Carl Burton, passed by unanimous consent

V. CORRESPONDENCE

- Email Correspondence from Rick Heyer, County Counsel, pertaining to the opening of the JPA.

VI. ACTION ITEMS

A. Approve Distribution of Unassigned Funds for 2016-17 Only.

A motion was moved/seconded, Carl Burton/Chris Parent, to approve Distribution of Unassigned Funds for 2016-17 only. Motion passed by unanimous roll call vote (13-0).

B. Approve Joint Program Evaluation Committee Recommendations.

A motion was moved/seconded, Carl Burton/Karla Gustafson, to approve the Joint Program Evaluation Committee Recommendations as presented. Motion passed by unanimous consent.

C. Approve Governing Board Rules of Procedure.

A motion was moved/seconded, Dr. Sheila Allen/Chris Parent, to approve the Governing Board Rules of Procedure as presented with minor proposed revisions. Motion passed by unanimous consent.

VII. PRESENTATION

A. Introducing the AAA4 Long Term Care Ombudsman Program ~ Presented by Rose Chrisman, Ombudsman Program Coordinator.

- AAA4 Staff will forward information pertaining to the Ombudsman volunteer recruitment process and qualifications.

VIII. DISCUSSION

A. The RFP Status of AAA4's Mature Edge Job Readiness Program: Part 2

- The AAA4 Mature Edge Job Readiness Program will not be subject to the RFP process and will remain an AAA4 in-house direct service program.

XI. REPORTS

A. Executive Committee

Provided by Dr. Sheila Allen

B. Audit/Finance Committee

Provided by Mike Selland

C. Area Plan Committee

Provided by Will Tift

D. Legislative Committee

Provided by Chris Parent

E. Executive Director

Provided by Pam Miller

- Members are encouraged to contact a member of the Nominating Committee if you are interested in serving in an executive capacity.

X. ANNOUNCEMENTS/FUTURE AGENDA ITEMS

- Maxine Milner Krugman announced that Uber and Lyft are making their services more senior friendly to include a call-in phone option, as well as subcontracting with Go Go Grandparent.
- Dr. Jayna Karpinski-Costa announced that the next Sacramento County Workgroup will be October 14.

- Supervisor Nate Beason announced that Alexander Rossi, professional race car driver, will be in Nevada County this weekend.

XI. ADJOURNMENT

With no further business, the meeting was adjourned at 11:09 am.

IF YOU WOULD LIKE TO SCHEDULE A TIME TO LISTEN TO THE FULL AUDIO OR TO
REQUEST MATERIALS FROM THIS MEETING, PLEASE CONTACT TAI LOVE
(916) 486-1876 OR TLOVE@AGENCYONAGING4.ORG.

TO: AAA4 GOVERNING BOARD

FROM: Pam Miller

DATE: October 6, 2016

SUBJECT: Approve Job Descriptions

Discussion

Last month, the Office Administrator resigned to pursue a wonderful career move out of state. This has provided AAA4 the opportunity to examine support staff functions and determine what makes the most sense and provides economy of scale. At this time, the Office Administrator position will not be filled and those duties will be shifted to various staff. All of these positions are part of the “Operations Team” in this agency.

- **Office Specialist II** – This is an existing position. The job description has been revised to reflect current duties and change in reporting structure.
- **Office Specialist II / Bilingual** - This is an existing position. The job description has been revised to reflect current duties and change in reporting structure.
- **Office Specialist III** – This is a newly created position. It is essentially a lead position and provides a promotional opportunity for the Office Specialist II.
- **Systems Specialist** – This is an existing position. The job description has been revised to reflect additional duties, including oversight of facilities and the programming and maintenance of the telephone system.



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OFFICE SPECIALIST II

CLASSIFICATION: NON-EXEMPT, AT-WILL (FULL TIME)
LOCATION: SACRAMENTO, CA
GRADE: 10

AGENCY DESCRIPTION:

Agency on Aging Area 4 (AAA4) is a Joint Powers Authority (Public Agency with non-profit status) with the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba to provide a system of services for persons 60 years of age and over. AAA4 funds and monitors programs for seniors in a seven-county planning and service area with funding under the Older Americans Act. AAA4 is one of 33 area agencies in California, designated by the State to develop, coordinate, and fund programs designed to help older persons maintain their health and independence.

