

Highlands Senior Service Center, Inc.

**REDBUD HEALTH CARE DISTRICT  
REQUEST FOR ASSISTANCE (RFA)**

**FROM**

**HIGHLANDS SENIOR SERVICE CENTER, INC.**

**3245 BOWERS ROAD**

**PO BOX 180**

**CLEARLAKE, CA 95422**

**CONTACT PERSON:**

**JOYCE OVERTON**

**707-994-3051**

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Highlands Senior Service Center, Inc.

FY2024-2025

**RFA**

**Date Rec'd.**

**(RHCD Use Only)**

**REDBUD HEALTH CARE DISTRICT  
REQUEST FOR ASSISTANCE (RFA)**

- 1. SUBJECT OF REQUEST:** Financial assistance
- 2. REQUESTING ORGANIZATION:** Highlands Senior Service Center, Inc.
- 3. STREET ADDRESS:** 3245 Bowers Rd. / P.O. Box 180

**CITY:** Clearlake, California **ZIP:** 95422

**PHONE:** 707-994-3051 **FAX:** 707-994-0648 **EMAIL:** hssc@lake.org

**4. INDIVIDUAL ACCOUNTABLE FOR FUNDS:**

**NAME:** Joyce Overton **TITLE:** Executive Director

**5. AMOUNT REQUESTED (\$):** \$80,000

**6. BACKGROUND AND BASIC INFORMATION REGARDING ORGANIZATION:**

The Highlands Senior Service Center, Inc. is a multipurpose senior center that operates many programs to serve seniors (60+) in the communities of Clearlake, Clearlake Park and Lower Lake.

The Highlands Senior Service Center, Inc. (HSSC) was incorporated in 1982 as a 501 (C)(3) Organization.

The center currently has a governing board of seven members selected from the community that meet monthly. (See Attachment A for a list of board members)

The staff consists of 2 full-time and 3 part-time employees, and approximately 35-40 volunteers.

Clearlake Senior Center takes the opportunity to take advantage of work programs such as AARP Senior work program, and Developmentally Disabled organizations for work experience.

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## Highlands Senior Service Center, Inc.

Our facility stands unique among Senior Centers in the County. In times of disaster or pandemic, the community relies on us. More than just a Senior Center, we serve as the Community Center of Clearlake during crises and as the central hub for community information. Our center fields calls about nearly everything happening in Clearlake, from housing rentals and home purchases to community activities in Lake County. We act as an extension of the Chamber of Commerce and City Hall, providing services to everyone, not just seniors.

The center operates several programs; each of these programs are designed to provide a supportive network of services to seniors.

The following food programs are currently being offered:

- **The Congregate Meal Program**
- **The “Meals on Wheels” program**
- **PAW Program: Pet Food and spray/neutering for senior's pets.**
- **The Information / Assistance and Outreach Program**
- **Community Outreach-** brochures, radio and community vending
- **Indirect services** we provide by referral to other organizations that are better equipped with resources we cannot offer.
- **Home Visiting and Telephoning** is a program that reaches out to isolated seniors on a regular basis, monitoring their general condition and providing emotional support. These programs are designed to fill the gaps in services and to offer seniors the assistance they need to live independently in their homes for as long as possible.
- **Direct Services** Help filing out documents such as applications for housing, VA documents, S.N.A.P. Program, faxing documents, Legal documents and any other documents they may need help with.

### **Senior Center Activities:**

- Community Garden
- Line Dancing – post-pond
- Hula Dancing – post-pond
- Tai Chi Classes:
- Low impact dance exercise

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- Low impact stretch
- Art Group
- Arts and Crafts- post-pond
- White Elephant BINGO
- Birthday Lunch
- Chess Club

### 7. JUSTIFICATION:

The economic benefits of these services to the taxpayer are tremendous when compared to the cost of health care and institutionalization. We are effectively providing an alternative to nursing homes and hospitals.

Our nutritional programs are partially funded through the Older Americans Act. Funding is received from the Lake and Mendocino Counties Area Agency on Aging and the County of Lake. Each fiscal year the Highlands Senior Service Center experiences an increase of clients and expenses, but the resources available has not met our needs. **These programs are dependent on a certain amount of community support.**

### 7.1 INTENDED USE OF FUNDS IN DETAIL:

The Highlands Senior Center provides a wide range of valuable services to the community. One of our standout initiatives is the vibrant community garden, which offers seniors and other community members a space to engage in physical activity, socialize, and enjoy the therapeutic benefits of gardening. Participants grow their own vegetables and flowers, fostering a sense of accomplishment and well-being. The garden also serves as a venue for educational workshops on horticulture and nutrition, promoting lifelong learning and healthy eating habits. Overall, the community garden is a vital part of our mission to enhance the quality of life for community members, especially seniors, through active, communal, and enriching experiences.

