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FY 23-24 Impact Report

**Celebrating service,
connection, and
community impact.**

Who We Are and What We Do

Designated by the State of California as the Area Agency on Aging for Planning and Service Area 1 (PSA 1), **Area 1 Agency on Aging (A1AA)** is a nonprofit serving older adults, adults with disabilities, and caregivers in **Humboldt and Del Norte Counties**. Since 1980, A1AA has supported independence and well-being through direct services, resource connections, and advocacy.

A1AA offers a range of programs and services, including:

- Medicare counseling through the Health Insurance Counseling and Advocacy Program (HICAP)
- Advocacy and elder abuse prevention, through the Long-Term Care Ombudsman Program
- Rides to local medical appointments, via the Volunteer Driver Program
- Evidence-based fitness programs, such as SAIL (Staying Active and Independent for Life) and Bingocize
- Aging in Place support services, including fall prevention, homemaker, and Northcoast Homeshare
- Calfresh activities, including enrollment assistance, nutrition and exercise classes, and coordination with food security organizations
- Information and referral to local resources.

We manage contracts with community providers to deliver:

- Congregate and home-delivered meals
- Legal assistance
- Family caregiver support services.

A1AA is led by a **volunteer Board of Directors** and advised by an **Advisory Council** made up of community members, service recipients, and professionals. Together, they help shape our priorities and guide our strategic direction.

With a small but committed staff and a strong network of volunteers, we remain focused on helping individuals in our region age with dignity, safety, and connection.

A Year Grounded in Service: A Message from the Board President

As Board President, I am honored to present this year's Impact Report for the Area 1 Agency on Aging (A1AA). Fiscal Year 2023–2024 was a time of both growth and ongoing challenges, as older adults and adults with disabilities in our community faced increasing costs of living, housing insecurity, healthcare barriers, and digital exclusion.

Through it all, A1AA remained unwavering in its mission: to promote independence and enhance quality of life for those we serve in Humboldt and Del Norte Counties. We are proud to be the designated Area Agency on Aging for Planning and Service Area 1 (PSA 1), and even prouder of the resilience and strength shown by our staff, volunteers, and community partners throughout this past year.

Our programs reflect a deep commitment to equity, choice, and person-centered care. From Medicare counseling and elder advocacy to fitness classes, nutrition support, and transportation services, we aim to meet people where they are and connect them to the resources they need to age with dignity and confidence.

In 2024, we became a core partner in the newly designated North Coast Aging and Disability Resource Connection (ADRC)—a vital step toward a more integrated, accessible, and responsive system of care. This collaboration strengthens our ability to support older adults, adults with disabilities, and caregivers across a wide range of needs and circumstances.

This report is a reflection of the connections we've built—between neighbors, volunteers, staff, and community organizations. It tells the story of how individuals were empowered to take charge of their aging journey, supported by a network that believes in their right to live safely and independently.

On behalf of the Board of Directors, I extend our deepest gratitude to the staff, volunteers, funders, and partners who help carry this mission forward. Together, we are creating a stronger, more inclusive North Coast community—where everyone has the opportunity to thrive.



Jamie Jensen, PhD, MSW
23-24 Board Chair

23-24 Board of Directors

Jamie Jensen, PhD, MSW

Tom Hjerpe, Esq

Barbara Groom

Sheila Rocker-Heppe, PhD

Kim Perris, DPN, RN

Tonya Netjes, RN

Tom Cochran

Nick Vogel

Emily Agredano, MSW

Celebrating Service in 23-24

Strength in Numbers

Our committed volunteer network is the backbone of our organization. A1AA is deeply grateful for their dedication and the invaluable contributions they make to the lives of older adults in our community.

9
Board of
Director
volunteers

9
HICAP
volunteers

10
Advisory
Council
volunteers

22
Volunteer
Driver
volunteers

1
Homeshare
volunteer

5
SAIL
volunteers

7
Ombudsman
volunteers

1
Admin
volunteer



2023 Volunteer Appreciation Picnic

Celebrating Connection

In 23-24 we...

