



**Advisory Council Meeting  
November 3, 2025  
1:00 p.m. – 2:30 p.m.**

**Functions of the Council**

The A1AA Advisory Council shall conduct advisory functions which further the area agency's mission of developing and coordinating community-based systems of services for all older persons in the planning and service area. The council shall advise the agency relative to:

1. Developing and administering the area plan.
2. Conducting public hearings.
3. Representing the interests of older persons; and
4. Reviewing and commenting on all community policies, programs and actions which affect older persons with the intent of assuring maximum coordination and responsiveness to older persons.

**Join Zoom Meeting:**

<https://zoom.us/j/98879904571?pwd=fjq3Zw3VvjTkwRohVzoo0fbVCHrHyd.1>

Meeting ID: 988 7990 4571

Passcode: 940825

One tap mobile

+16699006833,,98879904571#,,,,\*940825# US (San Jose)

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II.	APPROVAL OF MINUTES: 4-7-25 <b>(ACTION)</b> .....	1 - 3
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IV.	A1AA UPDATES, Maggie Kraft, Executive Director A. Strategic Planning Process B. CalFresh Funding To End C. Update on Government Shutdown-Contingency Planning.....	4 - 7
V.	CALIFORNIA SENIOR LEGISLATURE UPDATE, Charles Fielder, Senior Senator and Virginia Bass, Senior Assemblymember.....	8 - 9
VI.	AREA PLAN UPDATE 25-26 A. Approval Letter from CDA..... B. Section 18 Legal Assistance Updated.....	10 11 - 17
VII.	ADVISORY COUNCIL MEMBER UPDATES	
VIII.	ADJOURN: NEXT MEETING: <b>March 2, 2026</b>	



**Advisory Council  
September 8, 2025  
Area 1 Agency on Aging  
333 J Street  
Eureka, CA  
1:00 – 2:30 pm**

**Members Present:** Valerie Starkey, Patti Rose, Cynthany Windwalker, David Zuber, Nancy Powers-Stone, Supervisor Steve Madrone, April Joyce

**Members Excused:** Tasha Romo

**Staff:** Maren Rose, Susan Cleverdon, Julie Andre, Weston Shively, Andrea Camera, Shelby Roberts, Jamee Morrow

## **Minutes**

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### **I. CALL TO ORDER 1:00 PM**

Chair Valerie Starkey called the meeting to order at 1:00 PM.

### **II. LEARN-ABOUT-SERVICES - NORTHCOAST HOMESHARE, Julie Andre Program Coordinator**

The Northcoast Homeshare program is administered by Area 1 Agency on Aging, is a free program that connects individuals who have spare rooms with those seeking affordable housing in Humboldt County. It promotes stable, mutually beneficial living arrangements that support independence and aging in place.

Applicants complete screening, interviews, background, and reference checks before a 14-day trial period and formal home-share agreement. The agency provides templates, guidance, and follow-up for six months after placement. The program operates on grant funding and volunteer support and is not intended for emergency housing, assisted living, or caregiving arrangements. Expansion to Del Norte County will be explored when funding allows.

### **III. AREA PLAN PROGRAM UPDATES**

#### **Long-Term Care Ombudsman Program, Andre Bruhnke, Ombudsman Manager**

The Long-Term Care Ombudsman Program serves residents of skilled nursing and residential care facilities in Humboldt and Del Norte Counties. Staff and volunteers conduct regular facility

visits, respond to complaints, and advocate for residents' rights and quality of care. The program also witnesses advance healthcare directives, participates in licensing surveys, and provides education to facility staff and the public on elder rights and abuse prevention.

During the past year, the program held a two-day Elder Rights Summit in June with more than 100 attendees and seven sponsoring organizations. A new State Long-Term Care Ombudsman, Faye Gordon, was recently appointed. The program received an increase in state funding through the 2025 Budget Act, strengthening its capacity to provide ongoing advocacy and education.

### **Social Services Department, Susan Cleverdon, Social Services Manager**

The Social Services Department oversees multiple programs supporting older adults, including the Volunteer Driver Program, Aging in Place and Homemaker services, Information and Assistance, and community health and safety initiatives. The department experienced staffing changes following the departure of its prior manager, with Susan Cleverden now serving as Social Services Manager.

