

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*