**ALAMEDA COUNTY COUNCIL FOR AGE FRIENDLY COMMUNITIES**

**Work Plan Development**

(Revised 9/13/21)

**Process**

1. Potential projects compiled from the Council Retreat on August 14, 2020, as well as then-current Council projects and other sources.
2. Council Leadership Team met to devise a system for setting priority areas, bringing the list back to the full Council on September 18th, 2021:
   1. Compiled and ranked current and future projects by priority area:
      1. Omitted projects not in the Four-Year Plan or otherwise responsive to the Board of Supervisors Vision2026 10x Goals, County and Master Plan for Aging
      2. Eliminated minor projects and things being handled outside of the Council
      3. Combined things where it made sense
   2. Projects categorized as Housing, Age-Friendly, Advocacy, Data, Training, and Services/Support
   3. Criteria for assessing potential Council projects developed and considered:

* High impact
* Low risk
* Has champions
* Complements existing efforts
* Begin to see results within 1 year
  1. 10 projects were recommended by the Council for current action

1. Project descriptions were then drafted in the assigned committees and workgroups
2. Draft project descriptions were reviewed and discussed by full Council during subsequent monthly meetings
3. With full Council agreement, committees and workgroups proceeded to advance the work
4. Board of Supervisors heard workplan and gave feedback at the January 25, 2021, Joint Health & Social Services Committee hearing

**Recommended Projects**

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| **Category** | **Status/Lead** | **Project** |
| Age Friendly/ Services | Committed - Age Friendly Committee | Provide support in food distribution and food access for older adults across the county. Work with Community Based Organizations (CBOs) to reduce food insecurity for seniors |
| Age Friendly | Committed - Age-Friendly Committee | Promote Age Friendly planning process for Alameda County with a focus on the Urban Unincorporated Areas of Alameda County |
| Age Friendly/ Advocacy | Committed - Leadership Team | Develop an Equity Framework and tools for the Age-Friendly Council to use at all levels of its work |
| Data/Age Friendly | Committed - Digital Inclusion Workgroup | Perform a needs assessment to promote digital inclusion by identifying digital barriers and "digital deserts" in Alameda County |
| Data / Advocacy | Committed - Legislation & Advocacy Committee | Promote data collection and reporting on older adults within all public agencies, starting with the County of Alameda |
| Services | Committed - Leg & Advocacy Committee | Advance the inclusion of the voices and concerns of older adults in significant initiatives |
| Advocacy | Committed - Leg & Advocacy Committee | Join forces on legislative advocacy |
| Advocacy / Data | Committed - Leg & Advocacy Committee | Create Backgrounders/Policy Briefs on key topics to support and advance Age-Friendly Council priorities |
| Housing | Committed - Housing Committee | Identify and advance housing solutions for seniors |
| Training | Committed - Embracing Aging Committee | Develop and promote "Embracing Aging" training curriculum |

**Project Descriptions**

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| **Provide support in food distribution and food access for older adults across the county** | | | |
| **Category**  Age Friendly | **Committee / Workgroup**  Age Friendly Communities Committee | **References** | **Status**  Ongoing |
| **Description**  The Age Friendly Committee can assist in keeping the food resource map updated:   1. Committee members will review current map 2. Members will send updates to Lorena on a regular basis – frequency TBD   Older adults in Alameda County may not know about the food resources that are available to them. Also, there are stigmas associated with receiving meal services, as well as limitations on types of foods available that do not meet dietary restrictions.  **Discussion**  **Potential Partners**  Lorena Briseno, SSA  **Potential Funding Sources**   * County food pantries may be in need of additional funding for refrigeration units (for example)   **Project Outputs**   * Updated food resource map * Food resources on Alameda County Age Friendly website | | | |
| **Questions and Notes** | | | |