Current activities include transportation assistance through volunteer drivers, home safety and fall-risk assessments, homemaker services, and emergency preparedness education. In Del Norte County, services include fall-prevention classes, digital literacy workshops, and partnerships with tribal and community organizations. The department also administers the Senior Farmers Market Nutrition Program, providing vouchers to increase access to local produce.

### **Health Insurance Counseling and Advocacy Program (HICAP), Rosana Bruhnke, HICAP Manager**

Maren Rose shared an update from Rosana about the program. The Health Insurance Counseling and Advocacy Program (HICAP) provides free, confidential assistance to Medicare beneficiaries in Humboldt and Del Norte Counties. Services include reviewing prescription coverage, comparing plans, and helping clients understand their rights and benefits under Medicare.

Open enrollment runs from October 15 through December 7. Approximately 1,900 worksheets were distributed to assist clients with plan review and comparison. Educational events and recorded webinars are being prepared for both new and returning beneficiaries, and information sessions will be held throughout the region to promote informed decision-making.

## **IV. ADVISORY COUNCIL BUSINESS**

### **a. Approval of Minutes for 4/7/25**

**M/S/C Powers-Stone/Zuber/Unanimous 2:20 PM**

### **b. New Council Orientation**

The council also reviewed current membership representation and noted one open seat in Del Norte County. Staff and members will collaborate to identify potential candidates. The next

regular meeting will be held November 3, 2025.

#### **V. AREA PLAN CORRECTIONS, Maren Rose, Planner/Contract Manager**

The California Department of Aging requested additional narrative detail for the Legal Services section of the Area Plan. The revisions will describe how A1AA collaborates with contracted providers, establishes service priorities, and identifies target populations for legal assistance.

A budget adjustment was also required to reclassify \$3,300 from the Information and Assistance category to the Cash and Material Aid category to align with program reporting standards. The revisions are in process and will be submitted to CDA on the next budget revision.

#### **VI. YOUNG AT HEART FUNDRAISER (FLYER)**

Separate attachment; informational.

#### **VII. CALIFORNIA SENIOR LEGISLATURE UPDATES**

The California Senior Legislature (CSL) update summarized ongoing state-level advocacy efforts focused on legislation benefiting older adults. A1AA's designated delegate continues to represent local interests within the CSL framework, monitoring proposals related to healthcare access, housing stability, and transportation for seniors.

The council will receive confirmation of delegate status and a summary of current legislative priorities at the next meeting.

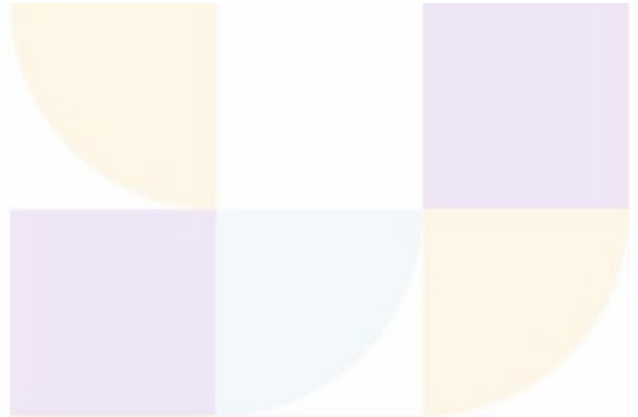
#### **VIII. ADVISORY COUNCIL MEMBER UPDATES**

Council discussion addressed caregiver support resources, aging education, and coordination among local service providers in Humboldt and Del Norte Counties. Updates included reference to regional initiatives that promote accessibility, fall prevention, and transportation assistance for older adults.

Emphasis was placed on improving community awareness of available programs and maintaining collaboration between agency staff and partner organizations. Council members identified continued outreach and information-sharing as key components of effective local service delivery.

#### **IX. ADJOURNMENT**

**NEXT MEETING:** Monday, November 3, 2025, 1:00 - 2:30 PM



October 9, 2025

To: USAging Members

From: Amy Gotwals, Chief, Public Policy and External Affairs

Re: Advocacy Guidance on the Federal Shutdown

It has been eight days since the federal government shutdown on October 1. It is uncertain how long the shutdown could last, but the White House and Congress could return to the negotiating table this week. (Details on why the government shut down are in our last Legislative Update.)