MISSION:

Creating and supporting opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

POSITION SUMMARY:

This is an advanced level position under direct supervision of the Strategic Planning Administrator. The Office Specialist II performs a wide range of routine and moderately complex and responsible clerical and receptionist tasks. Specific tasks include, but are not limited to:

PRIMARY DUTIES/RESPONSIBILITIES:

- Maintains the highest level of confidentiality in all aspects of client, staff and agency information;
- Working in coordination with other Office Specialists:
 - Answer telephones, routine questions and provide basic information and referrals to appropriate resources and transfer callers to agency staff; ensure office is open and closed according to AAA4 office procedures; open incoming/process outgoing mail; meeting room reservation and tracking; staff meeting preparation and transcription; sign for and check-in/distribute UPS/FedEx or other courier delivered packages; maintain program and support staff calendars; copying, faxing, mailing and filing;
 - Maintain and update mailing lists and rosters as appropriate;
 - Working with Fiscal staff, track and maintain check and banking logs; verify and make banking deposits;
 - Compose and draft correspondence, memorandums and other written materials regarding routine and complex inquiries, working with I&A Coordinator as appropriate;
 - Prepare monthly reports and updates (postage machine, meter reads, kitchen duty calendar, incoming call and contact tracking form, etc.);
 - Order and maintain office supplies including: supply closet, storage room and break room;
 - Working with Systems Specialist, arrange for the repair and maintenance of office equipment, as needed;

- Receive, distribute and maintain CDA Program Memos;
- Support staff and department functions in assigned project- based work, meetings and special events as needed;
- Participate in outreach activities and make presentations to community organizations, churches, schools, community groups and businesses in an effort to provide education to the public regarding AAA4 services;
- Function as part of the Operations Team, attending meetings as requested; and
- Other duties as assigned.

EXAMPLES OF ASSIGNED PROJECTS:

- Provide ongoing clerical and organizational support to the Contracts Administrator.
- Primary responsibility for the day-to-day functions of the reception area, including primary responsibility for ordering and maintaining office supplies.
- Provide ongoing clerical support to the Assistant Director and Program staff, under the supervision of the Assistant Director.

JOB CHARACTERISTICS:

As part of the Operations Team, this position is administratively responsible to the Strategic Planning Administrator. The incumbent receives task assignments from the Strategic Planning Administrator which are to be coordinated with the performance of ongoing assigned duties of other Office Specialist positions. The incumbent assumes major responsibility on a regular basis for completion of selected activities, projects and procedures. This position has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION/EXPERIENCE/DESIRED QUALIFICATIONS:

- Equivalent to the completion of high school (12th grade).
- Three (3) years of increasingly responsible and directly related clerical, secretarial or administrative support experience, preferably including public contact.
- Specialized training in clerical practices, financial recordkeeping and customer service.
- Experience working with a diverse population including the disabled, older adults and their families.

Knowledge of:

- Excellent telephone etiquette;
- Modern office procedures, machines, software/applications, practices and techniques;
- Customer service principles, including handling of irate or distressed individuals;
- Principles of business letter writing and basic report preparation;
- Knowledge of basic financial recordkeeping and business mathematics;
- English usage, spelling, grammar, punctuation; and
- Communication skills.

Ability to:

- Type at a speed necessary for successful job performance;
- Respond to inquiries and requests from the general public;
- Communicate clearly and concisely, both orally and in writing;
- Follow oral and written instruction;
- Use resources effectively and problem- solve;
- Format, proof, and edit documents;
- Multi-task, prioritize and effectively maximize time to meet deadlines;
- Interpret and explain programs and services offered;

- Understand structure, functions, responsibilities, objectives and policies of the Agency on Aging Area 4;
- Apply good judgment;
- To train other employees as needed;
- Lift up to 25 pounds; and
- Perform independently with minimal supervision.

ADDITIONAL REQUIREMENTS:

- Possession of a valid California driver's license and access to a vehicle;
- Proof of automobile liability insurance;
- Willingness to travel within the planning and service area; and
- Must be able to successfully pass a background check.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.



