2017-2018 Annual Report

2017-18: A year both challenging and exhilarating

- The closing of our Grass Valley office and RSVP program housed in Nevada County was a sad time for our agency. Fortunately for the residents of Nevada County, the volunteers who provided the backbone of the RSVP program were transitioned to local county and non-profit agencies so their outstanding work can continue.

- AARP and AAA4 partnered to work on an Age-Friendly Survey launching in fall 2018 to measure how well communities meet livable communities “good practices.” With the intent of inspiring individuals and communities to address the needs of residents of all ages by becoming age-friendly, the 8 domains of livability address concepts that allow people of all ages and abilities to participate in community life and age in place. AAA4 is excited to partner with AARP in this long-term effort that will change our communities and improve the lives of those who live there.

- Our county workgroups reconvened to continue the work that established county-specific goals in the Area Plan that include engaging existing and developing new focal points; advancing or establishing ADRC goals and objectives; exploring the development of rural meal voucher programs; legislative advocacy; and confronting food insecurity. The commitment and dedication of those Governing Board and Advisory Council members participating in the workgroups is awe-inspiring.

- Strides were made in the working structure of AAA4. An Operations Team was formed, consolidating office administration, contracts, information technology, and facilities together. Additionally, a Regional Services Administrator was promoted and she has created a cohesive team of Regional Services Specialists.

This annual report is focused on providing an update on the goals established in the 2016-17 Area Plan. While most are long-term goals, significant progress has been made, and we look forward to continuing to work towards those goals and developing new objectives that support them.

We’re also pleased to include a section on our Funded Partners’ Stories and Accomplishments, highlighting the successes they celebrated during the fiscal year.
The 2016-17 Area Plan Goals for Our 7-County Service Area:

In each county Agency on Aging Area 4 intends to:

- Work to maintain and enhance a coordinated system of home and community-based services and supports for older adults and their caregivers by:
  - Convening Funded Partners to facilitate inter-agency coordinated services
  - Consider new focal points and engage designated focal points to promote coordination
  - Support, monitor and evaluate funded partners for contracted and direct services
  - Coordinate with advisory bodies representing the collective interests of older residents
  - Connect with Key Stakeholders to build and sustain long-term services and supports for older residents and urge collaborative efforts
  - Advance the Aging and Disability Resource Connection, working with extended partners to build a continuum of care for people in need of long-term services and supports
  - Explore rural meal voucher program in appropriate areas
  - Engage Age-Friendly Communities designated or seeking designation from the World Health Organization in active collaboration
  - Confront Food Insecurity and expand nutritional services through coordination and partnerships to promote wellness and independence
Goal Progress:

Work to maintain and enhance a coordinated system of home and community-based services and supports for older adults and their caregivers by:

Convening Funded Partners to facilitate inter-agency coordination of services:
- Meetings of ADRCs, County Workgroups, local aging Commissions and Alliances, and Nutrition Directors
  - Nevada, Placer, Sacramento, Yolo, Yuba, Sutter counties

Coordinate with advisory bodies representing the collective interests of older residents:
- Adult and Family Services Commission (Nevada);
- Older Adults Advisory Commission (Placer);
- Adults and Aging Commission (Sacramento);
- Yolo Commission on Aging and Yolo Healthy Aging Alliance;
- Yuba Commission on Aging;
- Sutter Commission on Aging.

Connect with Key Stakeholders to build and sustain long-term services and supports for older residents and urge collaborative efforts:
- Nevada Community Connection Collaborative, Elder Care Providers Coalition, Nevada County Health Collaborative; Placer Homeless Resource Council of the Sierras; Sacramento Regional Transit Mobility Advisory Council, Older Adult Committee, StopFalls, Network Café; Yolo Health Aging Alliance Collaboration Committee; Yuba-Sutter Healthcare Council

Engage Age-Friendly Communities designated or seeking designation from the World Health Organization in active collaboration:
- Placer Older Adults Advisory Commission is working to make Placer County age-friendly
- West Sacramento received designation from AARP; Winters is exploring concept (Yolo).

Confront Food Insecurity and expand nutritional services through coordination and partnerships to promote wellness and independence:
- Movie Canned Food drive collaboration with Seniors First (Placer) and MoW by ACC (Sacramento)
- Share the Love food collection (Yuba-Sutter)

Consider new focal points and engage designated focal points to promote coordination:
- Under consideration: LOVE Building (Nevada); Western Sierra Residential Center (Sierra); RISE (Esparto); Yuba City Senior Center (Sutter); Ponderosa Community Center (Yuba).
- In Sacramento, Funded Partners engage with Congregate sites, promote community resources, and participate in local events.