We advise all USAging members to stay in contact with their Members of Congress during the shutdown, informing Senators and Representatives of the risks to older adults, people with disabilities and caregivers should federal funding streams not resume shortly.

To help you craft this communication, we've developed some tips and a template for you to customize!

### **Step 1: Reach Out Now**

If your Members of Congress have not already reached out to you about the impacts of the shutdown on your agency and those you serve, we advise you to make contact this week.

This is in no way taking sides in the shutdown showdown—it's merely informing your funders how you are faring without continued federal funding and we believe an important way to educate Congress on the value of your federally funded programs.

If they have already reached out, stay in touch with them as you have updated information!

### **Step 2: Share Data, Carefully**

Gather your facts and figures. Estimate how long you can keep all of your federally funded programs fully operational with no long-term impacts. Don't exaggerate but also do not make it seem like you'd be able to keep things going perfectly without this funding!

Tips:

- If your state has filled in the federal gap, be transparent about it, but still calculate how soon programs would be affected if they were no longer able to do that. Again, share the facts—but with an eye to advocating for federal funding to resume!
- If federal OAA funds are a significant portion of your agency budget (i.e., >30 percent), share that percentage to drive home the shutdown’s impact on your agency’s continuity and ability to serve older adults. If it’s not a large overall number because your agency has many other funding sources, then speak specifically to the percentage of your OAA programming that relies on federal funding.
- Remind Congress that even when the shutdown ends, it takes at least a month and often six weeks or more for your agency to receive the funding from your state.
- If you are already feeling the funding squeeze or you have had to come up with supplemental funding to cover your community providers’ expenses, share that, too! You are their on-the-ground expert for how the shutdown is affecting the provision of aging services, so be transparent.

### Step 3: Ask Congress to Reopen the Government (Or Don’t)

USAgings’ position is that Congress needs to ensure that FY 2026 funding is finalized as soon as possible.

If echoing that position makes sense for your agency, then we’ve offered sample language in our template below.

If, however, you don’t want to make an ask of your Senator or Representative at this time, we still urge you to share the facts of the shutdown with them!

#### A Template Email for You to Customize

Dear Representative/Senator **\*Name of Member of Congress\***

On behalf of **YOUR AGENCY NAME**, I am writing regarding the government shutdown and the impacts on the older adults and caregivers in **INSERT CITY/COUNTY/STATE**. Area Agencies on Aging (AAAs) **[or replace with Title VI Native American Aging Programs]** are the local leaders on aging charged with helping vulnerable older adults live with independence in their homes and communities. AAAs were formally established in the 1973 **[1978 for Title VI]** Older Americans Act (OAA) and receive annual federal funding through the Administration for Community Living (ACL) housed within the U.S. Department of Health and Human Services (HHS).

Government shutdowns have detrimental impacts on our agency’s ability to serve your older constituents as well as their caregivers. **INSERT YOUR DATA AND TALKING POINTS HERE ON CLIENT AND AGENCY IMPACTS.**

*Additionally, the length of the actual shutdown is only part of the impact we face when protecting programs for older adults and caregivers. Historically, it has taken four to five weeks after the federal government reopens before we receive the funds from our state. This puts our agency and others across the country at risk of being forced to reduce, delay or pause services to older adults and caregivers and potentially furloughing our staff members. In January, our national association, USAgings, conducted a survey of AAA directors to determine how long they could provide critical services to older adults and caregivers should federal funding be*

frozen or eliminated. More than 66 percent said they could provide services for less than a month and 94 percent indicated it would be less than two weeks;

*Given these circumstances, we urge Congress to reopen the government by supporting a continuing resolution that protects the older adults and caregivers we serve through our OAA programs. We also look forward to Congress finalizing as soon as possible a bipartisan FY 2026 spending bill that protects and increases funding for these essential OAA programs.*

*Please do not hesitate to reach out to me for additional information on our OAA and other aging programs, who we serve and the impact of stalled federal funding.*

*–Signature and contact information*

As always, please be in touch with me and the USAging policy team ([policy@usaging.org](mailto:policy@usaging.org)) with questions and concerns on this advocacy request!

