

FUNDED PROGRAM ACTIVITY REPORT

SFY 2024-25: Performance through the Third Quarter (July – Mar)

AND Updates on other Matters

Compiled May 30, 2025 -- Working Draft

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

III. UPDATE on NEW PROVIDERS/PROGRAMS

Pending approval of an Area Plan Update, 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: 25 people waiting
 - Sutter County: 40 people waiting
- AAA4 Yuba-Sutter Meals on Wheels:
 - Yuba County: 70 people waiting
 - Sutter County: 68 people waiting
- Del Oro Caregiver Resource Center; Respite Care:
 - Placer County: ??? people waiting
 - Sacramento County: ??? people waiting
 - Yolo County: ?? people waiting
- Dignity Health (Yolo County); Transportation: ??? people waiting
- FREED (Yuba-Sutter); Transportation: ??? people waiting, respectively
- Gold Country Community Services - HDM (W. Nevada County): ?? people waiting
- Meals on Wheels by ACC (Sacramento County): ??? people waiting
- Meals on Wheels Yolo County: ??? people waiting
- PIRS (Placer County); Minor Home Modifications: ??? people waiting
- Rebuilding Together (Sacramento County); Minor Home Modifications: ? people
- Seniors First; Transportation: ? 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)

Sierra Senior Services was cited for improper use of a software license used to access the required online database system known as GetCare.

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 February 7th will be noted below and sent to the Governing Board for action on February 14th. 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 ³	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 ³	As noted in Section II above, five (5) Funded Programs are currently on Collaborative Oversight status because they finished SFY 2023-24 Below Range. AAA4 Staff suggest Collaborative Oversight remain in effect.	
C ³	This item (and those that follow) pertains to the Third Quarter Performance Chart. AAA4 Staff wish to discuss all Below Range instances (i.e., where the “% of Goal Q3” column is below 86%). On the Chart, these row numbers are highlighted in yellow . Depending upon the explanations provided during the meeting, AAA4 Staff may or may not suggest any action be taken.	
D ³	As cited in Section VI above, Sierra Senior Service violated the terms of their contractual agreement. AAA4 Staff are actively exploring this matter.	
E ³	As for the balance of Performance Chart items from row #1 through row #66, these programs have demonstrated typical performance. AAA4 Staff suggest no action be taken at this time.	
F ³	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.	

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
G ³	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.	
H ³	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.	
I ³	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.	
J ³	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 ³	JPEC will meet to review Year-End Performance for SFY 2024-25. The tentative date is Thursday, September 4.	