

5054101000—Aging & Community Services

Human Services

Michael Miller, Human Services Director

General Fund	2017-2018 Actual	2018-2019 Adjusted	2019-2020 Requested	2019-2020 Recommended	Increase/ (Decrease)
Expenditures					
Salaries & Benefits	\$5,574,314	\$6,232,296	\$6,437,305	\$6,437,305	\$205,009
Services & Supplies	3,938,310	4,512,415	4,831,211	4,831,211	318,796
Centrally-Budgeted Expenses	298,806	297,196	213,554	213,554	(83,642)
Other Charges & Uses	0	15,000	15,000	15,000	0
Total Expenditures	\$9,811,430	\$11,056,907	\$11,497,070	\$11,497,070	\$440,163
Expenditure Reimbursements	(1,036,463)	(995,415)	(1,109,932)	(1,109,932)	(114,517)
Total Appropriations	\$8,774,967	\$10,061,492	\$10,387,138	\$10,387,138	\$325,646
Earned Revenues By Source					
Interest/Rents	\$11,536	\$11,275	\$11,275	\$11,275	\$0
Aid From Other Governments	5,150,531	5,964,159	6,236,683	6,236,683	272,524
Miscellaneous Revenues	85,785	113,905	86,178	86,178	(27,727)
Operating Transfers In	669,840	1,105,777	1,043,178	1,043,178	(62,599)
Total Revenues	\$5,917,692	\$7,195,116	\$7,377,314	\$7,377,314	\$182,198
Net County Cost	\$2,857,275	\$2,866,376	\$3,009,824	\$3,009,824	\$143,448
Staffing					
Allocated Positions	59.0	58.0	58.0	58.0	0.0
Temporary (Full-Time Equivalent)	15.4	15.3	14.6	14.6	(0.7)
Total Staffing	74.4	73.3	72.6	72.6	(0.7)

Purpose

The Aging and Community Services (ACS) budget administers Federal, State, private, and local funds allocated for services to the elderly and low-income citizens of San Joaquin County.

Aging Services includes direct senior services such as ombudsman, in-home services, social day care, legal services, health services, congregate and in-home meals, and long-term care case management.

Community Services includes direct anti-poverty services such as translation and interpretation; assistance with forms and applications; employment and client advocacy; recreation activities for low-income youth and seniors; food and emergency clothing assistance; commodity food distribution to low-income eligible households; payment of energy bills; and home weatherization.

Major Budget Changes

Salaries & Employee Benefits

- \$215,392 Salary and benefits adjustments.
- \$71,687 Add an Office Supervisor position.
- (\$71,687) Delete vacant Office Tech Coordinator position.
- (\$8,631) Decrease in extra-help.
- (\$1,752) Decrease in overtime.

Services & Supplies

- \$167,880 Increase in Older Americans Act (OAA) direct and contracted services due to a one-time baseline funding increase.

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- \$139,340 Increase in professional services and materials for the weatherization program.
- \$58,749 Increase in signage and replacement of furniture to improve customer flow at the Community Centers.
- \$33,000 Increase in maintenance costs for commodities warehouse and Community Centers.
- \$19,730 Increase in advertising for energy assistance and weatherization services.
- \$16,500 Increase in costs to install fire alarms at the Community Centers.
- \$12,000 Increase in printing costs.
- \$10,500 Increase in training costs.
- \$10,440 Increase in communications costs.
- \$10,000 Increase in utility costs.
- (\$93,773) Discontinuance of Senior Employment program due to low enrollment.
- (\$28,603) Decrease in small tools costs.
- (\$15,800) Decrease in software costs.

Centrally-Budgeted Expenses

- (\$24,978) Decrease in Workers' Compensation and Casualty insurance costs.
- (\$61,694) Cost Allocation Plan adjustment.

Expenditure Reimbursements

- \$203,988 Increase in reimbursement for CalWORKs expenses.
- (\$86,518) Decrease in reimbursement from the Human Services Agency.