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OFFICE SPECIALIST II - BILINGUAL

CLASSIFICATION: NON-EXEMPT, AT-WILL (FULL TIME)
LOCATION: SACRAMENTO, CA
GRADE: 10

AGENCY DESCRIPTION:

Agency on Aging Area 4 (AAA4) is a Joint Powers Authority (Public Agency with non-profit status) with the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba to provide a system of services for persons 60 years of age and over. AAA4 funds and monitors programs for seniors in a seven-county planning and service area with funding under the Older Americans Act. AAA4 is one of 33 area agencies in California, designated by the State to develop, coordinate, and fund programs designed to help older persons maintain their health and independence.

MISSION:

Creating and supporting opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

POSITION SUMMARY:

This is an advanced level position under direct supervision of the Strategic Planning Administrator. The Office Specialist II – Bilingual performs a wide range of routine and moderately complex and responsible clerical and receptionist tasks. Specific tasks include, but are not limited to:

PRIMARY DUTIES/RESPONSIBILITIES:

- Maintains the highest level of confidentiality in all aspects of client, staff and agency information;
- Working in coordination with other Office Specialists:
 - Answer telephones, routine questions and provide basic information and referrals to appropriate resources and transfer callers to agency staff; ensure office is open and closed according to AAA4 office procedures; open incoming/process outgoing mail; meeting room reservation and tracking; staff meeting preparation and transcription; sign for and check-in/distribute UPS/FedEx or other courier delivered packages; maintain program and support staff calendars; copying, faxing, mailing and filing;
 - Maintain and update mailing lists and rosters as appropriate;
 - Working with Fiscal staff, track and maintain check and banking logs; verify and make banking deposits;
 - Compose and draft correspondence, memorandums and other written materials regarding routine and complex inquiries, working with I&A Coordinator as appropriate;
 - Prepare monthly reports and updates (postage machine, meter reads, kitchen duty calendar, incoming call and contact tracking form, etc.);
 - Order and maintain office supplies including: supply closet, storage room and break room;
 - Working with Systems Specialist, arrange for the repair and maintenance of office equipment, as needed;

- Receive, distribute and maintain CDA Program Memos;
- Support staff and department functions in assigned project- based work, meetings and special events as needed;
- Participate in outreach activities and make presentations to community organizations, churches, schools, community groups and businesses in an effort to provide education to the public regarding AAA4 services;
- Function as part of the Operations Team, attending meetings as requested; and
- Other duties as assigned.

EXAMPLES OF ASSIGNED PROJECTS:

- Provide ongoing clerical and organizational support to the Contracts Administrator.
- Primary responsibility for the day-to-day functions of the reception area, including primary responsibility for ordering and maintaining office supplies.
- Provide ongoing clerical support to the Assistant Director and Program staff, under the supervision of the Assistant Director.

JOB CHARACTERISTICS:

As part of the Operations Team, this position is administratively responsible to the Strategic Planning Administrator. The incumbent receives task assignments from the Strategic Planning Administrator which are to be coordinated with the performance of ongoing assigned duties of other Office Specialist positions. The incumbent assumes responsibility on a regular basis for completion of selected activities, projects and procedures. This position has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION/EXPERIENCE/DESIRED QUALIFICATIONS:

- Equivalent to the completion of high school (12th grade).
- Three (3) years of increasingly responsible and directly related clerical, secretarial or administrative support experience, preferably including public contact.
- Specialized training in clerical practices, financial recordkeeping and customer service.
- Experience working with a diverse population including the disabled, older adults and their families.
- Must be bilingual, fluent in English and a language of a target population of AAA4, and be able to speak, read, write and interpret from English to that language, and from that language to English.

Knowledge of:

- Excellent telephone etiquette;
- Modern office procedures, machines, software/applications, practices and techniques;
- Customer service principles, including handling of irate or distressed individuals;
- Principles of business letter writing and basic report preparation;
- Knowledge of basic financial recordkeeping and business mathematics;
- English usage, spelling, grammar, punctuation; and
- Communication skills.