**Our PAWS program** has achieved great success this year, thanks to a grant from Meals on Wheels of America. With their support, we provided food for 175 pets and spay/neuter services for 54 pets, offering tremendous relief to our seniors and their beloved companions. Unfortunately, we will not receive further funding from the Meals on Wheels program. While we receive some food donations, they are insufficient to meet the needs of all enrolled seniors. We receive daily calls from seniors seeking help with pet food, vaccines, and spay/neuter services.

**Friendly Visitor:** This year we would like to start a friendly visitor program. The Senior Center is uniquely positioned to identify isolated seniors, making this program particularly effective. We already

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have a list of isolated seniors, and creating this program would be straightforward with our staffing capabilities. The isolation experienced by many seniors has significantly worsened since the pandemic, leading to increased fear of going out, reduced mobility, and living alone, all of which severely impact their well-being.

The Friendly Visitor Program aims to prevent and alleviate the physical and mental health risks associated with isolation. It will address the basic, social, emotional, and environmental needs of our isolated seniors. The program will begin with a home visit and assessment by our dedicated program coordinator, who will evaluate their basic needs. Following this, we will focus on their social needs, encouraging participation in activities such as congregate dining, low-impact exercises, bingo, and arts and crafts.

Our program coordinator will conduct initial home assessments, develop personalized care plans, and facilitate social activities for our seniors. The coordinator will also handle program administration, volunteer recruitment and training, and community outreach efforts. Funding is needed to cover the coordinator's salary, benefits, and necessary resources such as training materials, transportation costs for home visits, and supplies for social activities.

**Nutritional meals** for homebound and congregate seniors over the age of 60.

See Attachment: A

**Medically Tailored Meal:**

Our center serves meals to many that have critical medical needs, which include the need for medically tailored meals. Our center would like to provide medically tailored meals so we can provide the best nutritional meals for our senior's conditions. These meals would provide meals for conditions such as kidney disease, diabetes and heart disease. Medical tailored meals have been proven to reduce emergency and transportation services and inpatient and nursing facility admissions.

Over the past nine years, the Highlands Senior Center has demonstrated exceptional frugality and resourcefulness in managing our funds and donations. Despite facing rising wages, food costs, and fuel prices, we have successfully reduced our operational costs by \$4.00 per meal.

Nine years ago, the cost to run our facility was over \$11 per meal. Through diligent management and the unwavering support of our community and the Redbud Health Care District, we are proud to state that we have brought the cost down to \$7.00 per meal. This significant reduction has allowed us to continue providing high-quality meals and services, and even expand our offerings, without compromising on quality.

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This track record of cost-effective management and community collaboration positions us well to implement and sustain a program of medically tailored meals for seniors. Our proven ability to optimize resources ensures that we can deliver these specialized meals efficiently and effectively, ultimately benefiting the health and well-being of our senior population.

**7.2 HOW INTENDED USE OF FUNDS WILL FURTHER DELIVERY OF HEALTH CARE SERVICES WITHIN REDBUD HEALTH CARE DISTRICT:**

The delivery of services through the Clearlake Senior Center will continue uninterrupted, allowing availability of vital services to the seniors in our community.

Maintaining our programs for both congregate and homebound seniors ensures that at-risk individuals have access to a vital support network.

As proven through many studies, seniors are healthier when they have companion pets, We feel there is a huge benefit to our senior's health with our center providing pet food. This enables our seniors to eat the meals we provide to them.

Medically Taylor Meal for chronic conditions has proven to be very successful in our senior's health.

**7.3 DETAILED BASIS FOR FUNDS REQUESTED:**

Funding will be used to continue programs in existence and fund Medically Taylor meals for those seniors with chronic conditions

We pray that you see how important all our services are and support our efforts to keep our Seniors healthy by supporting all our programs.

Thank you for your consideration, we look forward to working with you to better serve to our seniors.

**An Activity Seniors is a Healthy Senior**