Support, monitor and evaluate Funded Partners for contracted and direct services:
- In all counties, provided technical assistance on computer software security; updated language regarding donations/contributions; standardized California Department of Aging security training schedule; and in Sierra, identified need to transition service from Information & Assistance to Outreach.

Advance the Aging and Disability Resource Center, working with extended partners to build a continuum of care for people in need of long-term services and supports:
- Regional ADRC, CliC ADRC Advisory Committee (Nevada, Yuba, Sutter, Sierra); and Placer ADRC development

Explore rural meal voucher programs in appropriate areas:
- Brownsville area program development (Yolo)
We’re proud to share!

2017-2018 Funded Partners’ Stories & Accomplishments

**ACC Senior Services**

**Transportation & Caregiver Support**

Program expansion to 95759 Elk Grove. Acquired four wheelchair-accessible minivans through CalTrans. Paratransit replaced the three old buses with two new ones.

*(III-B Transportation)*

“One participant, who is a Case Management client, takes care of multiple care receivers and hardly finds time for respite. BHF helped her to be connected to ACC Rides, Meals on Wheels, and Personal Care service to reduce her daily caregiving burden. She could also register for utility programs to get assistance with gas and electricity bills. She had difficulty dealing with her identity as a caregiver, culturally expected to take on the work with no hesitation. With empowering consultation from staff and support group, she learned how to initiate delegating care responsibilities to other family members.”

*(III-E Caregiver Support)*

“Caregiver Resource Guides in four different languages (English, Spanish, Chinese, and Korean) were created with AAA4 OTO funding last year and have been in good use to provide informational assistance for caregiving families with diverse language backgrounds.”
“HomeMeds has allowed us to identify problems clients have with their medications and then provide education on the medications that they are receiving. In addition, we have been able to intervene in significant health issues. For example, a client who was at risk of having a medical crisis – we sent her immediately to the emergency room and she was admitted to the hospital.”

(III-D Health Promotion)

“This program has allowed caregivers to have a little break from caregiving duties. Even a few hours help. For example, we had a daughter caring for her mother. The caregiver wanted to be able to go to her daughter’s graduation out of town, but she could not go unless she had someone to stay with her mother. We were able to provide someone to stay with her mother so she could be gone for 12 hours to attend the graduation.”

(III-B Caregiver Respite)

“In home respite is truly needed. We target those individuals who do not have access to other respite services and these services give the caregivers a break from their responsibilities – even for a short amount of time – allowing the care receiver to remain at home. For example, we saw a 75 year-old man with Parkinson’s Disease and related dementia. He was having increased weakness making it harder to care for. He was being cared for by his wife who has multiple medical issues herself, and needed some help providing personal care/bathing for him. We were able to provide the care so that he could remain at home with his wife.”

(III-E Caregiver Respite)

“2-1-1 began scheduling appointments for Coordinated Entry System Access Points, and handled well in excess of 10,000 calls for tax assistance services.”
“An 82 year-old caller had just lost his driver’s license and didn’t know what to do. He lives in town and learned he can ride the bus with a Golden Ticket which will give him free rides for life. He was happy to learn about the program.”

“We would like to share a client story to illustrate our accomplishments with clients. Karen resides in Rocklin and is caring for her husband with Alzheimer’s disease. Karen was trying to manage her husband’s “extremely difficult behaviors” including physically threatening her and wandering. Through coaching and education provided by her Family Consultant, the client was able to advocate for her husband with his health care professionals. The care receiver is now receiving appropriate treatment and his behaviors are manageable, allowing her to utilize in-home respite care. As a result, the client is able to address her own care needs, which includes using respite to attend a local caregiver support group.”

“We use Triple R. She loves being there and I appreciate the respite. That help is becoming more important to me.”

“Del Oro Resource Center is absolutely fantastic. Can’t say enough good about them. Anne Spaller has been so great to talk and listen to me.”

“From our clients:"

“The respite care opportunity is the answer to my sanity. We are so grateful. My husband and I are the only family members in town – so everything falls on us, it was nice to get a break. Thank you!”

