



AGENDA REPORT

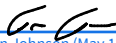
TO: Jestin D. Johnson
City Administrator

FROM: LaTonda Simmons
Assistant City Administrator

SUBJECT: Information & Assistance (I&A)
Program Grant FY 2025-26

DATE: April 28, 2025

City Administrator Approval


Jestin Johnson (May 16, 2025 08:29 PDT)

Date: May 16, 2025

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution:

- 1) **Accepting, Appropriating, And Authorizing The City Administrator To Enter Into An Agreement For Receipt Of Grant Funds In An Amount Not To Exceed One Hundred Ten Thousand Dollars (\$110,000) From The Alameda County Social Services Agency For Continued Operation Of The Information And Assistance (I&A) Program For Oakland Seniors For Fiscal Year (FY) 2025-26; And**
- 2) **Authorizing The City Administrator To Accept And Appropriate Any Additional Funds From Alameda County Social Services Agency For The I&A Program Within FY 2025-26; And**
- 3) **Authorizing A Contribution From The General Purpose Fund For \$43,819 In Required Matching Funds And An Amount Equivalent To The Central Services Overhead Charges In An Estimated Amount Of \$30,506 For FY 2025-26**

EXECUTIVE SUMMARY

The acceptance of this grant from Alameda County will allow the Human Services Department to continue to provide vital Information and Assistance services, ensuring that Oakland's most vulnerable older residents have access to the resources and support they need to maintain their well-being and independence.

According to the statistics gathered by the Census Bureau between 2017 and 2021 as part of their 5-Year Community Survey, more than 30 percent of Oakland residents over the age of 65 live alone. Studies have found that individuals of any age who live alone are at higher risk of developing behavioral conditions such as depression, dementia, and hoarding. According to the Centers for Disease Control and Prevention, one out of three adults aged 65 and older will experience a fall each year; injuries from falls are a leading cause of death and hospital.

admissions for seniors who live alone. Key community support programs can help seniors identify and access the services they need in order to continue to live independently.

This funding will address the needs of Oakland's most vulnerable seniors, including monolingual and low-income seniors living alone, enabling them to access available resources to remain safely and independently in their homes.

BACKGROUND / LEGISLATIVE HISTORY

The City of Oakland has been a municipal advocate for low-income, diverse residents since the 1960s, when a federal Community Action Agency (CAA) office was established in Oakland to provide services designed to eradicate poverty. In 1985, following the City Council's adoption of the first *Comprehensive Plan for Seniors*, the first of four community senior centers opened at the Veterans Memorial Building.

In August of 2023, the City of Oakland entered a three-year agreement with Alameda County to receive funding for Information and Assistance Services for Fiscal Year 2023-2026, with total compensation not to exceed \$460,000.

Each fiscal year, Alameda County issues a side letter specifying the funding allocation. In December of 2024, the City of Oakland received its Fiscal Year 2025-26 Side Letter; see **Attachment A**, for details of the funding allocation and related provisions.

Also in December of 2024, the City Council authorized the Alameda County Information and Assistance grant. [Resolution No. 90568](#) C.M.S. enabled the City Administrator to accept and appropriate up to \$156,803 for Fiscal Year 2024-25, consistent with prior grant authorizations.

ANALYSIS AND POLICY ALTERNATIVES

For more than twenty years, the Human Services Department's division of Aging and Adult Services has received funding from Alameda County to provide Information and Assistance (I&A) Program services to senior residents in Oakland.

I&A outreach ensures that Oakland seniors continue to access information about federal, state, and local programs that meet their individual needs. The Human Services Department I&A staff assist seniors in applying for senior programs offered through the City of Oakland, including the Multipurpose Senior Services Program (MSSP), Senior Companion caregiver support, ASSETS senior employment, and various Paratransit services.

The Oakland Senior Centers are able to receive direct, in-person access to these critical services, and I&A staff participate in outreach activities at other local agencies. In FY 2023-24, Oakland I&A staff provided information, referrals, and follow-ups to more than 4,000 local seniors.

The I&A program serves primarily low-income Oakland residents aged 60 and older. Each year, I&A staff provide information about housing, health care options, transportation, utility discounts, nutrition programs, and other programs to more than 4,000 seniors, the majority of whom live in

the City of Oakland. Currently, Information and Assistance (I&A) services are available at three of the four Oakland senior centers, ensuring that seniors have access to critical support services in their neighborhood.

The City of Oakland will continue to use the grant funding to support program staff, materials, and classes that provide seniors with up-to-date and relevant information. Topics covered include discounts available to seniors who need transportation services, food assistance, respite, housing assistance, adult day care programs, utility payment, adaptive devices, home repairs, and other basic necessities that will allow them to live independently in Oakland. Staff will continue to document all contacts and referrals, as required by the County of Alameda.

This grant will enhance the housing and economic security of seniors residing in the City of Oakland by ensuring that they have access to programs and services necessary to remain independent in the community. The Council's acceptance of this funding aligns with Citywide priorities, including **holistic community safety**, and **housing, economic, and cultural security**.