Ability to:

- Type at a speed necessary for successful job performance;
- Respond to inquiries and requests from the general public;
- Communicate clearly and concisely, both orally and in writing;
- Follow oral and written instruction;
- Use resources effectively and problem- solve;
- Format, proof, and edit documents;

- Multi-task, prioritize and effectively maximize time to meet deadlines;
- Interpret and explain programs and services offered;
- Understand structure, functions, responsibilities, objectives and policies of the Agency on Aging Area 4;
- Apply good judgment;
- To train other employees as needed;
- Lift up to 25 pounds; and
- Perform independently with minimal supervision.

ADDITIONAL REQUIREMENTS:

- Possession of a valid California driver's license and access to a vehicle;
- Proof of automobile liability insurance;
- Willingness to travel within the planning and service area; and
- Must be able to successfully pass a background check.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.



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OFFICE SPECIALIST III

CLASSIFICATION: NON-EXEMPT, AT-WILL (FULL TIME)
LOCATION: SACRAMENTO, CA
GRADE: 12

AGENCY DESCRIPTION:

Agency on Aging Area 4 (AAA4) is a public, Joint Powers Agency (JPA) with nonprofit status and a large, regional service area that includes the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba. Major funding is provided by the Administration for Community Living in accordance with the intent of the Older Americans Act and as appropriated by Congress. This includes allocations for “meals on wheels” and various other federal programs for older adults and family caregivers. Some of these programs are offered as direct services of AAA4; most are operated by community-based organizations under subcontracts with AAA4.

MISSION:

Creating and supporting opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

POSITION SUMMARY:

As part of the Operations Team and under general direction of the Strategic Planning Administrator, the Office Specialist III has lead responsibility for office coordination, training and coordination of office support staff and duties which include a number of tasks of a responsible nature. Duties include, but are not limited to:

PRIMARY DUTIES/RESPONSIBILITIES:

OFFICE COORDINATION

- Maintain the highest level of confidentiality in all aspects of client, staff and agency information;
- Lead in coordinating office function, which includes training/coordination of support staff functions and clerical volunteers, coordinating work flow, assigning tasks and answering incoming calls as needed;
- Coordinate systematic procedures for incoming and outgoing material; i.e., mail, tickler files, and calendars;
- In coordination with other Office Specialists, receive, review and verify documents, records and forms for accuracy, completeness and compliance to applicable policies and procedures as directed; and maintain and update agency master files and in-house procedures;
- Primary responsibility for ongoing clerical support to Executive Director and Contracts Administrator;
- Assist in special events and projects, such as fundraising activities, annual meetings, community outreach and other events as requested;
- In conjunction with other assigned staff, participate in AAA4 Emergency Action Plans, including first aid, CPR, fire drills;
- In absence of Human Resources Specialist, attend Governing Board and/or Advisory Council meetings to record, transcribe and distribute meeting minutes;
- In coordination with I&A Coordinator, prepare responses to correspondence and emails relating to routine and complex public inquiries;

- In coordination with Systems Specialist, maintain professional and successful relationships with agency vendors and contractors relating to products and services including office equipment, telecom system, building management and facility maintenance; and ensuring timely service and maintenance by technicians;
- In coordination with Fiscal staff, oversee purchasing, inventory control and budget of office supplies;
- As part of the Operations Team, provide input aimed at integrating departmental operations to improve and expand efficiencies and effectiveness; attend meetings as requested; and
- Other duties as requested.

JOB CHARACTERISTICS:

As part of the Operations Team, this position is administratively responsible to the Strategic Planning Administrator and has lead responsibilities for overall support staff operations. Subject to availability of support staff, the Office Specialist III is expected to ensure coordination of all support functions and to perform work assignments independently.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION/EXPERIENCE/DESIRED QUALIFICATIONS:

- Equivalent to the completion of high school (12th grade) – some college coursework required; Five (5) years' related office management/administrative (complex clerical, office support and customer service) experience;
- Two (2) years' experience in acting as lead personnel;
- Understanding the design and implementation of office policies and procedures;
- Experience working well in a team environment and establishing good rapport at all levels of the organization;
- Experience working with a diverse population including the disabled, older adults and their families.