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| **Promote Age Friendly Planning process for Alameda County with a focus on the Urban Unincorporated Areas of the County** | | | |
| **Category**  Age Friendly | **Committee / Workgroup**  Age Friendly Communities Committee | **References**  MPA, CWAP, Vision2026 10X Goals | **Status**  Committed |
| **Description**  The Committee will develop an action plan based on the needs within the community that fall within the eight domains of livability the World Health Organization has identified as influencing the health and quality of life of older adults. The Committee will also begin to develop a set of strategies to help other cities begin the Age-Friendly process.  The Committee is interested, in partnership with the Area Agency on Aging (AAA), to move the County forward with their Aging Disability Resource Connection (ADRC) designation.   1. Committee will connect with Jennifer Stephens-Pierre AAA Director for Alameda County 2. Revisit countywide survey data to identify priority areas 3. Engage with the following cities to use as model: Berkeley, Hayward, Oakland, and Emeryville   **Discussion**  Age-Friendly planning aims for a five-year process of continuous improvement. The first two years are spent engaging the community, establishing a team to guide work in the community and completing the assessment. Once the action plan is adopted, implementation and evaluation are carried out during years three to five. By the conclusion of the initial five-year period, the community should have made meaningful progress toward the goals laid out in the action plan and be able to revise the plan as needed. To-date the committee has assisted in the dissemination and evaluation of the 2019 County Wide Older Adult Needs Assessment. Formed a committee dedicated to compiling and developing the AARP Action Plan. Conducted outreach to local grassroot organizations to begin discussions on the needs of the urban unincorporated areas here in the County. Hired an intern from UC Berkeley to assist with qualitative and quantitative data research to incorporate into the action plan. The intern has also begun drafting the action plan for review and feedback with a deadline of September 2021 for submission to our AARP partners. Currently, the Committee is partnering with the Digital Inclusion Work Group to convene listening sessions in the urban unincorporated area of the County to hear from older adult consumers around their community needs.  The AAA Director and staff will work in core partnership with the Age-Friendly Communities Committee to support ADRC designation here in Alameda County. This work is proposed to provide a collaborative platform by which community partners can work towards access to a seamless system of Long-Term Services and Supports (LTSS) for older adults and people with disabilities.  **Potential Partners**  Cities of Berkeley, Emeryville, Fremont, and Oakland  AAA, ADRC Core Partners Center for Independent Living (CIL) and, Community Resources for Independent Living (CRIL)  **Potential Funding Sources**  **Project Outputs**   * Committed engagement from other cities * Draft Age-Friendly plan for Alameda County | | | |
| **Questions and Notes** | | | |

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| **Develop an Equity Framework and tools for the Age-Friendly Council to use at all levels of its work** | | | |
| **Category**  Age Friendly /Advocacy | **Committee / Workgroup**  Age Friendly Council Leadership Team | **References** | **Status**  Committed |
| **Description**  The Committee is interested in supporting the Council with its equity framework by:   * Identifying/vetting resources to share with the Council for further discussion (develop a short-list)   + Provide data; speakers; articles; lessons learned etc.   + CDA equity trainings/webinars * The Committee could also recommend resources/information to be shared on the Age-Friendly Website and the broader Social Service Agency (SSA) website   **Discussion**  Age-Friendly Council members to decide on the Council’s equity approach and consider using an intersectional approach that considers the idea that “Individual’s experience discrimination differently depending on their overlapping identities,” examples: Social Equity, Racial Equity, Health Equity, Ageism, Homophobia, Gender-Based discrimination, and Disability rights.  **Potential Resources/Partners**   * [Community Toolbox](https://ctb.ku.edu/en) by the University of Kansas * Government Alliance on Race & Equity (GARE) resources   + Website Link: [Government Alliance on Race & Equity](https://www.racialequityalliance.org/)   + Link: [GARE Racial Equity Toolkit](https://www.racialequityalliance.org/wp-content/uploads/2015/10/GARE-Racial_Equity_Toolkit.pdf)   + Link: [GARE Racial Equity Action Plans](https://www.racialequityalliance.org/wp-content/uploads/2016/11/GARE-Racial-Equity-Action-Plans.pdf)   **Potential Funding Sources**  **Project Outputs**   * Speaker list for Council * Resource list | | | |
| **Questions and Notes** | | | |

