

ATTACHMENT B

AREA PLAN 2024-2028 COMMUNITY FOCUS GROUP MEETINGS FEEDBACK SUMMARIES

Bay Point/Ambrose Senior Center	9/28/23	Debbie Card	n = 18
---------------------------------	---------	-------------	--------

Aging experience in Contra Costa County

- Positive Aspects
 - God
 - Support network/social support
 - Having a place to go
 - Helpful staff
 - Helping others
 - Volunteering
 - Learning to play Pickleball
- Challenges
 - Bay Point has no Pickleball court
 - Need classes/activities: aerobics, dance, Tai Chi, ESL, art/arts & craft, card games/board games, internet, digital literacy
 - Need mental health support/therapy
 - Need awareness, safety from internet/online fraud and scams
 - Need intergenerational programs - connect with grandchildren and adopt grandparents to provide support and companionship
 - Lots of services elsewhere, e.g., Concord, but not in Bay Point

Services Used

- Food Bank
- Café Costa
- Paratransit

Service Needs

- Gas card
- Tax help (service is available, but people don't know about it)
- Affordable Paratransit, transportation
- Information about available services – people don't know about them
- Translated information on resources/services
- Mobility Matters has a wait list, not enough drivers available
- Mobile medical services stopped; lots of services stopped during COVID

Services Hardest to Get

- Transportation
 - Affordable rides
- Community-based health services e.g., Mobile Van
- Classes: fall prevention, self defense
- Health screenings/preventive care: eyes, bones, ears, etc.
- Dental screenings
- Long-term care insurance

Wish List

- Support for caregivers
- Housing
 - Assistance with application
 - Housing workshops
- Honest, vetted referral system for solar installation, home repairs
- Nutritional health education – healthy eating, diet, low salt, diabetes education
- More activities and classes: bingo, poker, movement, Pickleball
- Dementia/Alzheimer's education: support for, dealing with, help for family members
- Regular classes, not just one-time
- Free health care/free screenings
- Central website to find out about resources, events, announcements
- Health fair in every town and more often

Other Comments

- On-person presentations by service providers before COVID-19 were very effective. Providers need to come back in person to present, conduct outreach.
- Information about Medicare/HICAP program is helpful. Need more outreach on services.

Rainbow Community Center – LGBTQ+ Older Adults	10/5/2023	Beckie Underwood (Lavender Seniors)	n = 9
---	------------------	--	--------------

Aging experience in Contra Costa County

- Positive Aspects
 - Rainbow's support (check-ins, activities, etc.) has been helpful for LGBTQ+
 - Joined Rainbow as an ally, now a client
 - Zoom has been a tremendous help with telemedicine, participating in activities
 - Rainbow helps with loneliness, isolation
 - Rotary comes to home to help
- Challenges
 - Likes CCC but does not like what it offers to seniors
 - East County less resourced
 - Lots of health challenges
 - Disability
 - Grief and loss
 - Identity
 - IHSS Public Authority worker hard to get. Approved but could not get a worker. Not enough IHSS hours.

Services Used

- AARP Tax Aide
- Mobility Matters (but not enough drivers)
- Paratransit
- Trying to get Section 8 list, but no luck getting housing
- PGE utility discount
- HICAP presentation on scams
- Adult classes at Acalanes – yoga, aerobics, social events

- Health expo at Concord Senior Center
- Cancer support services in the Bay Area
- Veterans services

Service Needs/Services Hardest to Get

- Services hard to get to without transportation
- Hard time getting rides until they found Mobility Matters, but it is not always available
- Need more subsidized, affordable transportation options, especially for disabled individuals
- Need accessible rides that accommodate scooters, wheelchairs
- Business hours not convenient for those who are still working
- Phone tree/buddy system to call when a need arises that is not emergency but urgent
- Dental/oral health services – cannot find information, need affordable care

Finding Information about Services

- Online/internet
- AAA
- East Bay Times/newspaper
- Senior Centers – Concord, Pleasant Hill, Martinez
- Word of mouth, personal networks

