



CONTRA COSTA COUNTY

AGENDA

Advisory Council on Aging

Tuesday, October 1, 2024

10:00 AM

400 Ellinwood Way, Pleasant Hill, CA
Room 303 (Third Floor)

Planning Committee

Link:| [https://cccounty-us.zoom.us/j/81993050743?](https://cccounty-us.zoom.us/j/81993050743?pwd=CaDrCQib0b4Iw2AkcQYhEGKmb1uzpp.1)

pwd=CaDrCQib0b4Iw2AkcQYhEGKmb1uzpp.1 | Meeting ID: 819 9305 0743 Password: 650708

Dial-In-Number: 214 765 0478 or 888 278 0254 Code: 698779

PUBLIC ACCESS INSTRUCTIONS:

The public may attend this meeting in person at the posted locations. The public also may attend this meeting remotely via Zoom or call-in. Login information and call-in information is provided above.

10:00 Welcome and Announcements - Candice Evans

10:01 Roll Call

10:03 Approve September Minutes

September - PL9.3.24Draftminutes

[24-3154](#)

Attachments: [PL9.3.24Draftminutes](#)

10:05 Updates from Area Agency on Aging
Measure X Capacity Building RFP
Area Agency on Aging Staffing update

10:30 Planning Committee I&A Focus Group Update

Focus Group Feedback Summaries

[24-3155](#)

Attachments: [Attachment B Focus Group Feedback Summaries](#)

Focus Group Presentation-Update

[24-3156](#)

Attachments: [Focus Group Followup Meetings - Draft 9.17.2024](#)

Focus Group Revisit: Bay Point - Ambrose Senior Center, December 5, 2024, 10:30 am-12:00 pm

11:00 Planning Committee Annual Report

Annual Report-Draft

[24-3157](#)

Attachments: [Planning Committee Annual Report \(draft\)](#)

11:55 Public Comment

12:00 Adjourn

Next Meeting: November 5, 2024 10:00 am - 12:00 pm

The Council will provide reasonable accommodations for persons with disabilities planning to attend the Council meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Council less than 96 hours prior to that meeting are available for public inspection at 400 Ellinwood Way, Pleasant Hill attention Jenny Lam during normal business hours. Staff reports related to items on the agenda are also accessible online at www.contracosta.ca.gov.

HOW TO PROVIDE PUBLIC COMMENT:

Persons who wish to address the Advisory Council on Aging during public comment on matters within the jurisdiction of the Council that are not on the agenda, or who wish to comment with respect to an item on the agenda, may comment in person, via Zoom, or via call-in. Those participating in person should speak when called upon by the chair. Those participating via Zoom should indicate they wish to speak by using the “raise your hand” feature in the Zoom app. Those calling in should indicate they wish to speak by pushing * 9 on their phone. All public comments will be limited to 2 minutes per speaker. For assistance with remote access contact: 925 655-0773.

For Additional Information Contact: jlam@ehsd.cccounty.us or by voice mail at 925 655-0773



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 24-3154

Agenda Date: 10/1/2024

Agenda #:



CONTRA COSTA COUNTY

Committee Meeting Minutes - Draft

Advisory Council on Aging

Tuesday, September 3, 2024

10:00 AM

400 Ellinwood Way, Pleasant Hill, CA
Room 303 (Third Floor)

Planning Committee

Link:| [https://cccounty-us.zoom.us/j/81993050743?](https://cccounty-us.zoom.us/j/81993050743?pwd=CaDrCQib0b4Iw2AkcQYhEGKmb1uzpp.1)

[pwd=CaDrCQib0b4Iw2AkcQYhEGKmb1uzpp.1](https://cccounty-us.zoom.us/j/81993050743?pwd=CaDrCQib0b4Iw2AkcQYhEGKmb1uzpp.1) | Meeting ID: 819 9305 0743 Password: 650708

Dial-In-Number: 214 765 0478 or 888 278 0254 Code: 6987|79

Public Access Instructions:

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10:00 Welcome and Announcements - Candace Evans

Jill Kleiner called the meeting to order at 10:05 a.m.