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| **Perform a needs assessment to promote digital inclusion by identifying digital barriers and "digital deserts" in Alameda County** | | | |
| **Category**  Data / Age Friendly | **Committee / Workgroup**  Ad Hoc Digital Inclusion Workgroup | **References**  Master Plan for Aging | **Status**  Committed |
| **Description**  Conduct a Needs Assessment to identify:   1. the distinct barriers that keep older adults from regularly using digital communications; and 2. "Digital deserts" (specific locations or areas).   A significant number of older adults in Alameda County do not have digital devices, or access to the internet, and/or the training needed to use them effectively to access telehealth and other supportive resources. The Needs Assessment would help identify populations most in need and support the development of a pilot project to address the gaps.  **Discussion**  This project would address an immediate and pressing issue that has existed in the County for some time and has been exacerbated by COVID-19. It is expected that telehealth and digital resources will continue to be an important method to support and engage older adults and provide their medical care going forward, even after residents are no longer required to shelter in place.  The workgroup has committed to developing and implementing the needs assessment survey based on City of Fremont’s recent tech survey of its senior residents, and has determined that the assessment should include three buckets:   1. Technology: hardware devices that respondents have such as a smartphone, tablet, or computer, and internet access/WiFi. 2. Knowledge: of how to use the device and what they would use it for. 3. Support: Is someone available to help them/What type of help do they need?   Additionally, the survey should seek data that are not limited by assumptions about age and income. It is recommended that the Council apply experience drawn from Great Plates, which found that there is need across many socio-economic groups. It is also important to recognize that barriers are not one-size-fits-all (broadband availability; cost of internet service; device; training/support; awareness).  There are many existing resources that the Council could leverage. For example, the project should align with state level/MPA projects and opportunities; several CBOs and universities are working to address the issue; and the Center for Care Innovations has provided some funding for this work.  **Potential Partners**  The ad hoc workgroup includes CBOs currently developing related projects, including City of Fremont, CEI, DayBreak, ASEB and others. Additional potential partners include PHD, HCSA, SSA, AAA and other County agencies; other cities; CBOs including St. Mary’s Center, the Alzheimer’s Association, and the Senior Services Coalition; and others.  **Potential Funding Sources**  [California Department of Aging](https://aging.ca.gov/covid19/Digital_Divide/); [Center for Care Innovations](http://www.careinnovations.org)  **Project Outputs**   * Survey results to support pilot project implementation | | | |
| **Questions and Notes**   * This is recommended as an early project for the Council | | | |
| **Promote data collection and reporting on older adults within all public agencies, starting with the county** | | | |
| **Category**  Data/Advocacy | **Committee / Workgroup**  Legislation & Advocacy Committee | **References**  Age-Friendly Initiative; Master Plan for Aging | **Status**  Proposed as of 2/18/2021 |
| **Description**  This project aims to call attention to the needs of older adults and ultimately to expand and improve  services by promoting data collection and reporting in existing departments of public agencies. The Council will develop recommendations to the County to promote quantitative and qualitative data collection and reporting throughout County departments (per the 2019 Age-Friendly Resolution).  This work supports a possible future project of developing general indicators.  **Discussion**  This project reflects a core strategy that has been used in many different contexts: to raise  awareness about an issue, establish the habit of counting the people or services that matter. The  philosophy of this approach is to start with easy asks, aiming to answer basic questions by requesting  reports that can be generated using existing technology and business processes. The project may involve the following steps:   * Brainstorm questions for information interviews. * Justify the requested measures and reports by researching and referencing available best practices with respect to data collection and reporting for our population. * Meet with several department managers to understand the data sets engaged and key data points available, existing reports, and existing reporting capabilities. * Identify minimum data set(s) for any County department/agency to collect. * Draft sample queries and reports. * Circle back with department managers for their input and approval of recommendations. * Ask BOS to direct County departments to respond to a simple survey which asks: “Are you able to generate a report that breaks out your clients by age groupings?” and “Does your data system allow you to know the cost of serving people of different ages?” and “Does your data system allow you to compare outcomes by age group?” (The answer ‘no’ to this last question could motivate positive action all by itself.)   This project is a first step toward an eventual Council goal of developing indicators and the promulgation of best practice standards for data collection and reporting.  **Potential Partners**  **Community Development Department, other departments; PRU; CAPE**  **Potential Funding**  **Use Council resources. Additional funding is probably not necessary.**  **Project Outputs**  Recommended practices for data collection and reporting  New reports/data from county departments and other entities  Formal request to BOS in the form of a board letter, resolution, or presentation.  **Questions and Notes** | | | |
| **Advance the inclusion of the voices and concerns of older adults in significant initiatives** | | | |
| **Category** | **Committee / Workgroup**  Legislation & Advocacy Committee | **References**  Age-Friendly Initiative; Master Plan for Aging | **Status**  Proposed as of 2/18/2021 |
| **Description**  This project aims to include age-friendly best practices and the voices, concerns, perspectives of older adults in the development and launch of new legislation, programs, and initiatives.  **Discussion**  Key legislative proposals and policy change initiatives are written with other populations in mind but lack the aging lens even though they will impact older adults. Others intentionally address older adults, but require aging expertise and data, and the voices of older adults to develop programs, processes, features, etc. that are truly age-friendly (i.e., meet the needs of older adults while respecting and empowering them).  This project provides practical support to help selected initiatives accomplish this, building on early work the Council accomplished with AC3. Recommended for next focus: Measure W  The following activities could be part of this project:   * Suggesting screening questions for advisory committee and focus group nominees that ensure a range of aging issues are represented (i.e., caregivers, economically insecure older adults, people with mobility needs, people with cognitive impairment) * Affirmative outreach to nominate older adults to participate on any focus groups or advisory committees * Providing draft questions to use in focus group protocols (for example, what is the hierarchy of concerns, from ageism to other concerns) * Helping to host, promote, or otherwise support focus groups and other consumer forums * Providing information and data from past surveys, research and focus groups involving older adults * Ongoing check-in meetings and information sharing with the initiative * Providing consultative support via Council members * A later step could be working to increase representation of older adults in other places, such as existing commissions and advisory bodies.   **Potential Partners**  Council’s Housing Work Group; County Office of Homeless Care and Coordination; other Measure W implementation staff  **Potential Funding**  **TBD**  **Project Outputs**   * Inclusion of persons representing voices of older adults on focus groups/advisory bodies * Recommended questions for focus groups to explore needs of older adults * Focus group findings * Ongoing meetings to provide guidance related to the older adult perspective   **Questions and Notes** | | | |

