

2016-2020 Four-Year Area Planning Cycle

This section must be completed and submitted with the Four-Year Area Plan. Any changes to this Section must be documented on this form and remitted with Area Plan Updates.¹

1. Specific to Legal Services, what is your AAA’s Mission Statement or Purpose Statement? Statement must include Title IIIB requirements:

PSA 2 AAA will contract with Legal Services of No. California (LSNC) to provide legal advice, counseling and/or representation by an attorney or other person under the supervision of an attorney to serve the 60+, underserved, low-income, frail and at-risk populations in the 5-county region.

2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services?

Above the required minimum of 10% of total III B funding is allocated to LSNC for legal services in the 5-county region.

3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

Yes. Over the past four years, the AAA learned of the need for wills and probate services within the service region. Legal Services of No. Calif. responded to the need without the change to current level of funding.

4. Specific to Legal Services, does the AAA’s contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?

Yes, the LSP service provider contract includes this required language.

5. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so what are the top four (4) priority legal issues in your PSA?

Legal Services priorities are discussed during the program monitoring visits with LSNC. The AAA voiced the need for probate services and LSNC began providing this services in FY 15/16.

¹For Information related to Legal Services, contact ChisoromOkwuosa at 916 419-7500 or chisorom.okwuosa@aging.ca.gov

The top four priorities include housing, probate issues such as wills, trusts and advance healthcare directives, public benefits, and elder abuse restraining orders. These are the issues that are often requested of the population we serve.

6. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? Discussion:

During the program monitoring visit with LSNC, the targeted populations are always discussed. LSNC and the AAA collaborate on various issues. The AAA keeps LSNC informed of legal issues or areas of concern heard within the senior network. The AAA helps to promote LSNC through outreach at community events, refers potential clients to the program and informs the legal program of upcoming outreach events.

7. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Discussion:

The targeted senior population includes low income, minorities, age 75+, rural, and the LGBT community. LSNC also has an ongoing grant which funds services to the same groups for low-income persons. Outreach efforts, at large, focus on senior centers and other regionally based service providers to ensure that these groups are informed of legal services available.

8. How many legal assistance service providers are in your PSA? Complete table below.

Fiscal Year	# of Legal Assistance Services Providers
2016-2017	1
2017-2018	
2018-2019	
2019-2020	

9. Does your PSA have a hotline for legal services?

Yes, LSNC has an active Health Hotline. Many of LSNC-Shasta's services are provided over the phone.

10. What methods of outreach are Legal Services providers using? Discuss:

LSNC conducts presentations to senior center participants and for professional organizations; GIS mapping using census information is used to identify areas of need; community health/resource fairs, conferences, etc. are also used as a method of outreach. LSNC attended the Hispanic Fair, Senior Fairs and Project Homeless

connect (low income), Senior Fraud Prevention Fair, Yreka Senior Services Fair, last year and will attend other opportunities as they arise.

LSNC also conducted presentations to non-profit staff members in our service area that serve low-income individuals and senior advocates to educate them on the services offered for referral information.

Coordinated presentations conducted by LSNC included Copper Ridge (local organization for seniors & disabled) and targeting senior apartment complexes. Efforts were made by LSNC to reach the Mien community members and Native American groups: LSNC staff met with mosques to meet with community members; and LSNC staff regularly attended Older Adult Policy Council meetings in Shasta County.

11. What geographic regions are covered by each provider? Complete table below.

Fiscal Year	Name of Provider	Geographic Region covered
2016-2017	a. Legal Services of Northern California	a. Lassen, Modoc, Shasta, Siskiyou and Trinity Counties
2017-2018	a.	a.
2018-2019	a.	a.
2019-2020	a.	a.

12. Discuss how older adults access Legal Services in your PSA:

Access to legal services offered by LSNC is acquired by phone, fax, word-of-mouth, and through outreach activities. Appointments are made through the home-base Redding (Shasta County) office. Those that live in Shasta County are seen in LSNC’s Redding office. Further, appointments and visits are made throughout all senior centers within our 5 county region to provide more efficient and local services.

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

Housing issues, public benefits and elder abuse restraining orders are major types of legal issues addressed by LSNC. The greatest issues, however, include probate, wills, trusts, powers of attorney and advanced healthcare directives.

14. In the past four years, has there been a change in the types of legal issues handled by the Title IIB legal provider(s) in your PSA? Discuss:

Yes, LSNC-Shasta is now able to provide legal advice and information regarding probate issues, including wills, trusts, powers of attorney and health care directives.

15. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. Discuss:

Minority populations generally are not responsive to legal services into their area due to lack of trust. LSNC is currently building relationships with community leaders in these populations to assist with this barrier. Additionally, many of the older adult population live in very rural/isolated areas which creates challenges in LSNC's outreach efforts and prohibits in-person services during the strong winter months. In 2015-2016, LSNC Shasta provided onsite services to very rural isolated areas year-round. LSNC is able to serve seniors with mobility challenges by phone and e-mail.

16. What other organizations or groups does your legal service provider coordinate services with? Discuss:

LSNC coordinates of services with Northern Valley Catholic Social Services, Redding/Shasta Continuum of Care, People of Progress, City of Redding Housing Authority, Beacon of Hope, Human Response Network, Senior Centers, Family Resource Centers, and County Family Law Facilitators.