1100 New Jersey Avenue, SE • Suite 350 • Washington, DC 20003

T 202.872.0888 F 202.872.0057

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**Shimosaka, Nicole@CDA** <Nicole.Shimosaka@aging.ca.gov>

Tue, Sep 30,  
1:22 PM (6  
days ago)

to Nicole@CDA

Good Afternoon AAA Partners,

California continues to monitor the federal budget situation closely. Our top priority remains ensuring that older adults, adults with disabilities, and their families are supported. While federal discussions may affect funding streams, California has a strong network of state and local partners. We will continue working together across state, local, and community partners to maintain continuity of services to the greatest extent possible.

Currently, the department has sufficient cash reserves to effectively sustain state and local operations through December 2025. We are closely monitoring the status of the Federal Fiscal Year (FFY) 2026 federal budget.

Please continue to submit budgets and invoices as normal. We will continue to maintain prompt and transparent budget communications with you as we enter into FFY 2026. As always, we appreciate your partnership.

Thank you,

**Nicole Shimosaka** (She/Her)

Deputy Director | Division of Administrative Services

California Department of Aging

2880 Gateway Oaks Drive, Suite 200

Sacramento, CA 95833

w: (916) 419-7520

c: (916) 616-2536

[aging.ca.gov](http://aging.ca.gov)



**STATE OF CALIFORNIA  
CALIFORNIA SENIOR LEGISLATURE**

1020 N Street, Room 527, Sacramento, CA 95814

Phone (916) 767-4382

[www.4csl.org](http://www.4csl.org)

**FOR IMMEDIATE RELEASE  
October 24, 2025**

**The California Senior Legislature Announces Top Legislative Priorities for 2026**

**(Sacramento, CA)** The California Senior Legislature (CSL) adjourned its 45th Annual Legislative Session and announced the Top State Legislative Proposals this week. Members will advocate diligently during the 2026 legislative session to have state lawmakers support these priorities. Each priority has the Governor's Master Plan for Aging (MPA) goal referenced.

**The following were listed as the top ten State Legislative proposals:**

**SP-1: Medi-Cal Personal Needs**

(Senior Senator Helen Lopez, El Centro, CA) MPA Goal # 2

This measure would increase the personal needs allowance from \$35 to \$50 per month and require that the amount be increased annually up to the amount of any cost-of-living adjustment implemented by the United States Social Security Administration.

**AP-1: Caregiving Grandparents: Handbook**

(Senior Assembly Member Mark Cox, El Centro, CA) MPA Goal # 5

This measure requests that the California Department of Aging and State Department of Social Services provide a bilingual handbook, modeled after the county of San Diego Handbook for grandparents raising grandchildren and other relative caregivers, that provides relative information and resources on the caregiving of dependent children for Child Welfare Agencies, County Area Agencies on Aging and caregiving grandparents.

**SP-2: Older Adult Education: Local Public Health Departments**

(Senior Senator Steve Lipson, El Cerrito, CA) MPA Goal #3

This measure authorizes local Public Health Departments to establish older adult education programs that include, among other things, communal meals and instruction in digital literacy and access to technology, fall prevention and physical activity.

**AP-8: Seniors: Fall Prevention: Lighting**

(Senior Assembly Member Richard White, Vacaville, CA) MPA Goal # 2

This measure (1) requires the adoption, design, development, and implementation of a comprehensive program to support and fund the installation of improved lighting in the

homes of eligible older adults, and requires the inclusion of funding for specific lighting products that will improve visibility.

**AP-2: Personal Income Tax: Senior Child Care Tax Credit**

(Senior Assembly Member Mark Cox, Yucaipa, CA) MPA Goal # 5

This measure establishes an income tax credit for qualifying seniors of \$2,500 for each claimed dependent under 18 years of age.

**AP-9: Area Agencies on Aging: Electronic Device Tracking**

(Senior Assembly Member Richard White, Vacaville, CA) MPA Goal #3

This measure requires the Department of General Services and the Department of Technology to revise the State Administrative Manual to designate electronic devices purchased by certain local agencies as non-sensitive and non-high risk and to exempt Area Agencies on Aging from annual inventory tracking requirements.

**AP-5: Senior Welfare**

(Senior Assembly Member Rob Holt, Chico, CA) MPA Goal #5

This measure would create a Senior EBT Card exempting eligible seniors from state and local sales and use taxes on all purchases.

