



COUNTY of VENTURA

MELISSA LIVINGSTON
Director

HUMAN SERVICES AGENCY

855 Partridge Drive
Ventura, CA 93003
805-477-5100

December 19, 2023

Board of Supervisors
County of Ventura
800 S. Victoria Avenue
Ventura, CA 93009

JENNIE PITTMAN

Deputy Director
Administrative Services

VICTORIA JUMP

Deputy Director
Aging & Disability Services

Subject: Approval of the Human Services Agency Area Agency on Aging Grievance Procedure as required by the California Code of Regulations.

DAVID SWANSON HOLLINGER

Deputy Director
Children & Family Services

MARISSA MACH

Deputy Director
Community Access & Engagement

Recommendation:

Approve the Human Services Agency (HSA) Area Agency on Aging (AAA) Grievance Procedure as required by the California Code of Regulations (Exhibit 1.)

ELAINE MARTINEZ

Deputy Director
Community Services

Fiscal/Mandates Impact:

There is no fiscal impact associated with this action.

Discussion:

AAA provides resources and services to older adults, adults with disabilities, and their unpaid caregivers that promote optimal well-being with an emphasis on wellness, safety, and community livability. In addition to providing several direct programs, AAA also develops, enhances and maintains community-based systems of care that provide services which support independence and protect the quality of life of older persons and persons with functional impairments. AAA advocates for the needs of those 60 years of age and older, providing leadership and promoting citizen involvement in the planning process as well as in the delivery of services.

California Code of Regulations, Title 22, Division 1.8, Chapter 3, Article 5 (codified at 22 California Code of Regulations §§ 7400-7406) specifies that each AAA shall establish a written grievance process for the disposition of complaints by older individuals or persons authorized to act on behalf of older individuals against the AAA's programs and employees or volunteers of such programs and that AAAs include a requirement in all of its contracts and subgrant agreements with service providers that the service providers must establish a written grievance process for reviewing and attempting to resolve complaints of older individuals. The Regulation further requires that the grievance process established by each AAA shall be both (1) formally adopted by the AAA's governing board, and (2) distributed to

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all service providers within the Planning and Service Area (PSA) and to PSA organizations and locations where older individuals congregate.

AAA's Grievance Procedure was previously approved upon its creation in 2015 by the AAA Advisory Committee and distributed to stakeholders within Ventura County's PSA. Before your Board today is a revised Grievance Procedure with minor updates, most of which are changes recognizing that AAA is now part of HSA instead of a stand-alone county agency.

We ask your Board to approve the updated HSA AAA Grievance Procedure as required by state regulations.

Strategic Plan

This item contributes to the Board of Supervisors (Board's 2024-2027) strategic priority to provide 'Healthy, Safe, and Resilient Communities', Goal (1) Provide equitable and timely access to quality healthcare, mental health, and public health services.

This item has been reviewed by the County Executive Office, the Auditor-Controller's Office and County Counsel. If you have any questions, please contact me at 805-477-5301, or Victoria Jump, Deputy Director, Aging & Disability Services, at 805-477-7300.

A handwritten signature in black ink, reading "Melissa Livingston". The signature is fluid and cursive, with the first name "Melissa" being larger and more prominent than the last name "Livingston".

Melissa Livingston
Director

Attachment:

Exhibit 1 – ADS AAA Grievance Procedure