- Became a Certified Age Friendly Employer and continued to speak up against ageism.
- In April 2024, we were designated as the North Coast Aging and Disability Resource Connection (ADRC) in partnership with Tri-County Independent Living and the North Coast Health Improvement and Information Network. This partnership enhances our ability to deliver person-centered services and streamline access to care, helping individuals navigate complex systems and make informed decisions across a broad spectrum of needs.
- Received a Broadband Adoption Grant to help expand digital competency and access for older adults in Del Norte.
- Increased work and connection with the Yurok, Wiyot and Tolowa Dee- Ni' Nation through emergency and disaster preparation support, sharing A1AA resources available to Tribal elders, and attending Tribal elder listening sessions and events.
- Increased work in the emergency and disaster preparedness space through representation on the COAD (Community Organizations Assisting in Disaster) board.
- Increased connections in rural parts of the county with local Family Resource Centers to learn of micro-local needs and offer our services in more communities.
- Partnered with both Del Norte and Humboldt Counties and the City of Eureka, maximizing our ability to provide services and meet mandates with limited resources.
- Received short-term state funding to advance volunteer recruitment, training and support and increase community involvement in our services.

Ongoing Partnerships

We partner with organizations to provide important mandated services, including healthy home-delivered and congregate meals, legal services, and Family Caregiver Support. We depend on them for their expertise and quality services.

Meal Programs -Del Norte Senior Center and Humboldt Senior Resource Center

- 36,532 congregate meals provided
- 132,949 home-delivered meals provided

Legal Services - Legal Services of Northern California

- 1,304 hours of service provided to clients
- 152 clients served

Family Caregiver Support - Redwood Caregiver Resource Center

- 4,164 hours of respite care
- 306 caregiver support group hours
- 382 hours of caregiver counseling

Celebrating Community Impact

- Our Contract Management Team administered 17 additional contracts with local community providers as a result of the last of federal COVID relief funds, short-term state investments for legal services, family caregiver services and support, meals for older adults, and nutrition program infrastructure investments, and temporary Older Californians Act funding. In 2023-24 this resulted in an additional \$551,279, including \$358,543 for nutrition program meal support and infrastructure improvements to our current subcontractors as well as Healy Senior Center, K'ima:w Medical Center, and United Indian Health services.
- We expanded our partnership with the City of Eureka to increase the number of North Coast Homeshare matches to help address housing needs for lower income older adults and provide another solution to social isolation.
- We started the second year of our CalFresh Healthy Living and Expansion programs, with a focus on exercise classes and healthy eating education. We partnered with Humboldt County Public Health to assess how to increase physical movement for older adults by addressing safer streets.

Programs

Aging in Place

- 32 Clients served
- 203 Hours of Service

Before the home modifications, everyday life was becoming increasingly hazardous for Jane (not her real name). The transition between the living room and dining room posed dangers—duct tape covered the uneven floors in an attempt to prevent tripping while using a walker. However, the flooring continued to peel up, making movement risky. Navigating the house was a challenge. Rugs made using a walker difficult and maneuvering through the kitchen's sliding door was frustrating. "I was looking for fall prevention help since I had fallen numerous times in the home."

"The contractor made the wood floor between the living room and dining room completely smooth, adding nice finishes. The duct tape is all gone now," Jane shared. A small ramp was added to facilitate easier navigation for a wheelchair and a walker. "They tore out the rug in my room; it was hard getting the walker over it. I'd fallen in the bedroom with that old carpet and broke my hip," Jane said. The home modifications addressed several key safety concerns.

The results were immediate, and Jane feels much safer. "No falls since the modifications. The grab bar near the sink saved me one time. I slipped, but I caught myself on it." Beyond safety, Jane described the house as "beginning to look like how I wanted it to look. Much nicer."

Jane was also impressed with the professionalism of the crew. "They worked hard and fast, really dedicated to their work. They did a good job. Very professional—nice and neat."