10:03 Roll Call

Present

Deborah Card, James Donnelly, Kevin Donovan, and Jill Kleiner

Absent

Candace Evans, and Dennis Yee

10:04 Approve August Minutes

Approve August Minutes

[24-2629](#)

Attachments:

[PL 8.6.24 Draft minutes](#)

Motion:

Donovan

Second:

Donnelly

Aye:

Card, Donnelly, Donovan, and Kleiner

Absent:

Evans, and Yee

Result:

Passed

10:05 Updates from Area Agency on Aging:

Jennifer Gomes Figueira: E-Pack Distribution

13 Focus Groups held within Contra Costa County, E-Packs were provided to 250 participants

Special thanks given to all distribution partners

Possible partnership with Contra Costa County Office of Emergency Services and local Senior Centers to provide community education to participants

Prioritize the following Senior Centers for Focus Group follow up presentations:

Pittsburgh, Antioch, North Richmond, Bay Point

Alicia Espinoza: Ipad Distribution:

Contra Costa Health distributed 800 devices

71 participants identified via Focus Groups and these individuals were prioritized

CTN has still not been able to reach 13 individuals

CTN distributed 288 iPads to eligible participants, connectivity starts when participants receive device

Digital Lift Navigator trainings provided to train the trainer model, SAHA participating , Mercy housing participating

Onsite training provided in 10 languages.

Title IIIC – Senior Nutrition Program Monitoring Update

Providers were monitored during the second week of June 2024, Meals on Wheels Diablo Region, Community Housing Development Corporation, J-Sei, West Contra Costa Meals on Wheels

\$1.7 Million Measure X Request For Proposal (RFP) update

Draft of Measure X RFP reviewed by AAA Staff, draft will be finalized, approved and posted, RFP to be released for Capacity Building

10:30 FY 2024-2024 Planning Committee and I&A Focus Group Update:
 Prioritize follow up with Antioch, North Richmond, Bay Point
 Members asked to review Focus Group Feedback Summary included in next meeting agenda packet

Draft ACOA Focus Group Presentation

Jim recommended to develop taskforce to develop Focus Group Follow Up PowerPoint Presentation. Jill to provide next draft of the presentation

Draft Annual Report (November 2024)

Draft to be added to next Agenda Packet

QR Codes for Senior Resources Guides & Directories Update

Nhang provided QR codes for Senior Resource Guides & Directories

Chinese & Spanish Translation Update for Senior Handouts

Nhang almost done with formatting

FY 2024-2025 Planning Committee

[24-2630](#)

Attachments:

[Planning Committee Draft Annual Report](#)

Focus Group

[24-2631](#)

Attachments:

[DRAFT FOCUS GROUP PRESENTATION AND DIRECTIVES](#)

11:55 Public Comment

Looking forward to learning more about committee and ACOA – Matthew Brown

Next Meeting: October 1, 2024 from 10 am – 12 pm

Updated Focus Group Presentation scheduled for 1 hour at Baypoint

Draft of Planning Committee Annual Report

Focus Group Revisits- coordinate with Nhang Luong

Glenda Pacha to provide update on Measure X RFP

12:00 Adjourn

Meeting adjourned at 11:58 am

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For additional information contact: Jenny Lam (925)-655-0773

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For Additional Information Contact: jam@ehsd.cccounty.us or by voice mail at 925 655-0773.

DRAFT



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 24-3155

Agenda Date: 10/1/2024

Agenda #:

ATTACHMENT B

AREA PLAN 2024-2028 COMMUNITY FOCUS GROUP MEETINGS FEEDBACK SUMMARIES

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

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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
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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
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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
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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 Disabiliites	10/23/2023 10/26/2023 10/30/2023	Susan Rotch	n = 17
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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



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 24-3156

Agenda Date: 10/1/2024

Agenda #:

2023 Focus Group Updates

Contra Costa County
Advisory Council on Aging



Draft as of 9/16/24

Today's Discussion

- Learnings from 2023 Focus Groups
- Delivery of emergency packs and iPads
- Items included in 2024-2028 County Area Plan
- Information & Assistance presentation
- Thank-you!