FISCAL IMPACT

This agreement is funded by Alameda County. Funding has been appropriated to the Human Services Department by the County of Alameda and is included in the City Council adopted FY 2024-25 budget: County of Alameda: Grants Fund (2160), Outreach Program Organization (75251), Inform and Assistance FY24-25 Project (1007760), and Empowering Seniors and People with Disabilities Program (YS14). The FY 2025-26 budget will be found in: County of Alameda: Grants Fund (2160), Outreach Program Organization (75251), Inform and Assistance FY25-26 Project (1007760), and Empowering Seniors and People with Disabilities Program (YS14). The total program budget is \$153,819, which comprises of \$110,000 grant from Alameda County and \$43,819 in matching funds from City.

Alameda County requires a minimum match of 10% of the total program budget to come from local sources, thus, of the \$43,819 City match, a minimum of \$15,382 (10%) must come from City General Purpose Fund and the remaining \$28,437 may come from other grant funding sources, including the Medi-Cal Administration Activities (MAA). The total program budget of \$153,819 to deliver Information & Assistance in FY 2025-26 includes a match that appears higher than in prior years because this current budget reflects the true cost of administering this program that had not been fully accounted for in prior years' budgets. Expenses include the costs of three TPT 50 percent I&A caseworkers, training, transportation, materials, and an Outreach Developer that supervises I&A staff that had not been include in prior budgets. HSD is requesting, as it has in prior years, a contribution from a General Purpose fund in an amount equivalent to Central Services Overhead in an estimated amount of \$30,506.

PUBLIC OUTREACH / INTEREST

No outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures.

COORDINATION

The Office of the City Attorney and the Budget Bureau have each been consulted in the development of this report and resolution.

PAST PERFORMANCE, EVALUATION, AND FOLLOW-UP

The City of Oakland Aging and Adult Services Division has been the sub-grantee, through the Alameda County Area Agency on Aging, for the federal Community-Based Services Information and Assistance program. The I&A program provides direct counseling services to seniors and their families, supporting their independence by providing information and assistance to programs and benefits.

The Information and Assistance funding has provided an effective Oakland program hosted in City senior centers for over 20 years. Performance is reviewed by Alameda County on a quarterly basis, and at no time during the extended annual contracting period has the City been found to be out of compliance with the requirements of the contract. The current contract requires that the I&A outreach specialists provide 4,899 information and assistance services to eligible older adults.

Performance measurements, including the number of clients served and the type of services provided, are continuously tracked, and monitored by Alameda County to ensure program effectiveness and accountability.

I&A staff are required to attend meetings and events to remain informed and up to date on benefits and services for seniors, such as Medicare, MediCal, housing support, transportation, and other programs. This ongoing professional development ensures that staff can provide accurate, up-to-date guidance to Oakland's senior residents.

To maintain transparency and compliance, the program submits a monthly report to the Alameda County Area Agency on Aging, detailing service delivery and outreach efforts. Additionally, a comprehensive program monitoring review is conducted biennially by the Alameda County Area Agency on Aging to assess program performance and adherence to contractual obligations.

Beyond formal reporting, client feedback is actively monitored through various informal channels, including phone calls, thank-you cards, and letters expressing satisfaction with the service received. This qualitative data helps gauge program impact and identify opportunities for improvement.

SUSTAINABLE OPPORTUNITIES

Economic: The grants for goods and services provided to Oakland residents will directly support local Oakland-based business operators and vendors. HSD remains committed to reinvesting in the Oakland community by prioritizing purchases of services, equipment, and resources for eligible seniors from Oakland-based businesses, fostering economic growth and sustainability.

Environmental: In the past, the I&A grant has coordinated with the County Area Agency on Aging and the Alameda County Community Food Bank to distribute nutritional vouchers for fresh produce from Farmers' Markets in Oakland. Beyond nutrition, the program actively promotes environmental stewardship by providing seniors with vital information on Oakland recycling

programs, energy-saving utility services, and other environmental support programs. This holistic approach not only improves seniors' well-being but also strengthens community engagement in sustainable practices, creating a lasting positive impact on both the environment and residents.

Race & Equity: Older adults in the City of Oakland, including people facing race, age, disability, gender, and other disparities, are provided with the services and resources they need to experience overall well-being and lead full lives. They feel safe and healthy and have a sense of belonging.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution:

- 1. Accepting, Appropriating, And Authorizing The City Administrator To Enter Into An Agreement For Receipt Of Grant Funds In An Amount Not To Exceed One Hundred Ten Thousand Dollars (\$110,000) From The Alameda County Social Services Agency For Continued Operation Of The Information And Assistance (I&A) Program For Oakland Seniors For Fiscal Year (FY) 2025-26; And**
- 2. Authorizing The City Administrator To Accept And Appropriate Any Additional Funds From Alameda County Social Services Agency For The I&A Program Within FY 2025-26; And**
- 3. Authorizing A Contribution From The General Purpose Fund For \$43,819 In Required Matching Funds And An Amount Equivalent To The Central Services Overhead Charges In An Estimated Amount Of \$30,506 For FY 2025-26**

For questions regarding this report, please contact ANA BAGTAS, AGING AND ADULT SERVICES MANAGER, at (510) 238-6794.

Respectfully submitted,



LaTonda Simmons (May 14, 2025 17:22 PDT)

LATONDA SIMMONS
Assistant City Administrator

Life Enrichment Committee
May 27, 2025

Prepared by:
Jessi Cutter, Outreach Developer
Aging & Adult Services Division

Attachments (1):

A: Fiscal Year 2025-26 Side Letter