When asked if she'd recommend the program to others, Jane didn't hesitate: "Oh, definitely recommend your services."

(Note: this program had income eligibility requirements)

Program Impact

Health Insurance Counseling and Advocacy Program (HICAP)

- 2,565 clients counseled
- 2,562 Medicare enrollments
- \$2,077,495 in estimated savings
- 1,119 volunteer hours
- 1,978 Medicare fraud reminders
- 1,347 clients screened for Part D

Information and Assistance

- 1,154 clients served with short-term assistance to find needed services.



Long-Term Care Ombudsman Program

- 286 facility visits
- 862 volunteer hours
- 7 Volunteers
- 151 cases filed
- 80 complaints investigated
- 447 training hours

The Long-Term Care Ombudsman Program staff and volunteers advocate for residents living in long-term care facilities through regular, in-person visits. We serve as a voice for those who might otherwise be left unheard.

When several residents were unexpectedly moved from a facility they had come to know as home, with little notice or opportunity to say no, the watchful eyes of their Ombudsman enabled us to intervene.

As one might imagine, it was confusing and upsetting and their right to make informed choices about their care was completely overlooked. The Ombudsman ensured that each resident's voice was heard. Within just a few days, all the residents who had been moved against their wishes returned to their original facility where they felt at home.

With each visit and conversation, Ombudsman representatives ensure that residents in long-term care can make informed choices and receive dignified care.

Programs

Northcoast Homeshare

- 7 matches facilitated

In January 2024, Homeshare matched Ken (80) and Rob (66) for a shared living arrangement. Ken, seeking someone low-drama with shared interests, had previously faced challenges hosting a neighbor in need. Rob had moved to be closer to his daughter and grandson but needed his own space.

Their match quickly turned into a comfortable, respectful friendship. “No emotional entanglement,” Ken says, “but we’ve found common ground.” Rob adds, “There were no expectations. I’m independent, but Ken has been so gracious. He’s like an uncle or dad.”



They share simple pleasures such as watching TV, listening to music, and exchanging thoughtful gestures, like muffins left by the coffee maker. Rob values the financial relief, saying, “It gives me flexibility on a retirement income,” along with the comfort of knowing his belongings are safe.

For Ken, it’s the ease of living with someone thoughtful and dependable. As Rob puts it, “Without this program, it would’ve been hard to find this. I feel very blessed.”

Stay Active and Independent for Life (SAIL)

In 23-24, A1AA’s SAIL (Stay Active & Independent for Life) program welcomed **128** new participants into its expanding community of older adults committed to staying active and independent. These new participants joined returning members in a combined total of **4,958** class sessions throughout the year, highlighting the program’s strong engagement and consistent attendance.

SAIL offers more than physical exercise. It creates space for older adults to build confidence, improve mobility, and stay connected with others in a supportive setting. Many participants attend multiple times each week and share that they feel stronger, steadier, and more capable in their daily lives.

With classes available both in person and online, SAIL remains flexible and accessible to older adults across Humboldt and Del Norte counties. The success of the 23–24 program year reflects the continued value of community-based programs that help people maintain their health, safety, and independence as they age.

This impact would not be possible without the dedication of our volunteer instructors, who give their time, energy, and encouragement to lead classes each week. Their commitment is at the heart of SAIL’s success.

Programs

Volunteer Driver Program

- 1,175 rides provided
- 21,030 miles driven
- 40 new clients
- 22 volunteers

Client Testimonial - After battling a serious illness, it became nearly impossible to afford the transportation I needed to access vital medical care. Taxis were expensive—often costing more than \$25 per trip—and due to my health limitations, taking the bus just wasn't an option. Thankfully, a close friend who's active in the community told me about the local Volunteer Driver Program.

Thanks to the generosity, reliability, and excellent service of the volunteer drivers, I was finally able to get the care I needed. Doctor visits that once felt out of reach became routine, and over time, my health improved significantly.