Knowledge of:

- Intermediate to advanced proficiency in Word, Excel, PowerPoint, and other computer applications;
- Excellent communication and organizational skills;
- Basic and modern office principles and advanced level office procedures, machines, software/applications, practices, techniques and equipment;
- Proper business English and Mathematics (usage, grammar, letter formats and calculations);
- Customer service principles, including professional treatment of irate or distressed individuals;
- Strong attention to detail and ability to multi-task;
- Professional office practices, project management and basic financial recordkeeping;
- Knowledge of rules, regulations, policies and procedures of the departments served; and
- Structure, functions, responsibilities, objectives and policies of the Agency on Aging \ Area 4.

Ability to:

- Work proactively and positively with leadership, staff, clients and service providers;
- Demonstrate a high level of initiative and independent judgment;
- Proficiently operate a variety of computer software and databases;
- Organize, coordinate, and prioritize tasks;
- Lead, organize and communicate effectively;
- Work comfortably with a diverse public;
- Establish and maintain effective work relationships;
- Work under pressure and often competing priorities;
- Use resources effectively and problem- solve;
- Format, proof, and edit documents;
- Maintain confidential files and records as necessary;

- Type at a speed necessary for successful job performance;
- Delegate work, motivate, coach, mentor, train and coordinate employees;
- Multi-task, prioritize and effectively maximize time to meet deadlines;
- Lift up to 25 pounds; and
- Perform independently without supervision.

ADDITIONAL REQUIREMENTS:

- Possession of a valid California driver's license and access to a vehicle.
- Proof of automobile liability insurance.
- Willingness to travel within the planning and service area.
- Must be able to successfully pass a background check.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.



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SYSTEMS SPECIALIST

CLASSIFICATION: EXEMPT, AT-WILL (FULL/PART TIME)
LOCATION: SACRAMENTO, CA
GRADE: 18

AGENCY DESCRIPTION:

Agency on Aging Area 4 (AAA4) is a Joint Powers Authority (Public Agency with non-profit status) with the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba to provide a system of services for persons 60 years of age and over. AAA4 funds and monitors programs for older adults in a seven-county planning and service area with funding under the Older Americans Act. AAA4 is one of 33 area agencies in California, designated by the State to develop, coordinate, and fund programs designed to help older persons maintain their health and independence.

MISSION:

Creating and supporting opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

POSITION SUMMARY:

The Systems Specialist is a member of the Operations Team under the general direction of the Strategic Planning Administrator and is responsible for a range of activities relating primarily to the Agency's internal and external information management systems, and facilities management.

PRIMARY DUTIES/RESPONSIBILITIES:

IN-HOUSE INFORMATION TECHNOLOGY (IT) SUPPORT

Within the overarching priorities and fiscal constraints of the agency, work to achieve optimal functionality of all electronic equipment at the Sacramento and Grass Valley offices, including but not limited to: servers, individual work stations, laptops, iPads, copier/printers, the security and telephone systems, sound systems, projectors, digital camera, and other audio visual equipment. Provide technical support to staff that are having difficulty with day-to-day functions because of an equipment or application systems question or problem.

- Participate in the development and update of a long-range systems plan for the purchase/installation, maintenance/replacement of equipment and applications systems, and Acceptable Use Procedures as appropriate to the needs of the agency;
- Troubleshoot and resolve network, e-mail and work station problems;
- Provide a reasonable amount of technical assistance to staff with application systems questions, providing training/support or referring individuals to standard training programs if necessary;
- Protect agency information assets by monitoring regular backups of the server, virus protection systems for e-mail and for individual desktops, and by maintaining a Data and Systems Recovery Plan (part of Acceptable Use Procedures);
- Protect agency equipment by maintaining the technology equipment inventory, and by tracking the location of borrowed items and by securing portable items such as laptops, iPads, projectors and cameras;
- Work with the AAA4 Webmaster/Developer, and provide technical support as necessary;

- Based upon the needs of funded partners, make recommendations regarding system upgrades and the purchase and disposal of equipment and application systems;
- Coordinate with the operations team members to update and maintain the agency's phone and security systems as necessary;
- Coordinate with the fiscal department to maintain an accurate inventory of technology equipment and software as items are bought, transferred and disposed of;
- Primary contact for managing and maintaining telecom system; and,
- Perform other duties as assigned.

PROJECT MANAGEMENT

Responsible for technical planning, implementation and monitoring of pre-approved IT projects that will create enhanced operational efficiencies for the agency.

