

ESAAA Services Report

July 1, 2021 through September 30, 2021

Senior Sites and Days Congregate Meals Provided

| | |
|--------------|--------------------------------------|
| Big Pine | Monday-Wednesday |
| Bishop | Monday, Tuesday, Thursday and Friday |
| Independence | Friday |
| Lone Pine | Monday-Thursday |
| Tecopa | Monday-Friday |
| Walker | Monday-Friday |

Services Provided

| Service Area: | Congregate Meals | | Home Delivered Meals | | Non-Registered (Non-Seniors/One-Time Visitors) |
|---------------|------------------|------------------|----------------------|------------------|---|
| | Number Served | Units of Service | Number Served | Units of Service | Units of Service |
| Big Pine | 10 | 139 | * | * | * |
| Bishop | 95 | 1721 | 41 (99) | 3935 | 43 |
| Independence | * | * | * | * | * |
| Lone Pine | 44 | 801 | 55 (114) | 5120 | * |
| Tecopa | 15 | 195 | 12 | 685 | 19 |
| Walker | 29 | 540 | 25 | 1190 | 20 |
| Mammoth | | | 14 | 636 | |
| Tri-Valley | | | 21 | 1104 | |
| Total | 193 | 3396 | 168 (381) | 12670 | 82 |

Home Delivered Meals Waiting List (Inyo County Only)

-3- as of 6/9/2018

| Service Area: | Assisted Transportation | | Respite Personal Care | | Respite Homemaker | |
|---------------|-------------------------|------------------|-----------------------|------------------|-------------------|------------------|
| | Number Served | Units of Service | Number Served | Units of Service | Number Served | Units of Service |
| Bishop | 2 | 40 | | | | |
| Lone Pine | * | * | | | | |
| Tecopa | * | * | | | | |
| Walker | 6 | 50 | | | | |
| Total | | | | | | |
| Service Area: | Assisted Transportation | | Respite Personal Care | | Respite Homemaker | |
| | Number Served | Units of Service | Number Served | Units of Service | Number Served | Units of Service |
| Bishop | 4 | 66.5 | 3 | 24 | | |
| Lone Pine | * | * | * | * | | |
| Tecopa | * | * | * | * | | |
| Mono County | * | * | * | * | | |
| Total | 4 | 66.5 | 3 | 24 | | |

Non Registered Services

(Services Not Tracked to Specific Client)

| Type of Service | Units of Service Provided |
|---|----------------------------------|
| Transportation (Bus Passes – Distributed out of Lone Pine, Bishop, Tri-Valley and Walker) | Bishop – 1700 Lone Pine - 620 |
| Nutrition Education (Quarterly Newsletter) | 450 |
| Information and Assistance | 10 |
| Telephone Reassurance | 22 |
| Wellness Initiative for Senior Education (WISE) | Pending |

Long Term Care Ombudsman Services

| Activities Provided | QTR1 Units | QTR2 Units | QTR3 Units | QTR4 Units | YTD Units |
|---|----------------------|-----------------|-----------------|-----------------|----------------------|
| Skilled Nursing Facility (SNF) Visits* Residential Care Facilities for Elderly (RCFE) Visits* | SNF – 15 RCFE - * | SNF – RCFE - | SNF – RCFE - | SNF – RCFE - | SNF – 15 RCFE - * |
| Information and Assistance to Individuals | 29 | | | | 29 |
| Information and Assistance To Facility Staff | 10 | | | | 10 |
| Participation in Facility State Survey | * | | | | * |
| Resident Council Facilitation | 4 | | | | 4 |
| Family Council Facilitation | 6 | | | | 6 |
| Community Education | * | | | | * |
| Training Sessions For Facility Staff | * | | | | * |
| Training For Ombudsman Staff and Volunteers | 4 | | | | 4 |
| Other Volunteer Time | 1 | | | | 1 |
| Complaint Investigation and Resolution at SNF** | 11 | | | | 11 |
| Complaint Investigation and Resolution at RCFE** | * | | | | * |

* Non-Complaint Related Visits – State Minimum Requirement is 1 Visit Per Quarter

** Each Investigation averages 3-4 Visits to Facility with First Response Occurring Within Two Days

Contracted Services

Legal Services

| | | | |
|--|---|----|-----------|
| July 1, 2021 through September 30, 2021 | Unduplicated Count for Quarter | 15 | YTD-Units |
| | Total Cases Closed in Quarter | 10 | |
| | Total Units of Service for Quarter (1 hour) | 90 | |
| October 1, 2021 through December 31, 2021 | Unduplicated Count for Quarter | | |
| | Total Cases Closed in Quarter | | |
| | Total Units of Service for Quarter (1 hour) | | |
| January 1, 2022 through March 31, 2022 | Unduplicated Count for Quarter | | |
| | Total Cases Closed in Quarter | | |
| | Total Units of Service for Quarter (1 hour) | | |
| April 1, 2022 through June 30, 2022 | Unduplicated Count for Quarter | | |
| | Total Cases Closed in Quarter | | |
| | Total Units of Service for Quarter (1 hour) | | |

Types of Activities Offered at Senior Sites

Bingo
Birthday Recognitions
Theme Activities (e.g. Valentines, St. Patrick's...)
Exercise
AARP Tax Assistance
Blood Pressure Checks
Wii Bowling
Scrabble
Educational Activities
Movie and Popcorn
Crafts
Commodities Distribution
Medi-Cal Managed Care Outreach
Cal Fresh Outreach
Computer/Internet Access
Nutrition Education
Prevention Activities

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