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| **Join Forces on Legislative Advocacy** | | | |
| **Category** | **Committee / Workgroup**  Advocacy | **References**  Age-Friendly Initiative; Master Plan for Aging | **Status**  Proposed as of 2/18/2021 |
| **Description**  Disseminate calls to action on BOS priorities and provide a forum for Council members to invite others to support their priorities, then collaborate on specific opportunities. Work with Council committees and HCSA and SSA Policy Offices to develop recommendations for BOS support.  **Discussion**  This work does not include taking official positions as a Council (e.g., Council support letters), but rather information- and resource-sharing, focusing on elevating opportunities for individual or joint advocacy and developing arguments and resources for policy change based on evidence. Where the Council indicates consensus on advocacy priorities, this is captured in meeting minutes, and staff for the lead agencies will follow up to pursue whether there should be a formal recommendation to the Board, and report back to the Council about actions taken. This may include generating new legislative proposals that arise from the Council’s collaborative work, pilots, etc., that the Council would recommend to the County for support or sponsorship.  **Potential Partners**  HCSA and SSA Policy offices are already partners.  **Project Outputs**   * Advocacy alerts * Actions by individual Council members * Legislative proposals as well as recommendations to SSA and/or HCSA Policy office * BOS/PAL approval of key legislation w/ active pursuit by county coordinated w/ Council   **Questions and Notes** | | | |