- Participate in systems discussions, research potential solutions to system needs and present findings to management for action;
- Oversee the implementation of system solutions, acting as the primary contact personnel with external technical staff;
- Test new systems and resolve any problems/errors;
- Ensure appropriate staff receive adequate training from the most appropriate source;
- Evaluate the extent to which the systems solution successfully addressed the initial need, and report findings to management,
- Assist in updating technology requirement RFP and contract language;
- Renewal of website domain and certification processes; and,
- Perform other duties as assigned.

DATA REPORTING SYSTEMS

Responsible for ensuring timely and accurate electronic reporting of required program data to the California Department of Aging (CDA).

- Ensure AAA4 is complying with the latest data collection and reporting requirements, deadlines, specifications and procedures associated with the California Aging Reporting System (CARS) and with the GetCare client data collection database;
- Work with RTZ to provide standardized client data collection database training and technical assistance to AAA4 staff and to funded partners staff as needed, either in a one-on-one or group setting;
- Ensure compliance with the terms of the contractual agreement with RTZ and monitor the use of individual GetCare licenses;
- Coordinate with personnel at the CDA, Data Team, and RTZ (contractor that operates CARS and GetCare) to troubleshoot problems or resolve issues;
- Represent AAA4 while participating in statewide or regional training sessions and policy planning groups as necessary; and,
- Perform other duties as assigned.

FACILITIES MANAGEMENT

Act as primary liaison for all facilities management vendors, including property management company, office equipment, alarm system, etc., to maintain agency tenancy standards.

JOB CHARACTERISTICS:

This position is administratively responsible to the Strategic Planning Administrator. The varied responsibilities require that Systems Specialist work independently but also work across departments to communicate and coordinate multi-level priorities and project management. The position is part of the Operations Team and works closely with: the program department to assure accurate reporting of program data to CDA; the other Operations Team members to assure that in-house systems operate efficiently; and the fiscal department to assure coordination of IT purchases and inventory control. The position requires skills in

program monitoring and evaluation, writing, communication, and planning. The Systems Specialist must be self-directed and have the ability to organize and initiate tasks and perform job related responsibilities with minimal supervision.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION/EXPERIENCE/DESIRED QUALIFICATIONS:

- Requires two years college or technical school (60 semester units) in management information systems, data processing, computer science, or related field (additional experience may substitute for educational requirement);
- Four years’ experience in hardware and software usage;
- Four years’ experience managing networks; and,

Knowledge of:

- Windows Server 2013, SharePoint, Windows 7 and Windows 10 operating systems, networking, and user applications including but not limited to the Microsoft Office Suite 2010 and 2013 Professional Version;

Ability to:

- Train, communicate clearly and work with management, staff and funded partners with varied levels of computer knowledge and skills regarding technology and systems issues and priorities;
- Communicate and work effectively with technology support personnel;
- Write clearly and succinctly;
- Work effectively with community groups and individuals of varied experience and ethnic backgrounds;
- Analyze data, determine inconsistencies, and integrate data with program requirements;
- Administer agency e-mail accounts;
- Meet established deadlines and time frames;
- Work in a cooperative team environment; and,
- Handle stressful situations effectively and professionally.

ADDITIONAL REQUIREMENTS:

- Possession of valid California driver’s license and access to a vehicle;
- Proof of automobile liability insurance;
- Willingness to travel within a seven-county area;
- Willingness to work on evenings or weekends in emergency situations, and;
- Ability to lift and move items weighing up to 40 pounds.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.

ACTION ITEM VI. A.

TO: AAA4 GOVERNING BOARD
FROM: Pam Miller
DATE: October 6, 2016
SUBJECT: Approve a Plan for the Delivery of Legal Services in Sierra County

Staff Recommendation:

Approve the Plan to restore full access to Senior Legal Services in Sierra County.

Discussion

This item was brought before the Governing Board at the August 2016 meeting. At that time, AAA4 staff presented three potential options for closing a gap in the provision of legal services to residents of Sierra County. Those three options were:

- 1) Renegotiate terms with Legal Services of Northern California (LSNC) in order to reinstate services in Sierra County.
- 2) Provide supplemental funding to the local Senior Information & Assistance program (Inc. Senior Citizens of Sierra County) in order to raise awareness as to the availability of the types of A4-funded legal advice, counseling and representation that would not otherwise be available to local residents.
- 3) Seek out a new entity with which to contract for the balance of SFY 2016-17.