Learnings from 2023 Focus Groups

- Background: To understand needs of older adults in Contra Costa County, the Advisory Council on Aging and Area Agency on Aging held 13 focus groups from 9/28/23 – 11/13/23 with over 175 attendees. Findings were used to create the County's 2024-2028 Area Plan.
- We learned services must be:

Available	Reliable	Seamless
Affordable	Equitable	
Accessible	Visible	

Affordability is an issue for all kinds of services

Here's What You Told Us

Services with highest needs:

- Transportation
- Housing
- Tech literacy trainings
- Dental services
- Health services
- Caregiver support
- Nutrition education
- Classes, activities
- Health foods
- Mental health
- Grief counseling
- Homecare
- Handyperson services
- Vetted contractors/solar installation

67% of participants drive

Need hands-on help navigating & applying for house, transportation, health & social services

Safety is a major concern

Challenging finding information on services available, cost, and eligibility

Come back and give us updates

Delivery of promised items

JK: Can we insert pictures of the e-kit and ipad?

After the focus groups, eligible attendees received:

- Emergency packs, including items such as:
 - Essential Bar - 3000 Calorie Emergency Food Ration
 - SOS Emergency Drinking Water Pouch - 4.22oz (x6)
 - Yellow Lightstick - 12 Hour
 - EMR2000 Multi-Function Emergency NOAA Radio
 - Emergency Whistle with Carabiner - 125db
 - Heavy-Duty Work Gloves - Pair
 - Emergency Survival Blanket
 - Waterproof Poncho - Adult
 - Tube Tent - 2 Person
 - Hand Sanitizer - Antibacterial - 2oz - 62% Alcohol
 - Pocket Tissue Pack
 - Cleansing Towelette (x3)



CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

5

Delivery of promised items

JK: Can we insert pictures of the e-kit and ipad?

After the focus groups, eligible attendees received:

- Emergency packs, including items such as:
 - Biohazard Waste Bags (x12)
 - First Aid Kit in Pouch - 100 Piece
 - Comb - 5" - Black
 - Bar of Soap
 - Toothbrush
 - Toothpaste with Fluoride - 1.5oz
 - Razor - Twin Blade
 - Nylon Rope - 50'
 - Pocket Knife - 16 Functions
 - Duct Tape - 10 Yards
 - Waterproof Matches - Box of 40
 - Pencil - 4"
 - Clipboard



Delivery of promised items

JK: Can we insert pictures of the e-kit and iPad?

After the focus groups, eligible attendees received:

- iPads with training provided by Community Tech Network (CTN)
- 12-months mobile internet (T-Mobile)
- Remote training sessions (5-hour max)
- Trainings in English, Spanish, Mandarin & Cantonese



We appreciate your patience while we distributed these

Sample Items In 2024-2028 Area Plan

Based on what you said, objectives include:

- 1.2 ACOA Housing Workgroup to raise awareness about housing issues impacting seniors by updating the “No Place to Call Home” infographic.
- 2.2 ACOA Transportation Workgroup to advocate for older adult and disabled adults’ transportation through presentations.
- 3.1 ACOA Planning Committee will assist the AAA’s Information & Assistance Program in sponsoring and coordinating at least four events to inform older and disabled individuals and caregivers of available programs and services.
- 3.2 ACOA Planning Committee will work with the AAA’s Information and Assistance Program in translating the County Senior Resource Directory into Simplified Chinese and helping in its distribution in the community.
- 4.2 ACOA Planning Committee to assist the AAA in reviewing changes to the OAA and OCA

JK: Planning committee to revisit objectives and decide which make sense to list on this page

We heard the need for more information on available services

- Welcome Nhang Luong, Information & Assistance (I&A) Program Coordinator



JK: Insert Nhang's slides



Information & Assistance (I&A)

Nhang Luong, Program Coordinator



Information & Assistance (I&A) Background



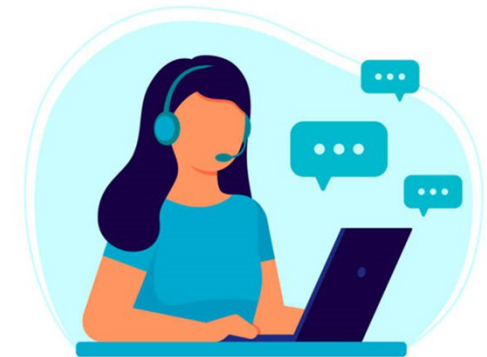
- I&A is an integrated call center designed to help older adults get information to access various public and community services.
- We are one of multiple programs administered locally by the **Area Agency on Aging (AAA)** under Contra Costa County's Employment & Human Services Department (EHSD). AAA programs are funded, mainly, by the **Older Americans Act (OAA)**, which was enacted by Congress in 1965.
 - You can find AAA and I&A in every county across the country.