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| **Create Backgrounders/Policy Briefs on key topics to support and advance Age-Friendly Council priorities** | | | |
| **Category**  Advocacy | **Committee / Workgroup**  Legislation & Advocacy Committee | **References**  Countywide Area Plan; Age-Friendly Alameda County, MPA | **Status**  Proposed as of 2/18/2021 |
| **Description**  Develop written pieces that “tell the story” of aging in Alameda County incorporating data, research, and the experiences of real people, that serve as tools to build awareness and inform stakeholders and policy makers as they look to understand and address issues.  **Discussion**  This project builds on the Council’s previous work that created backgrounders on Social Isolation, Suicide Prevention, and Housing – and that has drafts waiting to be finalized for Employment, Dementia and Falls. The project taps the Council’s subject matter experts and seeks to engage interns to help create succinct documents which describe the current state in the County on issues that the Council has identified as priorities. The work is carried out within the Legislation and Advocacy Committee, with the Data Committee and/or data partners charged with tracking down existing data points to “tell the story” As effectively as possible. Where available, provide city-specific information.  The work includes a broad explication of an issue, including data and policy considerations. This  information can be reduced to short PDFs that could be downloaded and used for advocacy. All  content would be available to Council members and others to customize and use in their own  materials for advocacy purposes. Where possible, collect and include anecdotes, which humanize  issues and engage policymakers.  For example, a member of a Commission advocating for improved bus service for seniors in  Pleasanton might use a Policy Brief and talking points relating to transportation in her outreach. The document would outline the importance of transportation in the lives of seniors and the status of the need and service gaps as well as proposed next steps to better understand the problem or even proposed solutions where those were clear, such as expanded funding for existing programs.  Recommended next topic: Unincorporated Areas (to support Age-Friendly Committee’s work to advance County initiative), looking to Council Retreat recommendations re outdoor spaces and transportation.  **Potential Partners**  CSUSF, UC Berkeley, PRU, CAPE  **Project Outputs**  Personal stories that illustrate the findings and move people.  Broad explication of an issue/topic supported by local data and policy considerations.  Best practices and resources that currently exist in the county.  Policy and system recommendations.  Policy briefs, Fact Sheets, and Talking Points that capture the above, downloadable as PDFs.  **Questions and Notes** | | | |

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| **Identify and advance housing solutions for seniors** | | | |
| **Category** | **Committee / Workgroup**  Housing Work Group | **References**  County-Wide Plan; Age-Friendly Initiative; Master Plan for Aging | **Status**  Proposed as of 2/22/2021 |
| **Description**  COVID-19 has complicated and exacerbated many of the housing issues facing older adults. However, the fundamental concerns that the Housing Work Group is mandated to address remain consistent: gentrification-driven displacement, the stress of unstable housing, the overrepresentation of older adults among the first-time homeless, or the heightened vulnerability to disease and disability among older adults experiencing homelessness.  The opportunities that the Housing Work Group proposes below acknowledge the dynamic and shifting landscape of the pandemic, while relying on the foundational work already accomplished by the Work Group over the past few years.  **Discussion**  Our work relies on this important frame: what is needed is a suite of interventions for people who find themselves along a continuum of housing instability. In our work we identified three key categories of persons in need: frail elders, persons at risk of displacement, and persons at risk of homelessness. In the creation of this work plan, we were informed by the California Master Plan on Aging, the Alameda County Countywide Plan for Older Adults, and the feedback we have received from the Board of Supervisors, stakeholder, and community partners.  *High Priority Projects*   * **County Level Protections for Homeowners/Renters -** Given the unprecedented challenges that older adults are facing in their housing needs and security during the pandemic, this is the top priority of the Housing Work Group. Continued advocacy at the City, County and State level are all critical to ensure renters and homeowners remain housed. Eviction moratoriums and mortgage forbearance are key issues for advocacy. Post-pandemic solutions and relief will also be essential as many older adults will not have the resources to return to stability without additional support in place.   + Potential Partners: Justice in Aging, C4A, Senior Services Coalition, LAS, CANHR   + Outcomes: Adequate renter protection during and post pandemic; mortgage forbearance for pandemic related hardships; post-pandemic assistance for those struggling to make back payments * **Case Management for Homeless/Unstably House Older Adults (IHSS Pilot) -** Many older adults require tailored services to provide them with the support necessary to successfully live independently. While In Home Supportive Services (IHSS) provides support to many older adults in the County, there are opportunities to refine the program to more specifically meet the needs of older adults. Leveraging the lessons learned through a small pilot the County undertook, the Work Group will engage with County stakeholders and outside funders to refine and expand the IHSS program offerings for older adults.   + Potential Partners: IHSS, Public Authority, Housing Resource Centers   + Potential Funding: Stupski or another foundation to fund Pilot’s case managers, with ultimate source potentially Measure W.   + Outcomes: Pilot program launched through Alameda Point Collaborative to explore new ways of delivering and structuring IHSS services to better meet the needs of older adults in that program. * **Ensure Measure W Implementation addresses the unique needs of seniors -** Older Adult expertise is critical in informing new and emerging County programs that will serve older adults as part of their client base. Measure W, a recently passed County ballot initiative, created additional County revenue focused on providing housing assistance, mental health resources, and substance abuse treatment for vulnerable residents; help people who are at risk of homelessness stay in their homes increase hygiene and sanitation services; support homeless veterans, seniors, and families with services; increase employment opportunities through job training; and shelter people experiencing homelessness to reduce COVID-19 impacts.   + Potential Partners: Office of Homeless Care and Coordination (the lead on Measure W implementation) to ensure the specific and unique needs of older adults are considered in the planning and roll out of Measure W efforts.   + Outcomes: Programs developed by the Office of Homeless Care and Coordination have a strong aging lens that ensures every program is easily accessed by older adults in the County.   *Mid Priority or Post Pandemic Projects*   * **Form Equity & Inclusion Divisions in nonprofit housing developer communities that have an aging lens - While** the preservation of existing housing is the priority for the Housing Work Group, informing the planning and creation of new older adult housing is important in ensuring that an equity and inclusion lens is used in the work. Without informing this process early on, we miss key opportunities to build new housing that is more appropriate for those older adults who have been historically disenfranchised. * **Leverage funding to purchase and convert temporary pandemic housing to permanent supportive housing.** Help ensure that Alameda County effectively utilizes funds available through the state for Project Home Key in support of unstably housed older adults. When converted from temporary to permanent housing, the Work Group will also advocate for the options available to include supportive services. * **Make Shelters more age friendly - Prioritize** making winter shelters year-round with investments in facility layout as needed. Shelters now exclude people who need support with activities of daily living (ADLs) (e.g., setting up and taking down their own costs and personal care). We propose ensuring that new shelters are ADA-accessible and can accommodate persons who need support with mobility and ADLs. This would also include improvements to temporary housing facilities to make them accessible and welcoming to couples, pets, and persons with disabilities and older adults.   **Questions and Notes** | | | |