Revenues

- \$293,653 Increase in Federal funding related to energy assistance and weatherization.
- (\$23,129) Decrease in State revenue related to a higher OAA funding in 2018-2019.

- (\$62,599) Decrease in transfers from the Linkages program due to elimination of the program.
- (\$27,727) Decrease in Senior Nutrition program income and donations based on actual experience.

Program Discussion

The 2019-2020 recommended budget for ACS totals \$11,497,070, which is an increase of \$440,163 from the 2018-2019 adjusted budget. This increase is primarily due to salary and benefits adjustments, additional services for weatherization, and increased signage and replacement of furniture in the Community Centers, offset by decreases in the Senior Employment program, small tools, and Cost Allocation Plan adjustments. The ACS Bureau will continue its focus on services for seniors, youth, and the low-income and disabled populations of the County.

ACS is comprised of several programs, and is supported by a Clerical Unit. The recommended budget deletes a vacant Office Technician Coordinator and adds an Office Supervisor. The change in classification is to accurately reflect the duties of the position overseeing the Clerical Unit. The Senior Nutrition Program recommends to delete two vacant part-time Food Service Workers and add one part-time Community Services Program Worker to assist clients with enrollment, plan food delivery, and in record keeping.

Aging Services

The Human Services Agency's (HSA) ACS Bureau is the designated Area Agency on Aging (AAA) for the County and is funded through the OAA. The OAA and the Older Californians Act mandate a variety of services to seniors age 60 and over. The services include, but are not limited to, Family Caregiver Support; Ombudsman Program; Senior Brown Bags; Home Delivered Meals; Congregate Meals; Legal Services; Adult Day Care; Information and Assistance; and Disease Prevention/Health Promotion. Available funding has allowed for the continuation of the following programs:

- **Congregate Meal Program for Seniors** - The Program provides seniors a hot meal that meets United States Department of Agriculture (USDA) nutritional guidelines. HSA partners with San Joaquin General Hospital to prepare hot, daily meals for seniors age 60 and over. The Program currently funds 19 locations throughout the County. Locations are available in Escalon, Lathrop, Lockeford, Lodi, Manteca, Ripon, Stockton, and Tracy.

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- **Home Delivered Meal Program for Seniors** - The Program, also known as Meals on Wheels, provides frozen meals for homebound seniors age 60 years and older, with meals delivered once a week.
- **Ombudsman Program** - The Program investigates reports of abuse or neglect, and advocates on behalf of residents of skilled nursing facilities, residential facilities for the elderly, assisted living, and adult day health care facilities. The Program regularly monitors facilities and serves as a liaison between facility staff and residents/families on an as-needed basis.

In addition to core funding provided through the OAA, concerted efforts have been made towards building partnerships in and outside the community to expand services for older adults. ACS currently partners with local and regional organizations such as Partners in Care Foundation (PCF), non-profit organizations, local government entities, and other County agencies.

Through a partnership with PCF and Public Health Services, ACS is able to provide Matter of Balance classes that reduce the risk of falls in seniors. Matter of Balance is an eight-week program that teaches participants: that falls and the fear of falling is controllable; to set realistic goals to increase activity; how to change their environment to reduce fall risk; and exercises to increase strength and balance. Classes are provided at the Church of the Presentation in Stockton, Community Center for the Blind and Visually Impaired in Stockton, Lolly Hansen Senior Center in Tracy, and LOEL Foundation, Inc. in Lodi.

Community Services/Centers

Community Services

The Community Services programs focus on improving the quality of life for all ages from youth to seniors. The following programs are offered by the Community Services Division:

- **Commodity/Food for You Program** - In 2018-2019, ACS rebranded the Commodity Program to more clearly define the Program's core mission of providing surplus food to low-income households. In flyers, outreach material, and other media, the Program is now promoted as the Food for You Program.

