

FUNDED PROGRAM ACTIVITY REPORT

SFY 2024-25: Year-End Performance (July – June) AND Updates on other Matters

Compiled September 2, 2025

For most of the Funded Programs, the scope of this report includes events that occurred during the prior 4-year contract cycle (July 2021 – June 2025). For Funded Programs operating on the minor contract cycle (i.e., Caregiver Assessment & Case Management in Placer, Sacramento & Yolo; Caregiver Respite in Placer, Sacramento & Yolo; and, Health Promotion in all counties) the scope of this report includes events that have occurred since July 1, 2019.

I. OUTSTANDING ACHIEVEMENT

Nominations are welcome from Advisory Council and Governing Board members at any time during the fiscal year.

II. OPEN MATTERS

The 2021-25 Request for Proposal (RFP) resulted in Community Link (211 Yolo) being awarded the contract for Title III-B Senior Information & Assistance provided they satisfy the following conditions:

- a) Such services shall be delivered in a manner that supports and compliments the pre-existing agreement between the County of Yolo and Community Link by which the program known as “211 Yolo” is currently being made available to the public (via the designated 2-1-1 telephone prefix, via a dedicated text number and via web access at: 211yolocounty.com) for the expressed purpose of “linking residents to vital health and human services, information and resources in the community;” and,
- b) Community Link will (to the extent practicable) actively coordinate with the County of Yolo and with the Yolo Healthy Aging Alliance in order to: *i*) establish and regularly maintain some degree of physical presence in the County, and *ii*) remain apprised of the availability and salient characteristics of resources that are available to Older Adults and Family Caregivers who reside in the County and to other interested parties inquiring on behalf of an Older Adult or Family Caregiver who resides in the County.

II. OPEN MATTERS (continued)

All of the Funded Programs that finished SFY 2023-24 Below Range were placed on Collaborative Oversight status. Those that remain are:

- AAA4: Bingocize [All 7 Counties]
- AAA4: Caregiver Counseling (BRICC) [All 7 Counties]
- AAA4: Case Management [Placer & Sacramento, Sutter & Yuba]
- Community Link – 211 Yolo, Senior I&A [Yolo]
- Gold Country Community Services, Congregate Meals [W. Nevada]
- Meals on Wheels Yolo County, Congregate Meals

Sierra Senior Services was officially placed on Probation on June 13, 2025 when the Governing Board approved JPEC's recommendation to do so in response to allowing improper access to client information stored in an electronic database (GetCare). This Sanction is set to expire on September 13, 2025 with the expectation that all associated conditions will have been fully satisfied by that time, if not sooner. Said conditions are:

- A. Contact the 499 individuals whose information may have been compromised in order to:
 - 1) Determine whether any bad actors have already gained access to their information;
 - 2) Alert them to the possibility that their information could have been obtained by bad actors; and,
 - 3) Offer them one year's worth of credit monitoring services at no cost to them.
- B. Any other conditions that may arise as a result of item A.

III. UPDATE on NEW PROVIDERS/PROGRAMS

Pending approval of an Area Plan Update for State Fiscal Year 2025-26, AAA4 may be adding a new program to its offering of Title III-D Health Promotion courses. SAIL (Stay Active and Independent for Life) is an evidence-based strength, balance and fitness program for older adults.

IV. IMPACTED SERVICES

The following AAA4-Funded Programs have exceeded their maximum capacity and have either waived a Waiting List or have an active Waiting List:

- AAA4 Dine Around Town:
 - Yuba County: 37 people waiting
 - Sutter County: 18 people waiting
- AAA4 Yuba-Sutter Meals on Wheels:
 - Yuba County: 33 people waiting
 - Sutter County: 39 people waiting

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IV. IMPACTED SERVICES (continued)

- Del Oro Caregiver Resource Center; Respite Care:
 - Placer County: 247 people waiting
 - Sacramento County: 512 people waiting
 - Yolo County: 42 people waiting
- Dignity Health (Yolo County); Transportation: 0 people waiting
- Gold Country Community Services - HDM (W. Nevada County): 24 people waiting
- Meals on Wheels by ACC (Sacramento County): 702 people waiting
- Meals on Wheels Yolo County: 170 people waiting
- PIRS (Placer County); Minor Home Modifications: 17 people waiting
- Rebuilding Together (Sacramento County); Minor Home Modifications: 2 people
- Seniors First; Transportation: 5 people waiting

V. QUALITY ASSURANCE

AAA4 Staff are not aware of any quality assurance concerns at this time.

VI. COMPLIANCE (Not including Units of Service)

AAA4's IT Department would also like to remind all Funded Programs about proper procedures for disposing of equipment.

VII. PERFORMANCE (Units of Service Only)

Initially, the number of service units to be provided during the contract period are set by successful RFP applicants or renegotiated between AAA4 staff and the Funded Partner before a contract is executed. Thereafter, changes to the annual scope of service must be reviewed by JPEC and approved by the Governing Board.