“One of our pro bono attorneys assisted a senior in enforcing a judgment. She received a life-changing amount of money as a result.”
“One of our consumers was in an automobile accident that left him paralyzed from the waist (down) when he was in his early twenties. At the time, he lived alone in a trailer, but his mother and brother lived in different trailers in the same mobile home park. If he needed to leave his home for any reason, his mother and brother would carry him down a flight of six steps to get him outside. By the time his mother called FREED to see if they could get help, the consumer was 59. He had lost both of his hips and if he ever had to leave his home, his mother and brother still had to carry him down those steps. With the help of a local business, FREED’s Fix-It Program, and much assistance by our volunteers, a ramp was constructed around two sides of the trailer. Before we left, we took a picture with the consumer at the bottom of the ramp. His mother said it was the first time in over thirty-five years that he had left his home without being carried down those steps.”

(III-B Home Modifications)

“When Sally came to FREED she spoke about her husband who had a stroke in 2006 and has been diagnosed with Significant Dementia, he has been at the Fountains for 3 years. She stated she is unable to care for him, because of her own health issues. Her main concern was not being able to visit her husband due to transportation issues and the fact that she can no longer drive. Because she was unable to see him often, she had a lot of concern that he was not receiving adequate care. FREED staff spoke to her about the Senior Transportation Vouchers and explained to her how to redeem and contact Yuba/Sutter Transit for Dial-A-Ride Service. FREED staff also spoke with Sally in-depth about potential other living and support options for her husband. Sally came to FREED on Jan 17th to thank FREED for all the help she has received. She states she has been visiting her husband and taking Dial-A-Ride often to the Fountains and is very happy. She feels more connected to his care team, and thinks that he is doing well there and it is the best living situation for their family. “

(III-B Transportation)

“I was in a very dark place and don't really know what would have happened had FREED not turned on a light. Sheri and I will find a place where we and our pets are welcome and don't have to worry everyday. And it sure is nice to know that there are folks to help us back up if we fall. Thank You.”

(Information & Assistance)
Sacramento Co. Dept. of Child, Family & Adults Services

Peer Counseling

“The program is poised for growth and looking for new partners to expand the reach of our service to more seniors.”

Gold Country Community Service

Nutrition Services

“This year we started partnering with Sierra Harvest to provide our clients with fresh and locally grown produce. We also received a contract with the County to provide CalFresh Outreach & Application Assistance. In the first two months of service, our results exceeded the results of most other providers and our clients were tremendously pleased with the results. One congregate diner reported having enough funds to purchase his first cantaloupe, something that was otherwise unaffordable. Another congregate diner was about to forfeit her EBT card before we stepped up to assist her with resolving a problem that made her afraid to take advantage of the benefit. Our clients know us all by our first names and trust us to help them and that is the greatest achievement one can hope for.”

Inc. Senior Citizens of Sierra County

Nutrition Service, Information & Assistance

“Our local pharmacy no longer accepts the insurance that the majority of Medi-Cal patients have. Many of our customers do not drive so this has created a huge burden for folks to pick up their prescriptions in a town 23 miles from Loyalton. I&A coordinated with the local transportation services to pick up prescriptions for those who need it. This is a free service available to anyone who asks for it.”

(Information & Assistance)
Legal Services of Northern CA.

Information & Assistance, Legal Services

“Senior Link connected an older adult to emergency shelter when she became homeless. She had never experienced homelessness before and had nowhere to spend the night. Senior Link connected her to the only year-round overnight shelter and she was able to obtain a bed. Senior Link also provided her with low income housing options and she is going through the list and applying for housing with a housing navigator from the emergency shelter.”

(LSNC Yolo III-B Information & Assistance)

“The hotline had several notable case successes this year, which are exemplified by the cases described in the quarterly narratives. These accomplishments included preservation of affordable housing and housing vouchers for low income clients, securing reasonable accommodations for clients with disabilities, representing clients in court, and informing clients of recent changes in the law that impacted their rights. Notably, a hotline attorney contacted the IRS on a client’s behalf to inform the IRS that its levy of the client’s Social Security Benefits was unlawful. Through the attorney’s advocacy, the IRS removed the entire levy from the client’s Social Security payments, thus restoring the client’s full monthly benefits.”

(LSNC Sacramento III-B Legal Services)

Meals On Wheels by ACC

Nutrition Services

“There are many program accomplishments including the new Japanese style menus at the two Japanese churches, increased technology utilization with the implementation of ServTracker software, development of client stories and testimonials, and the continuation of program features such as Food Commodity Bag programs, AniMeals, and increased social and holiday activities to make the program more than just a meal.”