What stood out the most to me was the consistent kindness and professionalism shown by everyone involved. If you're thinking about joining the program as a client, I say go for it! And if I were able to drive, I'd become a volunteer myself. I'm extremely satisfied with the service and the wonderful volunteers. Everyone is doing a great job.



A Thank You to Our Staff

We're grateful for the dedication and care our staff bring to A1AA every day. Their work helps older adults and people with disabilities stay connected, supported, and independent. From providing resources to coordinating services and responding to community needs, to making sure we remain fiscally responsible and accountable to all our funders, they play a vital role in keeping our programs running smoothly.

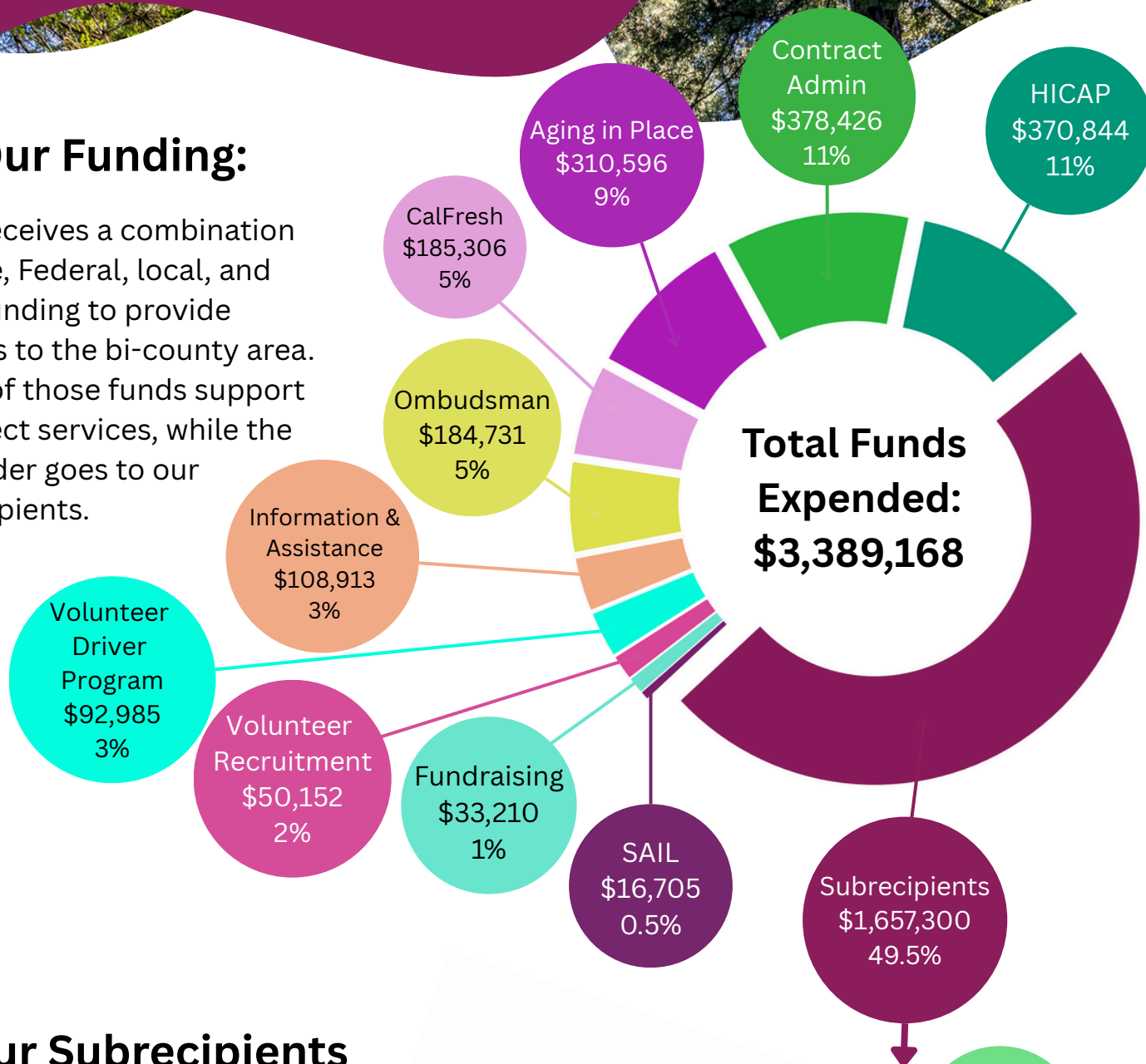
Over the past year, they have handled shifting priorities and unexpected challenges with calm and compassion. Their consistency and heart have made a real difference in the lives of those we serve, and we are proud to have such a thoughtful and hardworking team.