In August, the Governing Board directed A4 staff to further investigate the matter. Since then, option #2 has been eliminated as it would not be supported by the California Department of Aging (CDA), and a new provider (option #3) has been located.

Community Legal is a relatively new nonprofit firm that offers free and low-cost assistance to residents of Nevada County. They already have collaborative relationships with LSNC, FREED and the Nevada County IHSS Public Authority – all A4-funded partners. Last year, Community Legal served 500 people; this year they expect to serve 1,000.

A4 staff have explained the circumstance in Sierra County, and Community Legal is interested in moving forward with AAA4 to develop a short-term, \$5,000 contract to run through June 30, 2017. Beyond that, legal services will be subject to competitive bid through the 2017-21 RFP.

Thus A4 staff is recommending the Governing Board direct us to seek permission from CDA to issue a non-competitive award to Community Legal, with the terms of said award to be established thereafter. The grounds for the request is that this approach is the most expeditious way to provide full legal access to the residents of Sierra County, in accordance with State and Federal regulations.

This action item requires a roll call vote per the Rules of Procedure.

TO: AAA4 GOVERNING BOARD

FROM: Pam Miller

DATE: October 6, 2016

SUBJECT: Approve Correspondence to CNCS

Discussion

The Retired Senior and Volunteer Program (RSVP) has been a direct service of AAA4 in Nevada County for almost 30 years. It is a highly successful program that places volunteers 55 years of age and older in volunteer opportunities that match their skills and interests. RSVP is funded through a grant from the Corporation for National and Community Service (CNCS). Unfortunately, the grant does not provide any administrative dollars and requires a minimum match of 30%. The program has become too costly for AAA4 to maintain. When the grant ends in March 2018, AAA4 does not intend to ask for an administrative renewal. Nevada County wants to have another organization in that County have the opportunity to administer the RSVP program. Unfortunately, the current practice for CNCS is to reallocate funds from grantees who choose not to continue to already existing successful programs. They are no longer putting the grants out for new competitive bids.

On September 8, 2016, Nate Beason, Nancy Vasquez and Pam Miller had a phone conference with Roy Earnest, the project officer with CNCS. Mr. Earnest recommended that AAA4 send a letter to CNCS explaining the circumstances and our request to open the grant up to organizations in Nevada County.

The draft letter will be sent under separate cover.

ACTION ITEM VI. C.

TO: A4AA GOVERNING BOARD

FROM: Joint Program Evaluation Committee

DATE: October 6, 2016

SUBJECT: JPEC Recommendation regarding California Caregivers

Discussion

An emergency meeting of the Joint Program Evaluation Committee (JPEC) has been called for Friday, October 14th at 9:30 AM to discuss ending our contractual relationship with California Caregivers (CAC) as soon as possible due to severe fiscal noncompliance. CAC is a family-owned, for Profit Company providing Title III-B Personal Care services in Sacramento County. The annual grant amount is \$108,478.

Last year, CAC was placed on Probation due to an independent audit finding confirmed by AAA4 staff that the organization had “significant material weaknesses of internal control.” A4 fiscal staff has provided substantial technical assistance, and they have been assured by CAC that this issue would be corrected.

Last week, AAA4 received a copy of the latest independent audit from a different audit firm. This new audit confirms A4 staff’s concerns that CAC has made no effort to correct the aforementioned deficiencies and that the company is conducting improper financial reporting by essentially comingling A4-administered federal funds with other revenue sources.

It is the opinion of A4 staff that CAC has not acted in good faith, and that AAA4 should take immediate action to stop the accrual of potential audit disallowances from the State. A4 staff will suggest a course of action to JPEC. The Committee will then deliberate and make a recommendation to the Governing Board when this item is addressed.

ACTION ITEM VI. D.

TO: A4AA GOVERNING BOARD

FROM: Pam Miller

DATE: October 6, 2016

SUBJECT: **Approve Timeline for the 2017-19 HICAP and the 2017-2021 Supportive Services (Title III-B) and Nutrition (Title III-C) Requests for Proposals**

Discussion

Agency on Aging \ Area 4 is currently in the final year of the contract cycle for the major funding categories listed below.