Meals on Wheels by Yolo County (PRI)

Nutrition Services

“We finally have the accounting finished for all donations from many different sources for (the) Big Day of Giving, and, our total for the event, drum roll, please......$38,842.80!!! We blew past our "like-to-have goal" of $30,000 and then blew past our "wish-we-could-have goal" of $35,000!”
“In the first half of our contract year PHC experienced a lot of challenges especially hiring new employees. To date, PH staffing division was able to hire 8 new homecare workers to help us make up our lost target hours and be able to achieve at least 90% of our yearly goal.”

“We call each consumer for a closing statement after the work is done. The comments that we receive about our program and our volunteers are so uplifting. The smallest thing can make such a difference in someone’s life. People report feeling safer, being more independent, able to continue living at home, etc.... “

“We switched this year from providing steps only to minor modifications in many more homes than the previous year. We also started providing a fire extinguisher. Sometimes we provide simple energy efficiency upgrades funded by another grant. We did install some step kits in addition to the minor modifications. “

“Greatest year for fundraising goals achieved.”
“The I & A program has met and/or exceeded all goals set. The program made 12 APS referrals, assisted one active suicide in receiving assistance from law enforcement while on-line with an operator, assisted clients in funding a new water heater, a bed, (and) an enlarger for the computer screen to assist with macular degeneration.”

(Information & Assistance)

“A new ride scheduling program was launched to improve the program ability to schedule rides. Clients are now able to schedule appointments up to 6 weeks in advance as well as schedule standing weekly ride requests. Volunteers are able to login and accept rides at anytime.”

(III-B Transportation)

“Started MOW program on 7/1/17. Started Food Pantry. Started MOW Plus.”

(III-C Nutrition)

“A disabled senior in Marysville was being evicted by the new owners of the building where he lived. The senior had not paid rent because the building was not habitable. The new owners wanted the senior out so they could remodel the building and gave him proper notice. When he did not move, they filed the eviction lawsuit. The senior was scheduled to move into an apartment in Colusa but it would not be ready for another month. He planned to stay in a tent if he was evicted even though it was July and very hot out. He could not afford a motel because he needed to pay first and last month’s rent for the unit in Colusa. The attorney reviewed the eviction lawsuit and the deed. There were some technical issues with the deed that could be raised as a defense to the eviction. The attorney filed an answer to forestall the eviction and negotiated a settlement with the new owners. The senior could stay another month and, since he moved out by the date agreed, the eviction law suit was dismissed.”
Our Governing Board and Advisory Council members bring their unique community expertise to AAA4’s business of setting local priorities within the constraints of federal, state and municipal policies and budgets. Many thanks to each of you!

## 2018 Governing Board

**Nevada County:**
- Supervisor Heidi Hall
- *Alternate:* Supervisor Richard Anderson
- Andrew Burton, Secretary-Clerk

**Placer County:**
- Eldon Luce, Chair
- *Alternate:* Supervisor Jim Holmes
- Karla Gustafson, 1st Vice Chair

**Sacramento County:**
- Supervisor Phil Serna
- *Alternate:* Maxine Milner Krugman, 2nd Vice Chair
- Supervisor Susan Peters
  - *Alternate:* Carl Burton
- Supervisor Don Nottoli
- Supervisor Patrick Kennedy
  - *Alternate:* Miko Sawamura
- Supervisor Roberta MacGlashan
  - *Alternate:* Felicia Bhe

**Sierra County:**
- Supervisor Scot Schlefstein
  - *Alternate:* Supervisor Jim Beard

**Sutter County:**
- Supervisor Mat Conant
  - *Alternate:* Tonya Beebe
  - Becky Bowen

**Yolo County:**
- Supervisor Jim Provenza
  - *Alternate:* Nancy Pennebaker, Treasurer-Auditor
    - Sheila Allen

**Yuba County:**
- Supervisor Mike Leahy
  - *Alternate:* Doug Lofton
  - Chris Parent

## 2018 Advisory Council

**Nevada County:**
- Norm Sauer
- Timothy Giuliani

**Placer County:**
- Gloria Plasencia, Chair
- David Wiltsee, Vice-Chair
- Jim Williams
- Ben Eagleton

**Sacramento County:**
- Lola Young
- Dave Pevny
- Meghan Rose
- Dr. Catheryn Koss
- Marshal Wilderson

**Sierra County:**
- Tanna Thomas

**Sutter County:**
- Charlotte Dorsey
  - Seth Brunner, Vice Chair
  - Lydia Bourne
  - Wallace Pearce
  - Elizabeth Yeh

**Yolo County:**
- Gayle Diemond, Secretary/Treasurer
  - Sheila Gee

**Yuba County:**
- Sheila Gee
“Individuals” and “Units of Service” are terms that don’t begin to describe the thousands of older adults who benefit from successful service delivery throughout our 7-county service area. These services compliment local resources to ensure older adults can be **safe, healthy, and living in the environment of their choice.**