**AP-3: Master Plan for Aging: Caregiving: Grandparents**

(Senior Assembly Member Mark Cox, Yucaipa, CA) MPA Goal #4

This measure would require the California Department of Aging, California Health and Human Services Agency, Department of Justice, and State Department of Social Services to add an initiative to the Master Plan for Aging to address the issues and expenses associated with being a caregiving grandparent.

**AP-4: Automatic External Defibrillators**

(Senior Assembly Member Milissa Meyer, Indian Wells, CA) MPA Goal #2

This measure requires a senior center or community center providing activities to 50 or more people who are 55 years of age or older, to obtain and maintain an Automatic External Defibrillator.

**AP-7: Food Labeling Country of Origin**

(Senior Assembly Member Helen McBrady, El Cajon, CA) MPA Goal #2

This measure mandates the clear and conspicuous disclosure of the country of origin on the principal display panel of all imported or domestically packaged food products to promote transparency, traceability and consumer safety.

-END-

**CONTACT:**

For additional information contact Janice Bailey, Executive Director, at (916) 767-4382 or [jbailey@seniorleg.ca.gov](mailto:jbailey@seniorleg.ca.gov).

**CALIFORNIA DEPARTMENT OF AGING**  
**Home and Community Living Division**  
**Older Adult Programs Branch**  
**Planning, Monitoring, and Data Section**  
2880 Gateway Oaks Drive, Suite 200  
Sacramento, CA 95833  
www.aging.ca.gov  
TEL 916-419-7500  
FAX 916-928-2267  
TTY1-800-735-2929



September 29, 2025

Maggie Kraft  
Area 1 Agency on Aging  
333 J Street  
Eureka, CA 95501

Dear Director Kraft,

The California Department of Aging has reviewed and approved the attached 2025-26 Area Plan Update for Planning and Service Area 01. Your agency has fulfilled its responsibility under the California Code of Regulations, Title 22, Section 7304, to submit an annual update to your four-year Area Plan.

We acknowledge you, your staff, governing board, advisory council, and community representatives for developing the Area Plan. And in building and enhancing your local system of services for older adults, adults with disabilities, and their caregivers.

Please provide a copy of this letter to the governing board and advisory council chairs. If you have any questions, contact the Area Planning Team at [AreaPlan@aging.ca.gov](mailto:AreaPlan@aging.ca.gov).

Sincerely,

A handwritten signature in cursive script that reads "Jamie Pope".

Jamie Pope, Section Chief  
Planning, Monitoring, and Data  
California Department of Aging

CC:

Dan Birmingham, Data Manager  
Amanda Towers, State Planning Manager  
Planning, Monitoring, and Data  
California Department of Aging

**SECTION 11. LEGAL ASSISTANCE****2024-2028 Four-Year Area Planning Cycle**

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2020 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]. CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: [https://aging.ca.gov/Providers\\_and\\_Partners/Legal\\_Services/#pp-gg](https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg)

1. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services?
  - A1AA targets a minimum of 10% IIIB baseline funding to meet Adequate Proportion and frequently allocates up to 25% during the fiscal year if/when one-time-only and other funding becomes available.
  
2. How have your local needs changed in the past year(s)? Please identify any changes (including whether the change affected the level of funding and the difference in funding levels in the past four years).
  - There has been an increase in requests for housing, public benefits, and wills/estate planning. The most common legal issues for seniors are elder abuse, reasonable accommodations around pets and housing, Medi-Cal coverage, and Covered California health insurance.
  - Legal staff are seeing a lot of seniors who are unable to afford rent increases. Local homeless services also have an increased number of older adults who are homeless for the first time. Substandard housing is also a problem for low-income older adults.
  - Results of the Community Assessment Survey of Older Adults conducted between May - June 2024 indicate that 24% of Humboldt and 11% of Del Norte respondents rated the availability of financial and/or legal planning services as good or excellent. The survey also found that 59% of Humboldt and 67% of Del Norte respondents said they lacked adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid.
  - The level of funding provided for legal services is based on the allocation that A1AA receives for all of Title IIIB programs and services. The OAA baseline funding level has not changed over the past four years. The allocation has not increased and is not adequate to meet the increased costs of providing supportive services, including funding for legal assistance. Legal services received a significant increase in funding from the HCBS OARR funding over the last few years and would have been unable to spend any increased IIIB funding. In 2021-22 A1AA did review the service unit rate and increased the Legal Assistance Provider's service unit rate since no increase had been made for several years. A1AA will monitor the Legal Service Provider's budget and needs as we go back into pre-pandemic funding levels. However, without significant funding increases, A1AA would need to reduce funding and service levels for access and transportation services to

increase legal funding levels.