Needs Addressed Well

- Rainbow is a resource and support
- Activities from Rainbow – pride events, support for women
- Home Health Aide (provided by hospital)

Wish List

- Better health care (not profit driven) – long wait times, staffing shortages
- Housing training – navigation, application process, low-income housing options

Other Comments

- Get on housing list (many lists) to be able to get in when name comes up
- Send mailers, conduct workshops/presentations about housing and other services to improve access to services and get information to people who do not use the internet
- Develop a brochure that has chart of services with eligibility criteria, fees, etc.
- Look into Go Go Grandparents – fee for service but nominal

Oakley Senior Center	10/6/2023	Lorna Van Ackeren	n = 10
-----------------------------	------------------	--------------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Low crime
 - Fishing is good
- Challenges
 - Not driving – does not feel safe using public transit due to COVID

- Too much red tape to get in public programs, lengthy process
- Minor home repairs costly, need vetted contractors (need “do it yourself” classes)
- Affordable housing
- Scams targeting seniors
- Post-COVID re-entry is hard, need to build momentum

Services Used

- PGE utility discount
- Senior lunch
- Classes and activities: exercise, self-defense, fiber, iPhone/Android, bingo, legal clinic, square dancing
- Food pantry
- Boutique, indoor/outdoor flea market

Service Needs/Services Hardest to Get

- Tech classes – how to sell things online
- Need more cell phone training
- Affordable solar program – how to get on programs
- Basic dental services – affordability an issue, lower cost insurance an issue, doctors that accept MediCal
- VA benefits not know – Vets need help navigating the system and finding what’s available
- Affordable housing
- CHP class on safe driving
- Saving money on cable – info on streaming services options
- Transportation – need seamless, connected. Mobility Matters good resource but not always available
- Support groups for widows – online classes

Finding Information about Services

- Mini guide
- Senior resource fair
- Internet
- Senior center website can be a resource but needs work

Needs Addressed Well

- Lunch program – social, share information
- Farmer’s Market, Food Pantry
- City of Oakley support of senior programs
- Bingo a source of income for Oakley Senior Citizens
- Oakley Senior Citizens very grassroots

Wish List

- Bring back Helping Hands – free repairs
- Habitat for Humanity
- Built for Zero Program – housing the homeless Vets

Corrine Sain Community Center (N. Richmond)	10/11/2023	Jill Kleiner	n = 13
--	-------------------	---------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Glad to be old
 - Do not mind being old
 - Being housed
 - Physical improvement through exercise
- Challenges
 - Sleep is a problem
 - Getting around is a challenge
 - Driving gets hard, especially at night; freeway is more challenging
 - Streets not safe for pedestrians, especially in fall and winter
 - Would prefer to walk if streets are safer
 - Decline in physical health – impedes in doing things, e.g., exercise, like before

Services Used

- 24-Hour Fitness
- Senior Center activities
- Tuesday Bingo, exercise programs
- Food Pantry

Service Needs

- Volunteers (especially young people) to help with lifting things, getting around
- Hoyer lift to help with lifting a person
- Transportation
 - No transportation service
 - Transportation to medical appointments, dialysis
 - Free rides or affordable rides
 - Rides available 24-hours from emergency room to home

Services Hardest to Get

- Proximity of services, such as grocery, pharmacy to where people live
- Laundromat – used to have one in the neighborhood but not anymore
- Mobility Matters do not go to Richmond/El Cerrito
- Long wait at Walgreens to get prescription
- Need help with lifting
- Bring services to the Senior Center, such as vaccine, flu clinics
- Delivery service for groceries, prescription – would be helpful if free
- Navigating the internet

Finding Information about Services

- Senior center

Needs Addressed Well

- Food Pantry
- Senior center

Wish List

- Low cost, free transportation service
- Delivery service
- Internet access and training
- Advance planning for health, wills – free service
- House cleaning
- Help with daily tasks, including home-delivered meals and painting services
- Someone at the center/library to help with setting up appointments, delivery service
- Wake up with no pain
- Vetted handyperson
- Barber service at the center
- Age gracefully (exercise, healthy lifestyle)