<table>
<thead>
<tr>
<th>Service</th>
<th>Individuals</th>
<th>Units of Service</th>
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</thead>
<tbody>
<tr>
<td>Congregate Meals</td>
<td>3,774</td>
<td>201,830 meals</td>
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<tr>
<td>Home Delivered Meals</td>
<td>4,209</td>
<td>572,032 meals</td>
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<tr>
<td>SNAP-Ed</td>
<td>56</td>
<td>6 classes</td>
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<tr>
<td><strong>Supplemental Nutrition Assistance Program Education</strong></td>
<td></td>
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<tr>
<td>Nutritional Education</td>
<td>7,983</td>
<td>21,809 sessions</td>
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<tr>
<td>Health Promotion</td>
<td>100</td>
<td>340 contacts</td>
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<tr>
<td>DEEP</td>
<td>14</td>
<td>42 classes</td>
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<tr>
<td><strong>Diabetes Empowerment Education Program</strong></td>
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<tr>
<td>Personal Care</td>
<td>59</td>
<td>6,334 hours</td>
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<tr>
<td>Information &amp; Assistance</td>
<td>24,308</td>
<td>40,949 contacts</td>
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<tr>
<td>Peer Counseling</td>
<td>488</td>
<td>14,341 hours</td>
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<tr>
<td>Respite (Yuba-Sutter counties only)</td>
<td>22</td>
<td>475 hours</td>
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<tr>
<td>Transportation</td>
<td>2,023</td>
<td>60,281 one-way rides</td>
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<td>Legal Assistance</td>
<td>1,958</td>
<td>8,015 hours</td>
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<tr>
<td>Residential Repairs/Home Modifications</td>
<td>413</td>
<td>362 modifications</td>
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<td>Mature Edge Job Readiness Program</td>
<td>33</td>
<td>80 activities</td>
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<tr>
<td>Caregiver Assessment</td>
<td>1,368</td>
<td>4,729 hours</td>
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<tr>
<td>Caregiver Case Management</td>
<td>157</td>
<td>1,660 hours</td>
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<td>Caregiver Respite In-Home Care</td>
<td>187</td>
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<td>Caregiver Respite Day Care</td>
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<td>Caregiver Respite Overnight Care</td>
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<td>732 hours</td>
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<tr>
<td>Caregiver Support Groups</td>
<td>23</td>
<td>32 hours</td>
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<tr>
<td>HICAP</td>
<td>3,087</td>
<td></td>
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<tr>
<td><strong>Health Insurance Counseling &amp; Advocacy Program</strong></td>
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<td></td>
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<tr>
<td>MIPPA Outreach</td>
<td></td>
<td>16 events</td>
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<tr>
<td><strong>Medicare Improvements for Patients and Providers Act</strong></td>
<td></td>
<td>6 presentations</td>
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<tr>
<td>Long-Term Care Ombudsman</td>
<td></td>
<td>2,044 cases opened</td>
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<tr>
<td><strong>Elder Abuse Prevention Education &amp; Training</strong></td>
<td></td>
<td>355 facility visits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 trainings</td>
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Our **Funded Partners and Direct Services**
make it possible to provide quality services throughout our seven county region.

**Nevada County**
- Connecting Point, 2-1-1 Nevada
- Legal Services of Northern California
- Gold Country Community Services, Inc.
- Sierra Senior Services
- FREED Center for Independent Living
- Paratransit Services/Gold Country LIFT
- Tahoe Transportation District

**Sierra County**
- Inc. Senior Citizens of Sierra County
- Community Legal
- FREED Center for Independent Living

**Placer County**
- Del Oro Caregiver Resource Center
- Caring Choices
- Seniors First, Inc.
- Legal Services of Northern California
- Meals on Wheels by ACC
- Sierra Senior Services
- ResCare HomeCare
- Placer Independent Resource Services
- Tahoe Transportation District

**Yolo County**
- Del Oro Caregiver Resource Center
- Legal Services of Northern California
- People Resources, Inc.
- Dignity Health: Yolo Adult Day Health Center