Information & Assistance (I&A)

What to expect when you call?



- Knowledgeable Social Workers will answer and listen to your needs and concerns.
- They will provide information and refer you to public or community services that can help address those needs and concerns.
- Calls are confidential and can be anonymous.



Information & Assistance (I&A)

What services can I&A help you access?



- Community-based services sponsored by the Area Agency on Aging (AAA)
- Adult Protective Services (APS)
- In-Home Supportive Services (IHSS)
- Services in the broader "Aging Services Network"



Area Agency on Aging (AAA) Sponsored Community-Based Services



- Services under the AAA are provided by non-profit, community-based organizations. (AAA's role is to grant funding to organizations to provide services and make sure they comply with state and federal regulations.)
Some important community services sponsored by the AAA:

- Café Costa (Congregate Meal Program – 18 locations)
- Home Delivered Meal
- Adult Day Care
- Assisted Transportation
- Friendly Visitors
- Telephone Reassurance
- Legal Services
- Fall Prevention Program
- Long-Term Care Ombudsman
- Family Caregiver Support Program
- Health Insurance Counseling & Advocacy Program (HICAP)

Area Agency on Aging (AAA) Services

Eligibility Requirements



- Age 60 or older.
- No means test but priority given to individuals with the greatest economic and social needs.
- For home delivered meals, must also be frail and homebound.



Area Agency on Aging(AAA) Services

Senior Nutrition Programs



- Café Costa – Serves nutritious meals to older adults at senior and community centers throughout the county, Monday – Friday, 11 a.m. – 1 p.m. (with some exceptions). Contact the sites at least one business day prior to make a reservation. No membership required, only a small donation is suggested.
- Home-Delivered Meals – More commonly known as “Meals on Wheels,” delivers nutritious meals to older adults’ homes. Must be 60 years of age or older who are frail or homebound due to illness or disability. (Service Providers: Meals on Wheels Diablo Region and Meals on Wheels of West Contra Costa County.)



Area Agency on Aging (AAA) Services

Supportive Services



- Adult day care – Provides social and recreational activities in a supervised, protective, congregate setting during a portion of the day. (Service Provider: Choice in Aging/Mt. Diablo Adult Day Care)
- Assisted Transportation – Door-to-door rides provided by volunteer drivers to older adults who are otherwise homebound. Rides are primarily for the purpose of obtaining medical care, groceries, and other basic necessities. (Service Provider: Mobility Matters)
- Legal Assistance – Services include legal advice and counseling in the areas of housing preservation, prevention of abuse, and planning for incapacity. (Service Provider: Contra Costa Senior Legal Services)



Area Agency on Aging (AAA) Services

Supportive Services, continued...



- Friendly Visitors – Screened volunteers provide positive social contact to their matched older adult. (Service Provider: Meals on Wheels Diablo Region)
- Telephone Reassurance – Provides friendly telephone calls from volunteers to older adults who are living alone and/or homebound. (Service Provider: Meals on Wheels Diablo Region)
- Fall Prevention - Provides fall screening, education, individualized and group exercise classes and home safety modification services. Service Provider: Meals on Wheels Diablo Region

Area Agency on Aging Services

Supportive Services, continued...



- Long-Term Care Ombudsman – Advocates for residents in long-term care facilities. The program is mandated by law to make regular unannounced visits to facilities, ensuring that residents live free from abuse, neglect, and receive quality care. The program also investigates allegations of abuse and inadequate or dangerous care. (Service Provider: Empowered Aging)
- Health Insurance and Advocacy Program (HICAP) - Volunteer-supported program that provides free counseling to people with Medicare about their benefits, rights and options, and other health insurance related questions. (Service Provider: HICAP (program of Area Agency on Aging (AAA)))

Area Agency on Aging Services

Supportive Services, continued...



- Family Caregiver Support Program (Caring for the elderly) – Addresses the unique needs of unpaid family members who provide care to a relative. Services include arranging for temporary respite, counseling, care management services, caregiver training, adaptive home and support groups. (Service Providers: Alzheimer's Association, Family Caregiver Alliance, Jewish Family & Community Services of the East Bay, Choice in Aging, and Meals on Wheels Diablo Region.)
- Family Caregiver Support Program (Grandparents caring for a child) – Provides support group, care management, temporary respite, and other services to help grandparents or relative caregivers, aged 55 years or older, caring for children 18 or younger or disabled person of any age. (Service Provider: Pacific Clinics)

Adult Protective Services (APS)



- APS responds to confidential reports of suspected abuse, neglect, or self-neglect of:
 - Older adults aged 60 and older
 - Dependent adults aged 18 through 59
- Investigates and assesses client's needs and risk of harm.
- Advocates and arranges appropriate services to help clients live safely and as independently as possible.
- I&A's role is to take reports of alleged abuse for APS.