Other Comments

- Need to plan ahead for aging, decline

Monument Crisis Center (Concord) – Spanish-speaking community	10/12/2023	Marilyn Fowler	n = 16
--	-------------------	-----------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Monument Crisis transportation helps to get to and from places
 - Entertainment (if affordable)
 - Community Colleges – affordable classes, available online
 - County is diverse, lots of ethnic restaurants and grocery stores
- Challenges
 - Lack opportunities for group socializing, movies, field trips, outings
 - Language access – Spanish, Mandarin
 - Walking to places difficult, better lighted sidewalks needed, safer streets
 - Neighborhood safety an issue; seniors targeted in certain places
 - To/from BART difficult without transportation
 - Lack access to good entertainment in Concord
 - Need food access, food deserts everywhere CCC
 - Hard to get to places
 - Activities cost much
 - Transportation has eligibility requirements, e.g., disabled
 - Information on services, eligibility requirements hard to find
 - Affordability of transportation, rent an issue

Services Used

- Monument Crisis Center services – Tai Chi
- Senior Center services
- AARP Tax prep
- Café Costa
- Bingo
- Libraries – movies, talks, speakers, etc.
- Food Bank
- Kinship caregiver services (must be eligible)

Services Needed

- Language access (Mandarin)
- Transportation to get to Senior Center
- Bust stop in front of Senior Center
- Bring back social dance for Spanish speakers
- Affordable services – need to know cost ahead of time

Services Hardest to Get

- Transportation
 - To Senior Center
 - Weekends, after hours, last mile to/from BART, non-medical transportation
 - Affordable, available
 - Clear information on public transit options
- Issue amplified in far East County – Brentwood, Bethel Island
- Safety escorts, especially evenings, dusk
- Telephone reassurance – prioritize this services
- Home buying information for low-income, first time homebuyers
- Central communication via text
- Very hard for people to reach County CalFresh, MediCal (x5)
 - Phone tree message too long
 - Parking, transportation
 - Clear instruction where to go, eligibility
- Parks with trees, shade, safe to get to

Finding Information about Services

- Los Medanos College
- Monument Crisis Center
- Information Fairs
- Word of mouth – better if there's a text system

Needs Addressed Well

- MediCal (once you have it)
- Vaccinations at pharmacies
- Community colleges that offer dental services
- Monument Crisis Center

- Caregiver support group for grandparents bringing up grandchildren
- AARP Tax Aid – can get training as a volunteer

Wish List

- Affordable housing near transportation
- Water heater
- Income support for the disabled
- Clipper card discount (must apply)
- LIHEAP running out, need discount on utilities
- Rent help for seniors/eviction prevention – Cities need to pass ordinance for renter protection
- Social worker available at the Crisis Center to help with enrollment
- Open spaces, clean waterways, solar
- Electric public transportation
- Leash laws

Other Comments

- Bring back services pre-COVID; classes that stopped due to COVID should come back
- Library open on Sundays
- La Clinica dela Raza used to provide rides but stopped
- See what other counties are doing to address issues
- SparkPoint is a resource for financial management for low-income
- Look into El Timpano as a model for information dissemination via text
- Partner with Health Services to see what else can be offered through MediCal, e.g. mobile clinics
- Frustrated by lack of access to information on local events and resources, particularly for those who do not use technology

Antioch Senior Center	10/13/2023	Lynnette Watts	n = 19
------------------------------	-------------------	-----------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Enjoy assistance, help with disability
 - Feels good inside/encouraged about ability
 - Enjoys the Senior Center, socializing, meeting people – came out of shell, center changed her life
 - County social services
 - Military very helpful (was in a wheelchair, now mobile)
- Challenges
 - CCC does not have enough services, not enough outreach, information where to go, what services are available
 - Elected officials do not visit communities enough (unless there’s an election)
 - Seniors vulnerable to crime
 - Finding resources in CCC in hard