**Yuba and Sutter Counties**
- Caring Choices
- Yuba-Sutter Legal Center for Seniors
- FREED Center for Independent Living

**Sacramento County**
- Cordova Neighborhood Church
- Del Oro Caregiver Resource Center
- Community Link, 2-1-1 Sacramento
- Lilliput Children’s Services
- Legal Services of Northern California
- Meals on Wheels by ACC
- County of Sacramento Health & Human Services
- Rebuilding Together
- ACC Senior Services
- Stanford Settlement

**In all counties:**
- Health Insurance Counseling & Advocacy Program
  — Legal Services of Northern California

**Direct Services provided by AAA4:**
- Long-Term Care Ombudsman Services/
  Elder Abuse Prevention
- Mature Edge Job Readiness Program
- Information & Assistance
- Dine Around Town Restaurant Voucher Program
- Yuba-Sutter Meals on Wheels
- SNAP-Ed
- *Supplemental Nutrition Assistance Program Education*
- MIPPA
- *Medicare Improvements for Patients & Providers Act*
- DEEP
- Diabetes Empowerment Education Program
2017-2018 Revenues and Expenses

<table>
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<tr>
<th>REVENUE</th>
<th>2016-17</th>
<th>2017-18</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Federal Funds</td>
<td>$7,632,875</td>
<td>$7,357,298</td>
<td>80.8%</td>
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<td>State Funds</td>
<td>1,152,133</td>
<td>1,203,125</td>
<td>13.2%</td>
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<tr>
<td>County Match</td>
<td>372,295</td>
<td>423,140</td>
<td>4.6%</td>
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<tr>
<td>Other Funds</td>
<td>176,243</td>
<td>120,874</td>
<td>1.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$9,333,545</strong></td>
<td><strong>$9,104,437</strong></td>
<td><strong>100%</strong></td>
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<table>
<thead>
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<th>EXPENSE</th>
<th>2016-17</th>
<th>2017-18</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$1,022,364</td>
<td>$1,076,840</td>
<td>11.8%</td>
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<tr>
<td>Support Services</td>
<td>1,823,187</td>
<td>1,822,869</td>
<td>20.0%</td>
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<tr>
<td>Nutrition</td>
<td>4,132,377</td>
<td>3,975,548</td>
<td>43.7%</td>
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<tr>
<td>Health Promotion/Disease Prevention</td>
<td>88,598</td>
<td>84,242</td>
<td>0.9%</td>
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<tr>
<td>Caregiver Services</td>
<td>742,564</td>
<td>726,565</td>
<td>8.0%</td>
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<tr>
<td>Ombudsman/Elder Abuse Prevention</td>
<td>551,731</td>
<td>613,738</td>
<td>6.7%</td>
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<td>HICAP</td>
<td>736,325</td>
<td>622,014</td>
<td>6.8%</td>
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<td>MIPPA</td>
<td>75,551</td>
<td>74,658</td>
<td>0.8%</td>
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<td>SNAP-Ed</td>
<td>41,166</td>
<td>50,035</td>
<td>0.5%</td>
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<td>ADRCs</td>
<td>11,039</td>
<td>12,224</td>
<td>0.1%</td>
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<tr>
<td>RSVP</td>
<td>108,643</td>
<td>45,703</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$9,333,545</strong></td>
<td><strong>$9,104,437</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

...Virtually all of the dollars AAA4 receives come from governmental sources: federal, state and county. Thus we are extremely vulnerable to policy changes that have direct or indirect impacts on the availability of public funds. We are also acutely aware of how tenuous the underlying political forces have steadily become...

-The 2017-18 Area Plan Update, Agency on Aging \ Area 4
For AAA4 to succeed, its staff, Governing Board, Advisory Council, funded partners and extended partners **must all look beyond what isn’t available or easy.** It means being open and welcoming of new ideas and approaches, being committed to improving our existing structure and building structure where none exists, and always, always keeping an eye out for opportunities. **We invite you to join us.**

Pam Miller  
Executive Director

**Our Mission:**

*Creating and supporting OPPORTUNITIES*  
that ENHANCE the lives of  
older adults and their families  
to be SAFE,   
HEALTHY,   
and INDEPENDENT

**Our Vision:**

That EVERY older adult in our region  
have OPTIONS that assist them to  
live longer,   
live safely, and   
live well   
in the ENVIRONMENT of their CHOICE