3. How does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify and ensure that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?

- The requirement to utilize the California Statewide Legal Guidelines is explicitly stated in the Request for Proposal and Contract Continuation Application and the Program Specifications for Legal Assistance. These documents are part of the executed contract.
- Specific components of the guidelines (e.g. targeting and outreach, establishing priority legal areas, staffing, staff training, coordination with A1AA and other aging network providers, ethical standards, grievance procedures, contributions, service delivery, priority areas, emerging needs for legal assistance etc.) are included in the Program Specifications for Legal Assistance and as items to be addressed in the A1AA Request for Proposal (RFP) or Contract Continuation Application (CCA.)
- The LSP is required to provide a report on progress for these items at the time of contract continuation application and to set new goals/targets for program enhancement in the coming year.
- A1AA reviews the progress report and proposed activities and negotiates any changes/updates as needed. The Board of Directors has final approval of the RFP/CCA.
- A1AA conducts an on-site assessment with the Managing Attorney and Regional Council to review compliance with the terms of the contract, including a review of the components included of the California Statewide Guidelines outlined in the contract.

4. How does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? What are the top four (4) priority legal issues in your PSA?

- LSNC conducts a yearly needs assessment survey which is sent to different providers, current and former clients to identify priority areas. Attorneys in the community are asked for input. This information is collated and presented to the LSNC Board who makes the final determination of the program priorities. Decisions are based on broad community input in collaboration with A1AA at the time of contracting.
- A1AA conducted an in-person interview with the Managing Attorney and the Regional Council to discuss eight questions specific to legal assistance needs and services. This information was used in preparation of the four-year area plan and legal assistance subcontracting. The questions are listed below:
  1. How have your local needs changed in the past year(s)? Please identify any changes (include whether the change affected the level of funding and the difference in funding levels in the past four years).
  2. How do older adults access Legal Services in your PSA and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.).
  3. Please identify the major types of legal issues in PSA 1 (include new legal problem trends.)

4. What are the barriers to accessing legal assistance in PSA 1? Include proposed strategies for overcoming such barriers.
  5. What other organizations or groups does your legal service provider coordinate services with?
  6. How do you establish specific priority issues? Do you collaborate with A1AA programs to determine priority issues?
  7. Do you collaborate with other organizations to jointly identify target populations?
  8. What is the targeted senior population and mechanism for reaching targeted groups in your PSA?
- The LSP applicant is provided the list of priority legal issues outlined in the California Statewide Guidelines in the A1AA Program Specifications for Legal Assistance as part of the RFP/CCA. A1AA works with the applicant to identify priority legal issues in PSA 1 from this list based on the A1AA needs assessment, the LSNC survey, and the expertise and experience of the LSP in providing legal assistance to older adults.
  - A1AA conducts a public hearing each year where older adults in attendance are given an opportunity to provide input about any legal issues and needs of concern. LSNC staff attend these public hearings and are able to respond to some of the questions raised at the hearings. At a public hearing held at the Humboldt Senior Resource Center, participants identified a need for help with wills. LSNC collaborated with A1AA to develop a “Know Your Rights” series of legal educational presentations (see flyer below.)
  - **Advisory Council Presentation and Discussion**  
The Managing Attorney for Legal Services of Northern California in Eureka, provided a detailed overview of the organization’s services in Humboldt, Del Norte, and Trinity Counties at the April 7, 2025, Advisory Council Meeting. Legal assistance provided included housing, legal aid, public benefits, civil rights and education access, and health-related legal support. A pre-screening determines eligibility. Referrals are welcomed and encouraged and the LSNC attorneys are available for community education sessions.

**LEGAL SERVICES**  
of  
NORTHERN CALIFORNIA

## Know Your Rights: Wills, Trusts, and Estates

Legal Services of Northern California and Estate Planning attorney Amy Hunt invite you to a free "Know Your Rights" presentation covering general legal information on preparing for you and your family's future including:

- Basics of Estate Planning  
Including Overview of:
  - Wills
  - Trusts
  - Intestate Succession
- Healthcare Considerations & Planning for Incapacity
- What to do When Your Spouse/Partner Dies
- Survivor Benefits/ Benefits Preservation

**KYR Event**

Humboldt Senior Resource Center  
1910 California St,  
Eureka, CA 95501

March 6, 2025  
July 17, 2025  
November 6, 2025  
1:00 pm - 3:00 pm

5. How does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? What is the targeted senior population and mechanism for reaching targeted groups in your PSA?

