

CALIFORNIA DEPARTMENT OF AGING
Home and Community Living Division
Older Adult Programs Branch
Planning, Monitoring, and Data Section

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December 16, 2025

Tracy Murray, Director
Aging & Adult Services Contra Costa County
300 Ellinwood Way
Pleasant Hill, CA 94523

REMOTE PROGRAM MONITORING ANNOUNCEMENT

Dear Director Murray:

The California Department of Aging (CDA) will conduct a remote monitoring of the Aging & Adult Services Contra Costa County (PSA 7) from **March 16-20, 2026**.

The remote monitoring will consist of an evaluation of the Area Agency on Aging's (AAA) compliance in the operation areas of administration, data, OAA program services, and the Health Insurance Counseling & Advocacy Program (HICAP), as required by the Older Americans Act, Older Californians Act, the AAA 24-25 Memorandum of Understanding (MOU), CDA Program Guide, and related program regulations and policies.

Monitoring Announcement Package:

The Monitoring Announcement Package consists of the following emailed enclosures: This Announcement, the "Pre-monitoring Timeline" job aid, the "Documents Request List" attachment, the "Remote Monitoring Schedule Template" attachment, and CDA Monitoring Tools for each program area.

Action Required:

Please complete and submit the following documents. Refer to the Pre-monitoring Timeline as a planning guideline:

- CDA Monitoring Tools: Complete each tool prompt by providing the AAA's standard practice.
- Remote Monitoring Schedule Template: Review the instructions in the document and develop the program monitoring schedule.

- Monitoring Documents Request List: Review the instructions in the document and submit the documents identified in the list. Complete, sign, and return the Document Request List as instructed.

Detailed instructions to submit the required documents are in the Documents Request List attachment of this Monitoring Package. The final deadline for the above requested documents is:

January 27, 2026

Note: Failure to submit the requested documents by the specified deadline may result in formal documented Program Monitoring Findings.

Monitoring Format:

To facilitate the monitoring remotely, the CDA will hold interviews during the monitoring week via Zoom meetings, which will include an entrance Zoom meeting on **Monday, March 16, 2026**, to outline the purpose, method, and criteria used for the monitoring. An exit conference final status report Zoom meeting will be scheduled with the AAA Director at the conclusion of the monitoring week to provide an overview of findings and observations. The CDA will provide a formal written report within 60 working days of the program monitoring.

Should CDA identify areas of noncompliance with applicable statutes, regulations, the AAA 24-25 MOU, or the CDA Program Guide requirements, they will be recorded as a Finding and a Corrective Action Plan will be required.

After your receipt of this Monitoring Announcement Package, the CDA will be scheduling a technical assistance Zoom meeting with your team to review this monitoring package, technology needs, and address any questions or concerns your team may have related to the remote monitoring format.

The remote monitoring is scheduled for the entire week of March 16, 2026. Please note on the Remote Monitoring Schedule, that we plan to conclude the monitoring on Thursday, March 19, 2026, however, if necessary, we may extend the monitoring to Friday, March 20, 2026, to complete our review.

We thank you for your time and attention to this matter. Should you have any questions or concerns, please contact Kevin Kern, Staff Services Manager I at (916) 928-5858 or email the CDA Monitoring Team at: AAAMonitoring@aging.ca.gov.

Sincerely,



Jamie Pope, Section Chief
Planning, Monitoring, and Data
Division of Home and Community Living
California Department of Aging

Cc: Denise Likar, Deputy Director
Division of Home and Community Living

Susan Rodrigues, Assistant Deputy Director
Division of Home and Community Living

Andrew Sachs, Assistant Deputy Director
Office of Finance and Administration Operations Branch
Division of Administrative Services

Jeremy Jackson, CPA, Chief Auditor
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Program and Monitoring Team