

California Department of Aging

Supportive Services and Centers Program Narrative

Program / Element / Component – 30.10

Description

The intent of the Older Americans Act (OAA) programs is to develop community-based systems of care to assure that seniors can remain as independent as possible.

The California Department of Aging contracts with 33 Area Agencies on Aging (AAA) throughout the State to advocate for seniors and assist them in accessing a variety of supportive services funded by the OAA. Each AAA is responsible for service delivery in a designated Planning and Service Area (PSA). Services may be provided directly by AAA staff or through contracts with senior centers and other public, private, or non-profit agencies.

Title III B – Supportive Services (See 30.20 for Title III B Long Term Care Ombudsman)

The Information and Assistance Program (I&A) is the first stop for accessing services in each PSA. The Information and Assistance staff can assess callers' needs and link them with local services or provide referrals to I&A programs in other communities. In addition, I&A focuses on the planning and preparation that occurs prior to a disaster to ensure the well being of seniors.

A variety of programs to address functional limitations, maintain health and independence, protect elder rights, promote socialization, and assure access to the senior service system may be provided with Title III-B funds. A summary of services is reported to the federal Administration on Aging under the National Aging Programs Information System in the following categories:

- Personal Care, Homemaker, and Chore programs provide assistance for individuals who otherwise could not remain in their homes.
- Adult Day Care offers social and recreational activity in a supervised, protective, congregate setting during some portion of a 24-hour day.
- Case Management provides for an individual to conduct a comprehensive assessment of a frail senior's needs and arranges for in-home services.
- Assisted Transportation is door-to-door transport, which may include escort service for those who cannot use the public transportation system.
- Transportation may include vouchers for reduced rates on public transit, van transport to congregate meals and medical appointments, or other means of travel.

- Legal Assistance includes legal advice, counseling, and representation by an attorney or legal staff.
- Information and Assistance services assist with identification of appropriate resources to meet the specific needs of each individual.
- Outreach initiates contacts with potential clients or their caregivers to encourage their use of existing services.
- Housing, Security/Crime, Consumer Services, Friendly Visitor, Mental Health, Disease Prevention/Health Promotion, Elder Abuse Prevention, and Respite are a few of the other programs that can be provided with Title III-B funds.

Benefits

The program examples provided above are intended to help seniors to access services that will assist them to maintain health and independence as long as possible. Services to support the family members and friends who provide care are important additions to the service system. (See 30.10 Program Narrative for the Title III-E Family Caregiver Support Program.)

Eligibility

Anyone 60 years of age and older is eligible to receive services. Caregivers also qualify for assistance through many of the programs. The type and location of services varies among communities. There is no charge for Title III services, but donations are welcomed.

Access

Information on Supportive Services programs and how to qualify and receive services can be obtained by calling the statewide toll free line at **1-800-510-2020** or the local Area Agency on Aging (AAA) listed in the blue-bordered pages of the Community Services section of the telephone book, under Senior Information and Referral/Assistance, or access the California Department of Aging website at www.aging.ca.gov.

The National Elder Care Locator, which is sponsored by the National Association of State Units on Aging, provides referrals to senior services in all states through a toll-free number: **1-800-677-1116**.

Background

Title III, Part B, Supportive Services and Senior Centers, was established under the OAA of 1965.