



# CONTRA COSTA COUNTY

## AGENDA

### Advisory Council on Aging

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Tuesday, February 4, 2025

10:00 AM

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

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#### Planning Committee

**Zoom Link:** [https://cccounty-us.zoom.us/j/81196217695?](https://cccounty-us.zoom.us/j/81196217695?pwd=cxbNevZZws04C7OrQKi8yvsvfCtosp6.1)

**pwd=cxbNevZZws04C7OrQKi8yvsvfCtosp6.1 | Meeting ID: 811 9621 7695 | Password: 195200 |**

**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: 26 Orinda Way, Orinda.

10:00 Welcome - Jill Kleiner

Announcement

10:02 Roll Call:

**10:04** Approve January Draft Minutes

[25-349](#)

**Attachments:** [PL.01.07.25DraftMinutes](#)

10:05 Update from Area Agency on Aging - Alicia Espinoza

RFP 1212

ACOA Annual Report

Area Plan 2024-2028

Master Plan for Aging

10:25 Planning Committee I&A Focus Group Revisit Updates

Antioch

North Richmond

Identify fourth Focus Group Revisit Site (attached summary of focus groups)

Area Plan 2024-2028

[25-350](#)**Attachments:** [Area Plan 2024-2028 Focus Group Feedback Summaries](#)

10:50 Break

11:00 2025 Area Plan Update

Review all committee/workgroup updates to objectives

Remaining timeline prior to Public Hearing in March

February 5: Executive Committee provides input on all objective updates

March 4: Planning Committee finalizes all objective updates

March 5: Executive Committee approves objective updates

March 19: AAA conducts Public Hearing to approve Area Plan update

Throughout this time, AAA will also update the Area Plan

2025 Area Plan

[25-351](#)**Attachments:** [APU FY 25-26 Planning 01-23-25](#)

11:40 Public Comment:

Next Meeting: March 4, 2025, from 10:00 am - 12:00 pm.

12:00 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: Cristina Ugaitafa during normal business hours. Staff reports related to items on the agenda are also accessible on-line at [www.contracosta.ca.gov](http://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 Cristina Ugaitafa at 925 655-0775

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# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

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**File #:** 25-349  
10:04

**Agenda Date:** 2/4/2025

**Agenda #:**

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# CONTRA COSTA COUNTY

## Committee Meeting Minutes - Draft

### Advisory Council on Aging

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Tuesday, January 7, 2025

10:00 AM

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

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#### Planning Committee

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10:00 Welcome - Jill Kleiner called the meeting to order at 10:00 am.

10:02 Announcements: None

10:03 Roll Call:

**Present** Deborah Card, James Donnelly, Kevin Donovan, Jill Kleiner, and Dennis Yee

**Absent** Candace Evans

10:04 December 2024 Draft Minutes

Approval December 2024 Draft Minutes

[25-25](#)

**Attachments:** [PL.12.03.24DraftMinutes](#)

**A motion was made by Donovan, seconded by Yee, that this item be approved as amended. The motion carried by a unanimous vote.**

**Motion:** Donovan

**Second:** Yee

- 10:05 Area Agency on Aging - Alicia Espinoza:  
Status of Organizational Capacity Building (RFP 1212):  
Two (2) orientations were held, three (3) proposal review panels scoring due 1/8.  
Upcoming RFPs for Senior Nutrition Program:  
Are being drafted.  
Older American's Act - One Time Only funds (OTO):  
Contracts are being amended.  
Other RFPs not expected in 2025.  
ACOA Annual Report
- 10:30 Planning Committee I&A Focus Group Update:  
Feedback from Focus Group Revisit - Bay Point Ambrose Senior Center  
Future sites:  
Antioch for February, North Richmond for April, Oakley maybe for the 4th presentation.  
Antioch previous facilitator is no longer with Aging and Adult Service. Monica Wilson, Antioch City Council member will be asked to facilitate.  
Identify fourth Focus Group Revisit Site: Prior to the 2/4/25 meeting, the Planning Committee is to review the initial focus group summaries to identify a fourth focus group revisit site.
- 10:50 Break
- 11:00 2025 Area Plan Update
- Review committee/workgroup initial updates to objectives.  
Timeline prior to Public Hearing in March:  
January 9: Executive Committee to provide feedback on January 9th.  
January 31: Committee/workgroups to provide final objective updates.  
February 4: Planning committee to finalize objectives updates  
February 5: Executive Committee to provide final review.  
All committees objectives were made with the exception of Technology & Legislative which are pending.  
Suggestions were made for workgroups to hold a mid-year review of their objectives.  
Revised APU document to be forwarded to AAA staff and ACOA committee chairs.  
February Planning Committee meeting to review the entire APU objectives.  
March 5: Executive Committee approves objectives updates.  
March 19: AAA to update Area plan and conducts Public Hearing to approve Area Plan update.
- 11:01 2025 Area Plan