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| **Develop and promote "Embracing Aging" training curriculum** | | |
| **Category**  Training | **References**  Countywide Plan | **Status**  Proposed |
| **Description**  Using the Council’s subject matter experts, help develop and promote a training series to be made available to County staff, cities, and CBOs. This would involve looking at existing curricula, such as from AHS and Justice in Aging. This work would likely be carried out by County training staff using dedicated resources, so Council members would be in an advisory and support role.  **Discussion**  This project is about permeating baseline knowledge about aging into the County in a systematic way and relates to the work of promoting the voice of older adults in a broad range of activities. This training would define the key concepts people need to know, such as basics of geriatrics, the role of stigma, and other topics.  Could incorporate webinars and other methods. Engaging AC3 may be a productive strategy. Training could be mandatory for County staff.  An early step is to inventory existing training resources. Requires an additional staff resource, supported by a Council Education and Training subcommittee.  **Potential Partners**  UCSF  SSA TACT Unit  AC3 participating organizations to receive trainings; County Social Services Agency, County Public Health Department, Alameda County Behavioral Health, Alameda County Emergency Medical Services Agency, or other County training departments to develop and deliver trainings; AHS, for geriatrics information  **Project Outputs**   * Training curriculum developed * People trained | | |
| **Questions and Notes**   * This is recommended as an early project for the Council * Create an Education and Training Committee? | | |

**Potential Future Projects**

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| Services | Disaster planning |
| Advocacy | Draft legislative proposals (e.g., on group living facilities or homelessness) |
| Advocacy | Participate in regional collaboratives |
| Data | Unified report on services |
| Services | Advocate for increased or improved services to seniors in existing and new programs |
| Services | Collaborate to serve people with high needs, partnering with AC (follow-on from data project) |
| Services | Create payee program |
| Services | Determine high utilizer "hotspots" and target interventions |
| Services | Expand behavioral health services |
| Services | Expand nutrition programs |
| Services | Expand respite care |
| Services | Expand senior injury prevention programs |
| Services | Fund enabling services |
| Services | Increase coordination of elder abuse responses |
| Services | Provide capacity building support for providers |
| Services | Provide input on redesigning palliative care system |
| Services | Support LGBT-friendly programs |

*\*To include future projects from summer retreat.*