



CONTRA COSTA COUNTY

AGENDA

Advisory Council on Aging

Wednesday, November 6, 2024

10:00 AM

400 Ellinwood Way, Pleasant Hill, CA
Room 303

Planning Committee

Zoom 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: 214 765 0478 or 888 278 0254 | Code: 698779

PUBLIC ACCESS INSTRUCTIONS: The public may attend this meeting in person at the above location. The public also may attend this meeting remotely via Zoom or call-in. Login information and call-in information is provided above.

Remote attendance of this meeting is being held at the following locations:

2140 Rain Drop Circle, Pittsburg, CA 94561; 46 Greenfield Drive, Moraga, CA 94556

10:00 Welcome and Announcements - Candace Evans

10:02 Roll Call

10:04 Approve October 2024 minutes

[24-3733](#)

Attachments: [PL.10.01.24DraftMinutes](#)

10:05 Planning Committee I&A Focus Group Update:

Focus Group Presentation

[24-3734](#)

Attachments: [Focus Group Followup Meetings - Draft 10.22.2024](#)

10:45 Focus Group Revisit: Bay Point - Ambrose Senior Center
Identify fourth Focus Group Revisit Site

10:55 Public Comment

Next Meeting: December 3, 2024, 10:00 am - 12:00 pm

11:00 Adjourn

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee 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 Committee less than 96 hours prior to that meeting are available for public inspection at 400 Ellinwood Way, Pleasant Hill, Attn: Jenny Lam during normal business hours. Staff reports related to items on the agenda are also accessible on-line 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 Advisory Council on Aging 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 Jenny Lam at 925 655-0773.

Public comment may be submitted via electronic mail on agenda items at least one full workday prior to the published meeting time at email at Jlam@ehsd.cccounty.us or by voice mail at 925 655-0773. Comments submitted by email or voice mail will be included in the record of the meeting but will not be read or played aloud during the meeting.

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CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 24-3733
10:04

Agenda Date: 11/6/2024

Agenda #:



CONTRA COSTA COUNTY

Committee Meeting Minutes - Draft

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=CaDrCQib0b4Iw2AkQYhEGKmb1uzpp.1)

pwd=CaDrCQib0b4Iw2AkQYhEGKmb1uzpp.1 | Meeting ID: 819 9305 0743 Password: 650708

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10:00 Welcome and Announcements - Candace Evans

Candace Evans called the meeting to order at 10:02 a.m.

10:01 Roll Call

Present

James Donnelly, Kevin Donovan, Candace Evans, and Dennis Yee

Absent

Jill Kleiner

10:03 Approve September Minutes

Motion:

Donovan

Second:

Yee

Aye:

Donnelly, Donovan, Evans, and Yee

Absent:

Kleiner

Result:

Passed

September - PL9.3.24Draftminutes

[24-3154](#)

Attachments:

[PL9.3.24Draftminutes](#)

10:05 Updates from Area Agency on Aging
 Measure X Capacity Building RFP:
 Draft of RFP submitted to Contracts Unit on 9/13/2024
 RFP will be published after Contracts Unit's approval

Area Agency on Aging Staffing Updates:
 Alicia Espinoza - AAA Program Manager
 Interview conducted for HICAP Program Manager position

10:30 Planning Committee I&A Focus Group Update:
 Focus Group Feedback Summaries:
 Reviewed Focus Group Feedback Summaries.
 Conduct research on Mobile Health Services by reaching out to Elder Wellness Advocacy Coalition, possible flu and COVID clinic for seniors.
 Check with H3 program regarding their Healthcare for the Homeless Program.

Updated Focus Group Presentation:

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

Planning Committee's Requested changes:

Change time to 1:00pm - 2 :00 pm.

Requesting AAA staff's help for flyer distribution and outreach to Focus Group participants.

Will incentives be provided?

Would like to host the event outside of the lunchroom and will need microphones, projection system.

Spanish interpreter needed to translate presentation.

Planning Committee members provided feedback on presentation and provided changes.

11:00 Planning Committee Annual Report:

Draft of Annual Report reviewed.

Annual Report-Draft [24-3157](#)

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

11:55 Public Comment: None

Next Meeting: November 6, 2024 10:00 am - 11:00 pm
 400 Building, Room 303

12:00 Adjourn - Meeting adjourned at 11:37 am

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CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 24-3734

Agenda Date: 11/6/2024

Agenda #:

2023 Focus Group Updates

Contra Costa County
Advisory Council on Aging



Draft as of 10/2/24

Today's Discussion

- Learnings from 2023 Focus Groups
- 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 Your Top 6 Highest Needs

Services with highest needs:

- Accessible Transportation
- Access to Affordable Housing
- Health Services
- Access to Healthy Foods
- In Home Services
- Access to Information and Assistance

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

We heard the need for more information on available services

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





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*