Services Used

- Paratransit
- Try My Ride (\$2)
- Subsidized Lyft/Uber (\$4)
- Tri-Delta ride booklets
- Food Pantry
- PGE – utility discount, install sensors for energy savings
- Senior Center
- Medical Alert
- AARP dental, vision services

Services Needed

- Emergency preparedness, know where to go

Services Hardest to Get

- Homeless programs (most people don't know)
- Buckled sidewalks, fell – who to call?
- Section 8 long waiting list
- Transportation
 - Dial-A-Ride needs improvement – timeliness, reliability
 - Tri-Delta problems – long ride on the vehicle, scheduling problems
 - Limited weekend rides or none available
 - Sunday ride to church not available
 - No shows, late
 - No wheelchair/accessibile rides
- Increase line for daily needs, not just for working people
- Middle income stuck – not qualified for public services but cannot afford to pay

Finding Information about Services

- Word of mouth
- Senior Center
- PGE bill
- Resource fairs
- Internet
- Library
- Churches – Grace, Jesus Christ Latter Day, Fellowship

Needs Addressed Well

- Mobility Matters
- Pharmacy giving flu/COVID shots
- Meals on Wheels

Wish List

- Gain full mobility
- Financial help

- Debt free
- Increase wages for Tri-Delta bus drivers
- Grateful for happy family
- To see son again
- To see the next day
- Be fully healed

Other Comments

- Attend City Council, Tri-Delta meetings to voice concerns
- Bring back “to go” meals
- Need to offer flu/COVID shots at the center
- Have medical staff available at the center
- Unhappy with ambulance services, especially for wheelchair users

Grace Lao Lutheran Church (Richmond)	10/16/2023	Sary Tatpaporn	n = 40
---	-------------------	-----------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Enjoy company of other seniors – tell stories, comfort
 - AAA is an ally in the County
 - County advocating for the Lao community
- Challenges
 - No services for the Lao community
 - Loneliness
 - Language barrier
 - Rely on family for transportation to appointments, but they have no time/not always available
 - Scams, theft – seniors vulnerable

Services Used

- Asian organizations (APHAN, Lao Family) – mainstream organizations not present for the Lao community
- IHSS
- Families provide translation and rides
- Need WestCat to go to places where Lao community goes, e.g., Grace Lao Church

Services Needed

- No services for the Lao community
- Gardening projects
- Transportation
- Translation – medical/doctor especially
- Field trips
- Meals on Wheels
- Short trips to the City

- Scam prevention
- PGE program, lower utility bills

Services Hardest to Get

- Need more services for Lao seniors
- Access to County services
- Language is a barrier to accessing services
- Rent/housing very high
- Affordable senior housing
- Section 8
- Mental health services – difficult to get, very important
- Medical equipment support
- IHSS/home care help, including transportation
- Transportation to doctor’s appointments
- Cost of basis necessities too high

Finding Information about Services

- Alameda Khmu leaders
- ABLE
- Lao community leaders
- AAA/Social Services
- Churches
- Word of mouth

Needs Addressed Well

???

Wish List

- Senior Companion program
- Senior driver’s license assistance
- Senior center for Mien group
- Transportation support
- Senior Programs

Miraflores Senior Apartments	10/19/2023	Jennifer Doran	n = 14
-------------------------------------	-------------------	-----------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Richmond Transit
 - AC Transit
 - Clipper Card
 - City’s Lyft program (Richmond only)
 - Mobility Matters
 - MediCal paying for co-pays
- Challenges

- Finding affordable housing
- Lack of affordable housing
- EBT/CalFresh drastically reduced to pre-COVID rates
- Safety of neighborhood a concern
- Audit classes at community colleges stopped
- Affordable health care
- Transportation affordability and accessibility

Services Used

- Transportation
- Library
- Home Health Aide provided by doctor
- Miraflores Housing
- AARP
- Food distribution program (not always healthy but available)