- Health Insurance Counseling and Advocacy Program (HICAP)
- Supportive Services (Title III-B)
- Nutrition (Title III-C)

HICAP is supported by State and Federal funds and provided agency wide. In addition, AAA4 has a standing agreement to oversee the provision of HICAP services in El Dorado and San Joaquin counties. Historically, the California Department of Aging has allowed us to provide HICAP as a sole source contract. That arrangement was unexpectedly discontinued, interrupting the current contract cycle. A4 staff believe HICAP is better suited to be on the same “track” as Ombudsman, Health Promotion and Family Caregiver Services; therefore, we are requesting a one-time, 2-year Request for Proposals (RFP) be issued in order to achieve that.

As determined at the August 2016 meeting of the Governing Board, the 2017-2021 RFP for Supportive Services and for Nutrition shall be structured as an initial, 2-year contract cycle (2017-2019) followed by an option to renew for 2 additional years (2019-2021) without the need for eligible service providers to reapply or re-compete for those awards.

At this time, A4 staff request approval of the attached Timeline for the aforementioned RFPs.

This item does not require a roll call vote.

Agency on Aging / Area 4
REQUEST FOR PROPOSALS

Health Insurance Counseling and Advocacy Program (HICAP): SFYs 2017-19
Supportive Services¹ (Title III-B): SFYs 2017-19, renewable for SFYs 2019-21
Nutrition Services (Title III-C): SFYs 2017-19, renewable for SFYs 2019-21

TIMELINE

2017

- | | |
|--------------------|--|
| January 10 | Post Notice of Intent |
| February 10 | Issue the RFP at: agencyonaging4.org |
| February 21 | Bidders' Conference (Mandatory)
10:00 AM ² , AAA4 Conference Room |
| February 28 | Last Day to Submit Questions to AAA4 staff |
| March 14 | <u>ALL PROPOSALS DUE to AAA4 by 12:00 PM² (noon)</u> |
| April 14 | Grants Review Committee Makes Funding Recommendations ³
10:00 AM ² , AAA4 Conference Room |
| May 12 | Governing Board Meets to Determine Funding Awards³
10:00 AM ² , A4AA Conference Room |
| May 19 | Last day for Applicant Appeals |
| June 9 | Governing Board Hears Appeals ³ (if necessary) |
| July 1 | Services Begin |

¹ The following Title III-B services shall be included in this RFP but may not be funded in each county: Legal Services, Senior Information & Assistance and Transportation. The status of all other Title III-B activities shall be determined prior to February 10, 2017.

² Pacific Time Zone.

³ This meeting is open to the public; Applicants may attend and speak on behalf of their proposals.

Agency on Aging \ Area 4 | 1401 El Camino Ave. #400 Sacramento, CA 95815 | 916-486-1876 | rfp@agencyonaging4.org

ACTION ITEM VI. E.

TO: AAA4 GOVERNING BOARD
FROM: Nominating Committee
DATE: October 6, 2016
SUBJECT: Slate of Governing Board Officers for 2017

Discussion

The Nominating Committee is responsible for seeking nominations for each Governing Board office and for seeking members capable of assuming the responsibilities of the respective offices.

On September 29, the Governing Board Nominating Committee met to discuss the slate of officers for calendar year 2017 and the members for the next Nominating Committee. At this time, they have not yet completed their process. The nominees will be presented on October 14 when this item is discussed.

OFFICER NOMINEES:

Chair:	_____	_____
	<i>Name</i>	<i>County</i>
1 st Vice Chair:	_____	_____
	<i>Name</i>	<i>County</i>
2 nd Vice Chair:	_____	_____
	<i>Name</i>	<i>County</i>
Secretary-Clerk:	_____	_____
	<i>Name</i>	<i>County</i>
Treasurer-Auditor:	_____	_____
	<i>Name</i>	<i>County</i>

Additional nominations may be made from the floor during the October 14th meeting. In accordance with the Rules of Procedure, the election should be held at the December 9th *regular* Board meeting (the November 18th meeting is a joint meeting).