In-Home Supportive Services (IHSS)



- Helps older adults and individuals with disabilities who need assistance to receive non-medical care in their homes to remain safe.
 - In-home services that can be authorized by IHSS range from cleaning, yardwork, and shopping to helping individuals dress and bathe. Approved IHSS services also include supervision and accompanying an individual to medical appointments.
- Empowers most IHSS recipients to self-direct their own care.
 - Although the state pays the wages, recipients hire, supervise, and, if necessary, fire their provider.
- I&A takes the initial IHSS application over the phone.

In-Home Supportive Services (IHSS) Program Eligibility



- Be enrolled in free or share of cost Medi-Cal.
- Live in their own home and not in an assisted living care facility.
- Be aged, blind or disabled.
- Have a need for in-home services.



Broader “Aging Services Network”



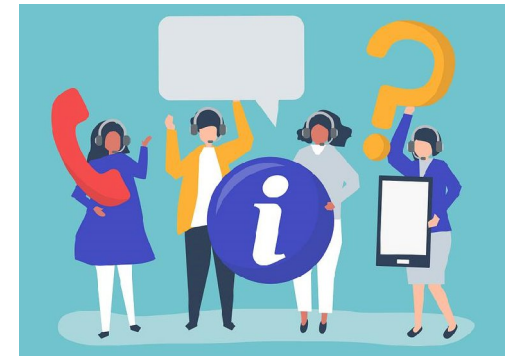
- Aside from services mentioned, there is a broader network of programs that I&A can provide information to help you access. These programs include subsidized housing, in-home care agencies, mental health and socialization programs, transportation services, volunteer opportunities and much more.
- We have a partnership with [Contra Costa Crisis 211](#) helpline to keep a database of resource information up-to-date.



Information & Assistance (I&A) Program Details



- Staffed with six full-time and four part-time Social Workers.
- Interpreters available to assist in any language.
- Handled over 24,300 calls in FY 22-23.



Contact Information



Information & Assistance (I&A)

- (800)510-2020 or (925) 229-8434
 - Email: infoandassist@ehsd.cccounty.us
 - Hours: Monday to Friday, 8 a.m. to 5 p.m.
 - Website: www.ehsd.cccounty.us

Adult Protective Services

- 24-Hour Hotline: (877) 839-4347 or (925) 602-4179

Questions?

Thank you for being with us today!

*thank
you*



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 24-3157

Agenda Date: 10/1/2024

Agenda #:

Planning Committee Roster

- Candace Evans (Chair)
- Debbie Card
- James Donnelly
- Kevin Donovan
- Jill Kleiner
- Dennis Yee

EHSD staff members Tracy Murray, Alicia Espinoza, Jennifer Gomes-Figueira, and Jenny Lam strongly supported the Committee throughout 2024.

Committee’s Role

The Committee has four primary roles:

- Work with the Area Agency on Aging (AAA) staff and the Advisory Council on Aging (ACOA) Committees to develop and provide an annual review and updates of the four-year Area Plan for Contra Costa County.
- Participate in the Request For Proposals (RFP) review process.
- Support the AAA in monitoring of contractors.
- Provides support to the AAA as requested.

Accomplishments

- Provided input to the development of the Area Plan for 2024-2028.
- Supported the AAA with monitoring of contractors.
- Reviewed proposals for Capacity Building.
- Supported staff on Focus Group Deliverables (iPads and Emergency Backpacks).
- Finalized Approach to onsite follow-up visits for Fiscal Year 2024-2025.

2025 Work Plan

- The Planning Committee will Schedule four Focus Group onsite follow up visits by June 2025.
- The Planning Committee will review and provide comments on the Annual Area Plan update for the March Public Hearing.
- The Committee will support the AAA with Request for Proposal (“RFP”) processes.
- The Committee will support the AAA with the annual Contractor Monitoring process.

Candace Evans

Planning Committee, Chair