Services Needed

- Information on what's available, unhelpful responses
- Information always in English, need translated materials for residents
- Meals on Wheels food should be healthier and palatable
- East County has a one-stop transportation pilot program, can West County get one?
- Door-to-door transportation service (Richmond Moves)
- Nutrition education classes
- Book Mobile stopped
- Cooking and exercises classes used to be offered – bring this back
- Wireless service that's stable
- Accessing community TV due to lack of training and information
- Bring information to the people
 - Eligibility workers to come and help with application
 - Presentations on services
- Pedestrian safety – need traffic calming in neighborhood

Services Hardest to Get

- Social Services! No live person
- Any County services – CalFresh, MediCal
- IHSS – intermittent need is not covered, gap in service

Finding Information about Services

- Word of mouth
- Service manager at Miraflores
- Information table/bulletin board
- Internet

Needs Addressed Well

- Miraflores housing – has a roof over head
- Transportation – but could be improved

- Feel secure and safe in the housing, but street lights needed in back of the building
- Quiet at housing

Wish List

- More money in EBT/CalFresh
- Safer neighborhoods
- Affordable housing
- Simpler application for services
- Understandable information to apply/re-apply for services
- Faster Wifi, better connectivity
- COVID protections - PPE

San Pablo Senior Center	10/20/23	Michelle Hayes	n = 9
--------------------------------	-----------------	-----------------------	--------------

Aging experience in Contra Costa County

- Positive aspects
 - Subsidized Lyft program in Richmond (\$3/one way ride)
 - Senior Center programs: lunch, classes, activities
 - Family support
- Challenges
 - Transportation
 - Loss of license
 - Out of county rides
 - Reliance on children for rides
 - Not seamless, multiple transfers a problem
 - Limited services
 - High cost
 - Loss of medical coverage after spouse retired
 - High property taxes, insurance
 - Health issues
 - Eyes going bad (can't drive)
 - Unbalanced, fall concern – results in loss of independence

Services Used

- Senior Center programs
- Alzheimer's Association services
- Transportation
 - Senior Center transportation for San Pablo and unincorporated only – limited to doctor's appointments
- Travel training
- VA services
- Mobility Matters door-to-door transportation services
- Senior housing offers Tai Chi, chair yoga

Services Needed

- Bus/rides that go everywhere
- Getting information on services available
 - Providers need to get information out about their services
- Seamless transportation services, one-stop transportation

- Family caregiver support
- Affordable senior housing (long waiting list)
- Classes for: mobility, fall prevention, physical and mental health
- Computer training – CC College has trainings, but need transportation to get there
- Affordable solar panel for homes

Services Hardest to Get

- Affordable housing
- Seamless, affordable transportation
- Classes people can get to (need transportation)
- Wills, trust, other legal services
- Central location to get information about classes, services, resources
- Participating in classes in person
- Immunization/vaccine clinics – need information about vaccine options

Finding Information about Services

- Word of mouth
- Newspapers (but going away)
- Online
- Facebook
- Family members

Needs Addressed Well

- Senior center classes, programs
- PGE utility bill discount, new refrigerator, house insulation
- Family support/caregiver support

Wish List

- Transportation, transportation, transportation (mentioned multiple times)
- Food Bank
- Affordable housing
- More money in EBT/CalFresh card – benefits dramatically reduced post-COVID

Other Comments

- Equity issue: West Conty should have access to the same services as other parts of the county
- Need more information on Medicare options and benefits
- Lack of knowledge about CalFresh program

Danville Senior Center	11/13/2023	Jim Donnelly	n = 13
-------------------------------	-------------------	---------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Socialization at meal program
- Challenges
 - Broken, unstable sidewalks a fall risk

- Lack of exercise, socialization on weekends
- Transportation
 - Limited bus routes
 - Eligibility for Paratransit services
 - Fragmented services, lack of awareness about options
 - Lack of accessible transportation options, limited countywide, reliance on volunteers
- Food insecurity
- Limited awareness of services despite available resources
- Affordable retirement housing options
- Poor care in skilled nursing, 6-bed board and care
- Aging at home and need for accessible living spaces