Once the annual scope of service has been established, quarterly benchmarks will be negotiated between AAA4 and Funded Partner Staff. Benchmarks are used by JPEC to determine whether the delivery of services is progressing as anticipated. Benchmarks are used by Funded Programs to account for variations in the service pattern (e.g., less activity in the Winter months). Such variations may or may not be known in advance; hence benchmarks can be adjusted during the course of the fiscal year so long as the annual scope of service remains the same.

In accordance with AAA4's Performance Standards Policy, three classifications are used to sort performance levels for individual programs:

125% or More = Above-Range Performance

86% – 124% = Within-Range Performance

85% or Less = Below-Range Performance

Above-Range Performance might indicate a conservative scope of service or better-than-expected efficiencies; it might also indicate cost-cutting measures or a dilution of service

quality. Thus, significant above-range performance is not necessarily a sign of positive outcomes.

Conversely, Below-Range Performance might indicate an optimistic scope of service or unexpected losses of efficiency; it might also indicate an investment of resources or an enhancement in service quality. Thus, significant below-range performance does not necessarily suggest an undesirable outcome.

VIII. NEXT STEPS

Recommendations made by JPEC on September 4th will be noted below and sent to the Governing Board for action on September 12th. Affected Funded Programs are welcome to attend either or both meetings and will have an opportunity to briefly speak (or have a written statement read on their behalf) prior to votes being cast.

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
A ⁴	As noted in Section II above, specific conditions were applied to the current service contract with Community Link (211 Yolo). AAA4 Staff suggest no action at this time.	
B ⁴	As noted in Section II above, five (5) Funded Programs are currently on Collaborative Oversight status. AAA4 Staff suggest the following: <ul style="list-style-type: none"> <li data-bbox="332 1018 1235 1136">i) Keep Collaborative Oversight in Effect for Title III-D and III-E Programs (i.e., AAA4 Bingocize and AAA4 Caregiver Counseling) <li data-bbox="332 1144 1235 1346">ii) In accordance with standing practice, drop Collaborative Oversight for Title III-B and III-C Programs (AAA4 Case Management, Community Link – 211 Yolo, Gold Country Community Services – Congregate Meals and Meals on Wheels Yolo County – Congregate Meals) 	
C ⁴	As cited in Section II above, Sierra Senior Service is currently on Probation for violating the terms of their contractual agreement with regard to data security. An update will be provided.	

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Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
D ⁴	<p>This item (and those that follow) pertains to the Year-End Performance Chart. AAA4 Staff wish to discuss all Below Range instances (i.e., where the “% of Goal FINAL” column is below 86%). On the Chart, these row numbers are highlighted in yellow. AAA4 Staff suggest a letter be sent to the Governing Body which oversees each of these programs. Said letter will call out the importance of achieving at least 86% of the contracted scope of service, and if that is not possible, Funded Programs should immediately request an amendment to the annual scope. Amendment requests require advance approval from JPEC and from AAA4’s Governing Board.</p>	
E ⁴	<p>As for the balance of Performance Chart items from row #1 through row #66, these programs have demonstrated typical performance or above-range performance. AAA4 Staff suggest no action be taken at this time.</p>	
F ⁴	<p>FOR YOUR INFORMATION ONLY, rows (#401-404) show data for the ADRCs (Aging & Disability Resource Connections) that are administered by AAA4. Performance goals are approved and monitored by the California Department of Aging; therefore, JPEC monitoring would be duplicative.</p>	
G ⁴	<p>FOR YOUR INFORMATION ONLY, rows (#501-507) show data for AAA4’s CalFresh Healthy Living Program (aka SNAP-Ed). Performance goals are approved and monitored by the California Department of Aging; therefore, JPEC monitoring would be duplicative.</p>	
H ⁴	<p>FOR YOUR INFORMATION ONLY, rows (#601-602) show data for AAA4’s MIPPA Program (Medicare Improvements for Patients & Providers Act). Performance goals are approved and monitored by the California Department of Aging; therefore, JPEC monitoring would be duplicative.</p>	
I ⁴	<p>FOR YOUR INFORMATION ONLY, rows (#701-704) show data for AAA4’s Elder Abuse Prevention program, and rows (#801-803) show data for AAA4’s LTC Ombudsman program. Performance goals for both are established and monitored by the State Ombudsman’s Office; therefore, JPEC monitoring would be duplicative.</p>	

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
J ⁴	FOR YOUR INFORMATION ONLY, rows (#901-909) show data for LSNC's nine-county HICAP Program. Performance goals are established and monitored by ACL and the California Department of Aging; therefore, JPEC monitoring would be duplicative.	
K ⁴	JPEC will meet to review First Quarter Performance for SFY 2025-26. The tentative date is Thursday, October 30.	