Operating as the State-designated emergency food bank in the County, the Program receives surplus USDA, State, and donated food from local businesses. Food is distributed through the County's eight community centers, plus other local distribution sites. The Food for You Program provides assistance to over 3,200 households each month with more than 5.0 million pounds of food per year.

The Food for You Program was awarded State funding under the Food Bank Capacity Program to purchase a refrigerated box truck. The truck provides the infrastructure needed to distribute refrigerated and frozen foods more widely throughout the County, and will be particularly useful in the summer months when safe food storage is challenging due to extreme heat in the Central Valley.

- **Volunteer Programs** - The Retired and Senior Volunteer Program (RSVP) and Community Services Volunteer Program coordinate and provide volunteer opportunities for individuals of all ages in public and non-profit settings. RSVP is funded by the Corporation for National Community Service (CNCS). CNCS has significantly changed the project model to allow for host agencies, including ACS, to have a more evidence-based focused work plan. As a result, CNS has reduced the number of required volunteers. ACS has restructured and reallocated volunteers to activities that will strongly impact the community.
- **Weatherization Program** - Low-income County residents are eligible to have their dwelling weatherized with energy conservation measures: furnace repair/replacement, air conditioning unit, and/or water heater; minor housing repairs; door and window replacement; attic venting; ceiling insulation; and weather-stripping.

The Weatherization Program is funded by the Low-Income Home Energy Assistance Program and Department of Energy (DOE). Based on current performance in this Program, the State Department of Community Services and Development provided an opportunity to accept additional funds. DOE funding increased by \$378,747, from \$126,942 in 2018-2019 to \$505,689 in 2019-2020, which will allow additional homes to be weatherized.

- **Energy Assistance Programs** - ACS assists low-income households with the payment of their utility bills when experiencing household energy-related emergencies, and may also provide repair or replacement of home heating or cooling units. Funding for this Program is estimated to be \$1,053,864, which is an increase of \$138,846 from 2018-2019.

Community Centers

The ACS budget provides for services through the Community Centers as recommended in the 2015-2020 Strategic Plan approved by the Board of Supervisors on July 7, 2015.

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The Centers are strategically placed near areas where residents may have a higher need for supportive services. The comprehensive array of services offered at the Centers assist low-income individuals and families in obtaining the resources, skills, and opportunities to become self-sufficient. Services provided include information and referral; assistance with forms and applications; counseling for assistance programs (e.g., CalWORKs, CalFresh, Medi-Cal); translation and interpreter assistance; health fairs; food and emergency clothing assistance; senior lunches; after-school programs; and recreation for youth and seniors.

During extreme heat or cold weather emergencies, ACS partners with the County Office of Emergency Services to designate the Community Centers as heating or cooling stations. Heating or cooling stations provide a designated location for County residents to improve the health and safety of those who do not have adequate shelter.

In 2019-2020, the recommended budget includes additional signage to identify the computer lab and other services that are available at each location. Minor improvements, including furniture, are also being made to increase the safety of patrons and staff.

Each Community Center is open from 8:00 A.M. to 5:00 P.M., Monday through Friday at the following locations:

<i>Community Centers</i>	<i>Location</i>
<i>Boggs Tract Center</i>	<i>Stockton</i>
<i>Garden Acres Center</i>	<i>Stockton</i>
<i>Kennedy Center</i>	<i>Stockton</i>
<i>Larch Clover Center</i>	<i>Tracy</i>
<i>Lodi Center</i>	<i>Lodi</i>
<i>Northeast Center</i>	<i>Stockton</i>
<i>Taft Center</i>	<i>Stockton</i>
<i>Thornton Center</i>	<i>Thornton</i>

The Centers that are located near schools serve as a location for youth to participate in after school activities. Activities are available year-round, with additional programming during the summer months.