- As detailed in Section 2 of the A1AA Area Plan, PSA 1 is a rural area encompassing a large geographical area that is remote and rugged with limited transportation options making delivering and accessing services one of the most significant challenges for the area. A1AA and LSNC have discussed the legal assistance needs of older adults living in Del Norte County and the outlying remote areas of Humboldt County are identified and addressed. A particular emphasis has been placed on serving older adults in Del Norte County in the last two years.
- A1AA and LSNC collaborated in contracting to ensure that the populations residing in Del Norte County receive priority attention in the provision of legal assistance. Del Norte County is one of the two counties served by PSA 1. It is very small (older population of 60+ is approximately 5,900) and has limited access to services and resources, particularly for legal assistance. It contains a proportionately higher percentage of older adults living in poverty, mostly concentrated in the Crescent City area. A1AA worked with LSNC to develop goals to ensure that legal assistance is available in this area. This effort resulted in LSNC representation of Del Norte clients living in a mobile home complex that was experiencing discrimination based on age and sexual orientation in the filing of a civil rights complaint on behalf of the residents. Another case in Del Norte County involved the discrimination of older adults based on source of income. Clients were being denied housing based on being eligible for government assistance. LSNC filed a civil rights violation on their behalf.
- In addition to Del Norte County, LSNC and A1AA identified that older adults residing in the outlying, remote areas of Humboldt County needed greater access to legal assistance. Residents who attended the HSRC public hearing also identified the need for wills and estate planning. LSNC negotiated with A1AA to focus on increasing outreach in rural areas by hosting Know Your Rights events and increasing physical presence at outreach events and the network of community resource centers. The topics included estate planning and identifying and preventing elder abuse.
- A1AA negotiates an outreach plan with LSNC each year to ensure that effective methods are provided to reach these remote areas and vulnerable older adults who are most at-risk, e.g. those who are homebound and/or have limited mobility, low-income older adults, age 75+, experiencing chronic health problems, experiencing homelessness, experiencing cultural, social and/or geographical isolation.
- LSNC provides a designated staff member who is highly effective at connecting with providers and potential clients. The approach is to meet seniors where they participate and/or receive services. This staff member is designated to attend community health fairs, Del Norte Homelessness ad hoc committee, True North, Continuum of Care, Renters United Humboldt, Senior Resource Centers, the Blue Lake Senior Luncheon, the monthly Blue Lake Food Distribution events, Eel River Key Leader Meetings, K'ma:w Health Fair, North Coast Stand Down, Yurok Tribal Elder Conferences in Klamath; and the Humboldt Network of Family Resource Centers community service providers roundtable.

6. How many legal assistance service providers are in your PSA?

Fiscal Year	# Of Legal Assistance Services Providers	Did the number of service providers change? If so please explain
2024-2025	1	No
2025-2026	1	No
2026-2027		
2027-2028		

7. What methods of outreach are Legal Services Providers using?

Legal services are provided in person, by telephone, by virtual meeting, and by email according to the needs of each client and their case. Cases typically begin with an in-person meeting and are then followed using other methods of contact. All methods follow standard practices, policies, and procedures, regardless of contact method. The designated outreach staff member is highly effective at providing outreach and provides direct public interaction, tabling, and brochures at the Homeless Resource Fair in Del Norte, Hoopa Telehealth Fair, Family Resource Center outreach events, and at roundtable discussions for service providers. Activities include direct client interaction.

Outreach activities consist of quarterly clinics in rurally isolated areas to accommodate older adults who cannot travel in Southern Humboldt County, Klamath, and Willow Creek. Outreach Activities include:

- Targeted outreach to older adults for significant events, including expungement and naturalization clinics.
- Updating printed materials for large print and Spanish.
- Screening all clients to ensure they secure the public benefits and related services for which they are eligible.
- Working with community partners to reach older adults with the greatest social and economic need.
- Legal staff offer workshops on advanced health care directives and criminal record cleaning.