APU FY 25-26 Planning 12-31-24

[25-26](#)

**Attachments:**

[APU FY 25-26 Planning 12-31-24](#)

**11:30 Planning Committee Number of Seats/Members**

Jim Donnelly to be ex-officio and a current member were discussed.

Suggestion made to change from seven seats plus an alternate.

Seats/Members will be discussed during the Executive Committee meeting.

At the Executive Committee meeting, workgroups chairs will be asked to review meeting times.

**11:40 Public Comment: None.**

The next meeting is currently scheduled for February 4, 2025, 10:00 am -12:00 pm

**12:00 Adjourn meeting at 11:48 pm.**

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: Cristina Ugaitafa during normal business hours. Staff reports related to items on the agenda are also accessible on-line at [www.contracosta.ca.gov](http://www.contracosta.ca.gov).

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# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

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**File #:** 25-350

**Agenda Date:** 2/4/2025

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**AREA PLAN 2024-2028  
COMMUNITY FOCUS GROUP MEETINGS  
FEEDBACK SUMMARIES**

|  |                |                    |               |
|--|----------------|--------------------|---------------|
| <b>Bay Point/Ambrose Senior Center</b> | <b>9/28/23</b> | <b>Debbie Card</b> | <b>n = 18</b> |
|--|----------------|--------------------|---------------|

**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.

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

### 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

|                             |                  |                          |               |
|-----------------------------|------------------|--------------------------|---------------|
| <b>Oakley Senior Center</b> | <b>10/6/2023</b> | <b>Lorna Van Ackeren</b> | <b>n = 10</b> |
|-----------------------------|------------------|--------------------------|---------------|

**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

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

### **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

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

**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

|                              |                   |                       |               |
|------------------------------|-------------------|-----------------------|---------------|
| <b>Antioch Senior Center</b> | <b>10/13/2023</b> | <b>Lynnette Watts</b> | <b>n = 19</b> |
|------------------------------|-------------------|-----------------------|---------------|

**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

|   |                   |                       |               |
|---|-------------------|-----------------------|---------------|
| <b>Grace Lao Lutheran Church<br/>(Richmond)</b> | <b>10/16/2023</b> | <b>Sary Tatpaporn</b> | <b>n = 40</b> |
|---|-------------------|-----------------------|---------------|

**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

|                                     |                   |                       |               |
|-------------------------------------|-------------------|-----------------------|---------------|
| <b>Miraflores Senior Apartments</b> | <b>10/19/2023</b> | <b>Jennifer Doran</b> | <b>n = 14</b> |
|-------------------------------------|-------------------|-----------------------|---------------|

**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

|                                |                 |                       |              |
|--------------------------------|-----------------|-----------------------|--------------|
| <b>San Pablo Senior Center</b> | <b>10/20/23</b> | <b>Michelle Hayes</b> | <b>n = 9</b> |
|--------------------------------|-----------------|-----------------------|--------------|

### **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

|                               |                   |                     |               |
|-------------------------------|-------------------|---------------------|---------------|
| <b>Danville Senior Center</b> | <b>11/13/2023</b> | <b>Jim Donnelly</b> | <b>n = 13</b> |
|-------------------------------|-------------------|---------------------|---------------|

**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

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

**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

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**File #:** 25-351

**Agenda Date:** 2/4/2025

**Agenda #:**

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## SECTION 7. AREA PLAN NARRATIVE GOALS &amp; OBJECTIVES

Goal # 1**Goal:**

The AAA will support the implementation of the Master Plan for Aging for Contra Costa County by advocating for the availability of resources necessary to successfully and effectively execute the goals, priorities, and strategies established in the Local Playbook.

