

RFA 2024-0004
REQUEST

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

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Page 1

Highlands Senior Service Center, Inc.

FY2023-2024

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 (\$): \$55,000

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 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 a 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.

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Page 2

Highlands Senior Service Center, Inc.

Our Mission:

Support the independence, health and well-being of Clearlake Seniors.

To be a hub of activity in the City of Clearlake with an emphasis on supporting Seniors. Provide direct services to promote mental and physical health through nutritious meals, community interaction and fitness programs, for both home-bound and active seniors. Facilitate education information and fitness activities that support independent senior living.

Our Vision:

- Grow current and new programs to support the needs of the Senior Community and utilize the facility as a gathering place for community activities.
- Provide a congregate setting where all feel welcome, safe and inspired to happiness through community relationships and activities.
- Provide nutritious meals by preparing and delivering Meals on Wheels in Clearlake and Lower Lake to those home-bound
- Develop partnerships that help identify individuals who qualify and would benefit from meals and regular visits to ensure their well-being.
- Share information that could assist home-bound individuals to stay connected with the community by knowing what is going on, and the services that could assist them with issues they may be struggling with.

Our Values

Clearlake Senior Center - Living the Lake Life, within a great senior community!

- **Respect** - Treat every individual with dignity, empathy and compassion-honor other's diversity, ideals and desires.
- **Integrity** -Provide honest, open and truthful communication and interactions with the highest ethical standards.
- **Positive** -Create a caring, open environment with sincere actions to give clients hope and happiness in their lives.
- **Accountability**-Manage our resources as efficiently as possible, take responsibility for our decisions and actions.
- **Encourage** all to provide the greatest gift possible to themselves and others through volunteering activities.

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Page 3

Highlands Senior Service Center, Inc.

The center operates a number of 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: food for Home bound senior's pets and general seniors**
- **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
- Hula Dancing
- Tai Chi Classes:
- Low impact dance exercise
- Low impact stretch
- Low impact aerobics
- Art Group
- Arts and Crafts
- White Elephant BINGO
- Birthday Lunch
- Chess Club

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Highlands Senior Service Center, Inc.

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. Clearlake, according to the State of California is the impoverished city in the state and still rates 57 on the States health chart. With Clearlake in 2018 ranking to be the **impoverished city in the State**. That is proven in fact by the donation we receive from our seniors that participate in our programs.

These 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 dependents on a certain amount of community support. Area Agency on Aging this year made the decision to keep our contracts the same instead of adjusting for the meals served. In the past the AAA has went by the meals served but for some reason they did not want to take the time to make any changes to the contract and the board just excepted what was presented.**

Our center was the first in Lake County to reopened in 2021 to serve those seniors that wanted to start getting back to some norm in their lives. Though other centers stayed closed, we felt the need to re- open because our seniors needed to get out and have a safe environment to come to.

7.1 INTENDED USE OF FUNDS IN DETAIL:

During 2021-2022 we report to you that we served 50,172 meals. At the end of the year we audited our meals and the count was actually **54,063**, that is **3,891** more than we had thought. In 2022-2023 we served 57,472. Our contract with AAA is to serve **35,671** meals, and with the extra funding from State and Federal government we were able to supply the meals needed for our seniors during the pandemic. As of June 30 all funding has been exhausted and we again will be in the same crisis as before the pandemic. **The cost for the extra meals we serve for the food is approximately \$55,000, this in not counting staff time.** We are on track to provide more meals this year than we did in 2022-2023. **Unfortunately, this year we will have to start putting people on Meals on Wheels on a waiting list because we will not have the funding to cover the cost of an extra eight thousand (8,000) meals with the cost of food and wages raising every year.** Our staff are paid the lowest in the County for cooks and we at some point we will need to give them a raise in order to keep them. With RHCD support we will be able to continue our services.

Our center wants to provide for all the seniors in need of food but without other funding we would have to revert to a waiting list and with this we would be having seniors in hospitals or nursing homes because of starvation and other health issues. Our center will do everything in our power to not allow that to happen.

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Page 5

Highlands Senior Service Center, Inc.

Our facility is like no other Senior Center in the County. The community depends on us during any disaster or pandemic. We are not just a Senior Center, we are the Community Center, the Hub of Lake County during disaster times and the Hub of Clearlake for community Information. Our center receives calls for just about everything that happens in Clearlake, from housing rentals, purchase of homes, to community actives in Lake County. We are an extension of the Chamber and City Hall for everyone not just seniors.

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.

Clearlake Senior Center provides meals to an average of 65 plus daily in our congregant hall. Some days are over 90 seniors while others are 50, it really depends on the weather and day of the week. In our congregate hall in June we served 208 seniors at lunch time. 98 of those seniors came in at least 3 times a week and 56 of those came in every day. Normally at the beginning of the month we are lower but by the end of the month we are serving a higher number of seniors.

Our Meals on Wheels program has also grown tremendously. We average 125 to 140 Meals on Wheels that we serve seven days a week. Were in years past we average 80 to 90 on the program.

Keeping our programs available to congregate and homebound seniors will provide at-risk seniors with the means to develop a support network of services that will allow them to recover from illnesses and setbacks with their dignity and self-respect intact. A Senior that have been on our meals on wheels program that become able to leave their homes are grateful for the activities.

In January I stated that "our congregate program since the pandemic has grown and I expect it to continue" and yes, I was correct. We have grown substantially over the past year and half since we opened back up. It still is taking seniors time to get out of the routine of the pandemic. Staying home become a bad habit and now we are working hard to get them back out into the community.

In my heart I cannot let a senior go without food. But because of this before the pandemic we were close to closing, so the pandemic saved our center. With that being said I today have to be realistic and say without funding we will have to put people on a waiting list and most likely close the center for at least one day a week to survive. This is not something I want to do and I am trying my hardest to do everything in my power to not. I have been doing Catering throughout the summer and continue to do this. We have been working hard on bring in more money from the thrift store, which we have but it is a

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Page 6

Highlands Senior Service Center, Inc.

small space and no matter what it will never bring in a lot of money. But as I always say every \$5.00 provides a meal for a senior.

7.3 DETAILED BASIS FOR FUNDS REQUESTED:

\$55,000 to support our Wellness 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

Post Office Box 180 - 3245 Bowers Rd, Clearlake, California 95422

Phone Number (707) 994-3051

Page 7