8. What geographic regions are covered by each provider? **Complete table below:**

Fiscal Year	Name of Provider	Geographic Region covered
2024-2025	a. Legal Services of Northern California	a. Humboldt and Del Norte Counties
2025-2026	a. Legal Services of Northern California	b. Humboldt and Del Norte Counties

<b>2026-2027</b>	a. b. c.	a. b. c.
<b>2027-2028</b>	a. b. c.	a. b. c.

9. Discuss how older adults access Legal Services in your PSA and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.).

Legal services are provided in person, by telephone, by virtual meeting, and by email according to the needs of each client and their case. Cases typically begin with an in-person meeting and are then followed using other methods of contact. All methods follow standard practices, policies, and procedures, regardless of contact method. The designated outreach staff member is highly effective at providing outreach and provides direct public interaction, tabling, and brochures at the Homeless Resource Fair in Del Norte, Hoopa Telehealth Fair, Family Resource Center outreach events, and at roundtable discussions for service providers. Activities include direct client interaction.

Outreach activities consist of quarterly clinics in rurally isolated areas to accommodate older adults who cannot travel in Southern Humboldt County, Klamath, and Willow Creek. Outreach Activities include:

- Targeted outreach to older adults for significant events, including expungement and naturalization clinics.
- Updating printed materials for large print and Spanish.
- Screening all clients to ensure they secure the public benefits and related services for which they are eligible.
- Working with community partners to reach older adults with the greatest social and economic need.
- Legal staff offer workshops on advanced health care directives and criminal record cleaning.

10. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA (please include new legal problem trends in your area).

- There are no “new” legal issues or trends arising in PSA 1 so much as identified legal priority areas tending to increase. There is an increase in requests for housing discrimination and other housing-related issues, such as housing rights, eviction, problems with housing habitability, etc. As noted in Question 5, LSNC engaged with housing discrimination problems in Del Norte County by filing civil rights complaints. When surveyed (see Question 4, referencing the survey question #4- Identify the major types of legal issues in PSA a (include new legal problem trends) the LSP response was that the primary legal issues arising in PSA 1 the response was, “Housing-mainly for low-income renters dealing with being late on rent, eviction notices and habitability of housing.” Other issues that were raised at the public hearings included a need for help with wills and estate planning. There is also a need to address the increase the education about financial scams targeting older adults.

The most recent assessment identified that the main legal focus areas included: 1) public benefits, CalFresh, SNAP; 2) housing/utilities; 3) Long term care questions such as moving into an Assisted Living Facility; 4) Healthcare-can utilize their legal healthcare team in Sacramento; 5) Counseling related to APS to support issues around elder abuse and defense against conservatorship; and 6) Consumer rights.

Other legal issues handled by the legal provider include elder abuse, reasonable accommodations related to service animals, housing, Medi-Cal coverage, and Covered California health insurance. Issues impacting low-income seniors include the inability to afford rent increases, evictions, and habitability of substandard housing.

**11.** What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers.

The main barrier to reaching rural seniors is the lack of access to Internet technology, including both access, affordability, and use. The provider continues to provide the same quality of service to those they can connect with while developing ways to reach those they cannot (in-person hours/appointments virtually and in person/zoom meetings.)

**12.** What other organizations or groups does your legal service provider coordinate services with?

- A1AA currently has a Memorandum of Understanding with Legal Services of Northern California for the Long Term Care Ombudsman Program. This MOU outlines the roles of each program, which includes providing legal counsel, advice and/or representation to older adults who are in greatest economic or social need as well as technical assistance and training on mutually agreed upon legal issues for residents of long-term care facilities.
- A1AA currently has Memorandum of Understanding with Legal Services of Northern California for the Health Insurance Counseling and Advocacy Program. This MOU identifies the referral process and the roles of each program, including an agreement to work closely and cooperatively in matters related to Medicare, Medicare Part D, Medicare Savings Programs, low-income subsidy issues, long-term care insurance, managed care, and related health care coverage plans.
- Legal staff collaborate with local stakeholders as a member on the Del Norte Homelessness ad hoc committee, True North, Continuum of Care, Renters United Humboldt, and Senior Resource Centers in PSA 1. Staff attorneys provide presentations to several organizations throughout the region, such as the Eel River Group of service providers, including an in-service with the Eureka Police Department.