- **Recreation Program** - The Program offers youth an opportunity to participate in seasonal sports such as basketball and flag football, and provides a free alternative to private pay sports activities. The Centers also provide opportunities for youth who may not yet demonstrate the skills necessary to compete in organized sports through their schools.
- **Summer Youth Enrichment Program** - Recreational and educational services are provided to over 200 youth through the network of eight Community Centers. Field trips, arts and crafts, intramural sports, motivational speakers, and summer reading programs provide positive activities when school is not in session.
- **Summer Aquatics Program** - The pool at the Kennedy Community Center is open from Memorial Day until school resumes for the local youth. Recreational and instructional swimming are offered to provide an anti-crime activity while school is not in session.

Software

Through the Community Services Block Grant (CSBG), additional funds were utilized to improve data collection. In February 2019, the Centers launched CSG Engage, a software program designed to support the CSBG reporting requirements. In addition to providing secure client and case management, the software program will also assist in conducting surveys, event outreach, and communications.

Trust Accounts

ACS uses eight trust accounts to better provide community services. These accounts are monitored and are restricted for specific purposes.

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Aging & Community Services Trust Accounts	Fund	Balance at March 31, 2019	Interest Bearing	Restricted
Department of Aging - Weatherization <i>Accounts for revenue earned by the Department when providing weatherization measures to eligible low-income households. Account reimburses the General Fund for actual program expenditures on a periodic basis.</i>	15301	\$878,988	Yes	Yes
Weatherization Materials <i>Accounts for weatherization material cost. Account is charged as materials are purchased and placed in inventory. Credit is provided as materials are consumed by the program.</i>	15302	\$121,092	No	Yes
Community Action Agency - Donation <i>Accounts for donations to County Community Centers and related expenditures of these discretionary funds.</i>	15307	\$130,762	No	Yes
Senior Awareness Program <i>Tracks donations made to Department and event expenditures for the annual Senior Awareness Day event.</i>	15309	\$53,727	Yes	Yes
Retired & Senior Volunteer Program <i>Tracks discretionary revenue earned by the program that can be used to meet RSVP non-Federal matching requirements.</i>	15314	\$30,366	No	Yes
Department of Aging <i>Accounts for revenue earned through operations of the aging and adult service programs.</i>	81872	\$699,050	No	Yes
Ombudsman Trust <i>Administers donations made to the Department for the Ombudsman Program.</i>	81896	\$17,128	No	Yes

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Workload Data

	-----Actual-----			Est./Act.	Projected
	2015-2016	2016-2017	2017-2018		
Aging Services					
<i>Brown Bag/ Supplemental Food Meals*</i>	67,788	69,196	65,282	63,576	64,000
<i>Clients Served*</i>	23,882	21,137	27,789	24,514	24,600
<i>Congregate Meals</i>	85,347	93,002	85,743	87,600	87,000
<i>Home Delivered Meals</i>	143,595	134,720	118,863	107,693	125,000
<i>In-Home Respite**</i>	4,677	5,116	11,179	11,301	11,300
<i>Long-Term Care Cases</i>	56	34	42	40	45
<i>Ombudsman Complaints Investigations</i>	754	667	718	700	710
<i>RSVP Volunteers Served ^</i>	534	384	351	235	250
Community Services					
<i>Anti-Crime</i>	2,700	2,235	2,246	2,200	2,200
<i>Clients Served (Unduplicated)</i>	2,634	1,789	1,842	2,000	2,050
<i>Commodity Households Served***</i>	33,607	25,990	24,859	31,438	38,638
<i>Emergency Food & Clothing</i>	5,998	2,009	3,606	4,748	3,750
<i>Units of Service Provided to Clients</i>	410,904	325,528	345,796	364,000	373,100
Energy Programs					
<i>Utility Payments</i>	6,568	7,600	6,664	6,670	6,830
<i>Weatherizations</i>	417	522	367	439	522

*Figures can include multiple services to individuals/households throughout the year.

**In-Home Respite hours have expanded through the assistance of social work interns.

***Commodities program is projected to receive additional food in 2019-2020.

^RSVP's funding agency has revised the program, which reduces the number of volunteers needed.