To those reading this, thank you for taking the time to learn more about our work. Your support and interest help strengthen our mission and remind our staff that their efforts truly matter.

Funding Allocations

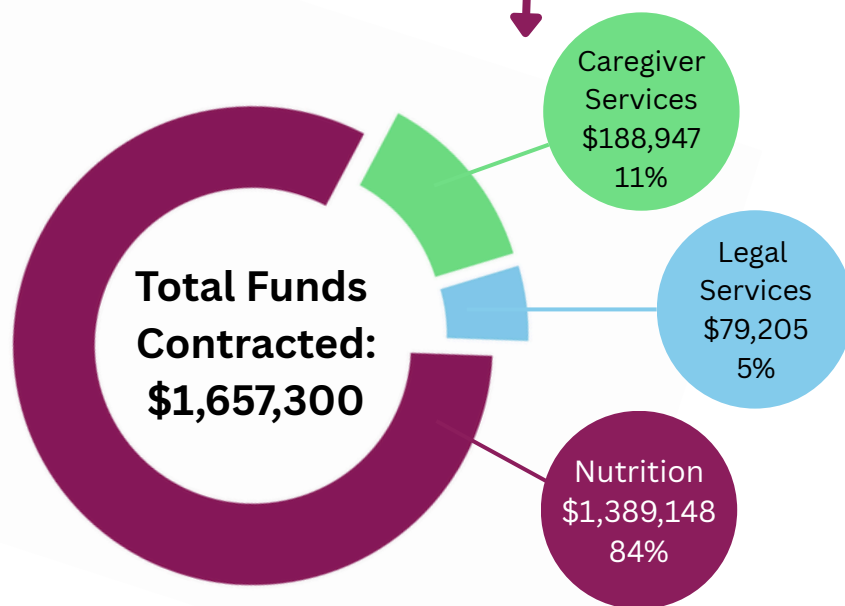
Our Funding:

A1AA receives a combination of State, Federal, local, and grant funding to provide services to the bi-county area. **50.5%** of those funds support our direct services, while the remainder goes to our subrecipients.



Our Subrecipients

49.5% of our funding is distributed to subrecipients to provide legal services, caregiver support, and nutrition services to the community. Our subrecipients are: **Legal Services of Northern California, Redwood Caregiver Resource Center, Humboldt Senior Resource Center, and Del Norte Senior Center.**



The time to act is now.

2023–24 was the last year of meaningful growth and service expansion for Area Agencies on Aging, made possible by the final round of federal COVID relief funding and a short-term effort by the state to prevent a funding cliff. These investments made a real difference—but none of them are permanent.

Most of this temporary funding has already ended or will expire by March 2026. And now, a series of proposed state and federal budget cuts threaten to dismantle vital services for older adults and their families. The safety net is fraying, and we're nearing a breaking point.

We can no longer wait for government funding to solve every problem. Communities like ours are going to need to step up—together.

We know you're being asked for a lot. Time. Energy. Resources. And not everyone can give in the same way. But everyone can give something: a few hours, a skill, a listening ear, a connection.

There's a role for you in this moment. Find a local organization that speaks to your values and ask how you can help.

We hope you'll ask us, because we have real ways for you to make an impact, right now.

You can make a difference. Just ask us how.

Support Our Work



AREA 1 Agency on Aging

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