**Rationale:**

The AAA has been designated to coordinate the implementation of Contra Costa's Master Plan for Aging Local Playbook. This requires the AAA to partner with the Advisory Council on Aging, the aging and disabilities provider network, and other community stakeholders to successfully and meaningfully implement the Local Playbook's strategies, initiatives, and activities.

| List Objective Number(s) _____ and Objective(s)<br>[Refer to CCR Article 3, Section 7300 (c)]<br>(Priority Service if applicable)   | Projected Start and End Dates | Type of Activity and Funding Source <sup>6</sup> | Update Status <sup>7</sup> |
|---|-------------------------------|--|----------------------------|
| 1.1 The AAA and ACOA will support the MPA Local Playbook strategy of addressing social isolation and connection by identifying funding source(s) to implement this priority.  | 7/1/2024-6/30/2026            | Admin  | Continued                  |
| 1.2 The ACOA Housing Workgroup will support the MPA Local Playbook strategy of promoting awareness of issues facing affordable housing by developing and updating, at least annually, the infographic "No Place to Call Home," which highlights the county's senior housing issues. | 7/1/2024-6/30/2026            | Admin  | Continued                  |

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| 1.3 The ACOA Health Workgroup will support the implementation of the MPA Local Playbook to educate seniors about healthcare resources available in the community through distribution of collateral materials. | 7/1/2024-6/30/2028 | Admin | Continued |
| 1.4 The ACOA Transportation Workgroup will support the implementation of the MPA Local Playbook strategy for establishing a county wide approach to accessible transportation.                                 | 7/1/2024-6/30/2026 | Admin | Continued |

**Goal # 2**

**Goal:**

The AAA will promote the development of age- and disability-friendly communities by advocating for an infrastructure that fully and meaningfully prioritizes the needs of older and disabled adults and those who care for them.

**Rationale:**

The continued growth of the older adult population, especially with the oldest of the baby boomers reaching advanced age of 85 years starting in 2031, calls attention to the need to prioritize and promote age- and disability-friendly Contra Costa communities. A strong infrastructure that includes diverse and reliable funding sources for programs and services and the inclusion and prioritization of older adults, persons with disabilities, and family caregivers in planning, building, and delivering services promote the development of age- and disability-friendly communities. Promoting neighborhood safety, improving the walkability of streets, protecting seniors from falling victims to scams and crime, and keeping essential services, such as housing, transportation, food, medical/dental care, etc., were among the needs mentioned by focus group participants to make communities age- and disability-friendly.

| List Objective Number(s) _____ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)] (Priority Service if applicable) | Projected Start and End Dates | Type of Activity and Funding Source <sup>6</sup> | Update Status <sup>7</sup> |
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| 2.1 The ACOA will participate in the Food Security Collaborative to develop strategies to address the nutritional health of older adults and persons with disabilities in Contra Costa County.                               | 7/1/2024-6/30/2026 | IIIB Program Development | Revised   |
| 2.2 The ACOA Transportation Workgroup will advocate for older and disabled adults' transportation infrastructure needs by providing at least four informational presentations a year to the community and service providers. | 7/1/2024-6/30/2026 | Admin                    | Continued |
| 2.3 The ACOA Health Workgroup will work with the AAA to produce and distribute a resource brochure for "Aging in Place" to be distributed to senior populations prioritized in the Older Americans Act.                      | 7/1/2024-6/30/2026 | IIIB Program Development | Continued |

**Goal # 3**


**Goal:**

The AAA will improve access to information, assistance, and resources to promote equity and visibility of services among older adults, persons with disabilities, and family caregivers.

**Rationale:**

Knowledge, awareness, and ability to obtain the services and resources one needs are critical to supporting residents' ability to safely age in place and thrive in Contra Costa. Focus group participants established that for services to be accessible and effective, they must be affordable, available, coordinated, equitable, reliable, seamless, and visible. Hands-on support is also needed to navigate the service system and enroll in programs.