Services Used

- Meals on Wheels
- Senior Center services and classes

Services Needed

- Food assistance due to funding cuts
- Home health care – costly, but workers are not paid much and work very hard, high burnout, hard on back
- Empathy and caring essential for CAN work, but training prioritize technical skills over emotional intelligence
- Increase meal service at Senior Center to more days
- Improve social connections, include outreach to churches and assisted living facilities

Services Hardest to Get

- Affordable housing – only one fully subsidized complex
- Limited Paratransit options

Finding Information about Services

Needs Addressed Well

Wish List

- Create an Ambassador Program for peer-to-peer information source

Contra Costa County offices (Pleasant Hill, Richmond, Antioch) – Adults with Disabilities	10/23/2023 10/26/2023 10/30/2023	Susan Rotch	n = 17
--	---	--------------------	---------------

Aging experience in Contra Costa County

- Positive Aspects
 - Transportation and housing in CCC helped with recovery after traumatic brain injury
- Challenges
 - Paratransit services
 - Long wait time, inaccessible area
 - Bus stops don't go directly to Senior Center – difficult to access center
 - Distance from transit stop to home challenging for seniors with mobility issues
 - Difficulty scheduling medical appointments - limited doctors, budget constraints.
 - Limited options, hard to access in rural areas, mobility issues
 - Financial struggles – emergency funds support very important
 - Housing, dental care, Medicare – encountering difficulties, long wait
 - High taxes

Services Used

- Some senior centers provide transportation for adults with disabilities, including under 60
- Services for disabled adults: arts and crafts, transportation, overnight trips to casinos and state parks
- Meals on Wheels
- Enrichment activities
- Churches provide support – food assistance, diapers, meals
- Mobility Matters
- Faith-based organizations provide help with small tasks like cleaning gutters or organizing cabinets
- Senior activities – classes, dance, karaoke
- Transportation
- Home repairs
- Personal care

Services Needed

- Some people not receiving disability benefits due to lack of medical documentation or failure to follow treatment plans – automatic assumption of recovery
- Meeting needs of disabled students during the pandemic – effect of online learning on academic performance, social interaction
- Housing
 - Assistance applying for senior housing with shorter wait list, available Section 8
 - Limited affordable housing options in CCC
 - Housing needs to be accessible
 - Lack of or inadequate amenities
 - Noise from children

- Lack of privacy
 - Monitoring and safety
- Transportation
 - Seamless, coordinated, timely
 - Subsidy for costs
 - More comprehensive system for people with disabilities
- Consistent and reliable legal support
- Emergency preparedness for persons with disabilities
- Reasonable accommodation for people discriminated in the workplace

Services Hardest to Get

- Volunteer visitors could alleviate loneliness, isolation
- Housing (see above)
- Mental health services – long wait, lack of coverage
- Assistance with technology – computers, phones
- Help reduce cost for IHSS
- Healthcare
- Affordable food
- Navigating complex court system for juveniles
- Transportation for non-appointments
- Help for home repairs and disability accommodations
- Live persons to discuss services available, options; knowledgeable people
- Collaboration and referral services essential – legal services, housing, healthcare

Finding Information about Services

- Word of mouth
- Referral from other agencies – Kaiser, John Muir, outpatient clinics

Needs Addressed Well

- Family members, young adults offer free help with yard work and home repairs

Wish List

- Food pantry for people with dietary restrictions; grocery-style selection

Other Comments

- Important to advertise Meals on Wheels and Senior Centers to reach more people in need
- Organize resource workshops regularly – include transportation, meals, housing, legal
- Disability Rights to do workshop on disability rights
- Host a mobility summit to address transportation issues and potential solutions, including a travel training program and an app called Go Go Grandparent
- County should work with Cities to provide transportation services
- Services should not be means-tested, people with middle income fall through the cracks
- Calling government for assistance had mixed results
- Information and Assistance for weekend inquiries
- Create newsletter for seniors to provide information and resources