| List Objective Number(s) and Objective(s) [Refer to CCR Article 3, Section 7300 (c)] (Priority Service if applicable) | Projected Start and End Dates | Type of Activity and Funding Source <sup>6</sup> | Update Status <sup>7</sup> |
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| <p>3.1The ACOA and Planning Committee will assist the AAA’s Information &amp; Assistance Program in sponsoring and coordinating at least four events to reach populations prioritized in the Older Americans Act to inform older and disabled individuals and caregivers of available programs and services.</p> | <p>7/1/2024-6/30/2026</p> | <p>Admin</p> | <p>Continued</p>   |
| <p>3.2The 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.</p>  | <p>7/1/2024-6/30/2025</p> | <p>Admin</p> | <p>Completed</p>   |
| <p>3.3The AAA and ACOA Planning Committee will increase access to information about services by creating QR codes for the Senior Resource Directory and the County Guides to expand promotion and reach of these resources in the community.</p>   | <p>7/1/2024-6/30/2025</p> | <p>Admin</p> | <p>Completed</p>  |
| <p>3.4The ACOA Health Workgroup will schedule a minimum of four presentations at monthly meetings delivered by subject matter experts/professionals on topics specific to the MPA’s “Health</p>  | <p>7/1/2024-6/30/2026</p> | <p>Admin</p> | <p>Continued</p>   |

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| Reimagined” goal to increase awareness about community resources and supports for older adults.   |                    |       |           |
| 3.5The ACOA Housing Workgroup will schedule a minimum of eight presentations by non-profit, government, and private organizations to foster partnerships and learn about housing related programs and policies.   | 7/1/2024-6/30/2026 | Admin | Continued |
| 3.6The ACOA Housing Workgroup will develop outreach materials, including a Power Point presentation, to inform the community about current housing challenges older adults face in Contra Costa County and resources available to help address their needs. The workgroup will conduct at least two educational presentations a year to seniors, service providers, and/or policy makers. | 7/1/2024-6/30/2026 | Admin | Continued |
| 3.7The ACOA Technology Workgroup will schedule a minimum of four presentations annually at monthly meetings from County programs, including Public Health, Emergency Services, and Information & Assistance on topics specific to technology in order to increase awareness of community resources.   | 7/1/2024-6/30/2028 | Admin | Revised   |

|   |                    |       |           |
|---|--------------------|-------|-----------|
| 3.8The ACOA Technology Workgroup will produce at least two infographic documents describing important technology subjects including “Protecting Against Online Scams” and “Artificial Intelligence and Older Adults” and will leverage scheduled AAA outreach events to distribute the information. | 7/1/2024-6/30/2026 | Admin | Continued |
| 3.9The ACOA Legislative Workgroup will track and report at least twice annually to the ACOA and advocate on relevant legislative proposals as they pertain to older adults.   | 7/1/2024-6/30/2028 | Admin | Continued |
| 3.10The AAA and ACOA Health Workgroup will facilitate at least four health related informational presentations including mental health at Contra Costa Senior/ Community Centers.   | 7/1/2024-6/30/2026 | Admin | Continued |

**Goal # 4**

**Goal:**

The AAA will review and update Programs and regulatory requirements to align with the changes in the Older Californians Act and the reauthorized Older Americans Act.

**Rationale:**

The AAA must prepare for and respond to changes resulting from the reauthorization of the Older Americans Act (OAA) and the modernization of the Older Californians Act (OCA). Program goals, objectives, and operational activities shall align and comply with the resultant changes in legislation and policy guidelines from the California Department of Aging.

| List Objective Number(s) _____ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)] (Priority Service if applicable)  | Projected Start and End Dates | Type of Activity and Funding Source <sup>6</sup> | Update Status <sup>7</sup> |
|--|-------------------------------|--|----------------------------|
| 4.1 The ACOA and the Planning Committee will assist the AAA, as requested, in their monitoring process of service providers.   | 7/1/2024-6/30/2028            | Admin  | Continued                  |
| 4.2 The ACOA Planning Committee will assist the AAA in reviewing amendments to the OAA, OCA, and other state requirements and support the AAA in ensuring that program policies and procedures are reflective of the changes and implemented by contractors. | 7/1/2024-6/30/2028            | Admin  | Continued                  |

<sup>6</sup> Indicate if the objective is Administration (Admin,) Program Development (PD) or Coordination (C). If a PD objective is not completed in the timeline required and is continuing in the following year, provide an update with additional tasks. For program specific goals and objectives please identify service category where applicable.

<sup>7</sup> Use for the Area Plan Updates to indicate if the objective is New, Continued, Revised, Completed, or Delete