

2020 Year End Update: Accomplishments in Older Adult Programs and Services

During 2020, the Alameda County Social Services Agency (SSA) and Health Care Services Agency (HCSA) continued to work together and with other public and private partners to seek opportunities for collaboration and to expand critical programs and services for older adults.

Council for Age Friendly Communities

The Board of Supervisors' mandate to plan comprehensively for older adults resulted in the creation of the Council for Age Friendly Communities, which has met monthly since August 2017. Accomplishments in 2020 include:

- Partnered with UC Berkeley's School of Social Welfare Intern Program and SFSU's Health Equity Institute Fellows Program, the Council developed Issue Guides on Suicide Prevention and Employment.
- Pivoted to address the urgent needs of older adults during the COVID-19 pandemic, which included working with 2-1-1 and the County's Emergency Operations Center (EOC) to develop an interactive map of available food assistance programs; partnering with SSA to produce three PSAs on resources for Senior Isolation, Caregiver, and Food Security; and developing/distributing 12,000 COVID-19 resource guides for Isolated Seniors and Caregivers.
- Established a new Digital Inclusion Work Group to support internet access, digital devices, training, and support needs for Alameda County seniors by identifying barriers and gaps and examining best practices to address them.
- The Council's bi-annual retreat focused on updating and aligning the Workplan with the 2020 Countywide Area Plan, Master Plan for Aging, and WHO Network Age-Friendly domains, and on developing an equity framework.

Increased Housing and Other Resources for Adults, Including Older Adults Experiencing Homelessness

- **Workgroup on Housing and Homelessness:** In 2020, the Workgroup partnered with subject matter experts in ACBH Housing Services Office, County Treasurer and Tax Collector's Office, Legal Assistance for Seniors, Justice in Aging, Senior Services Coalition and City of Fremont to support the short-list of actionable recommendations approved by the County Administrator's Homelessness Council in 2019.
- **Home Safe:** Two-year pilot program providing services through Adult Protective Services, CBO partners, and short-term supports to prevent and address homelessness among APS clients. Home Safe has worked with 40 clients to date. Their cases involve more allegations per case than typical APS cases; 40% of clients experienced a trauma in the six months prior to their cases, and self-neglect makes up more than 76% of the allegations. 46% of clients reside in Oakland, 27% live in Hayward and the remainder span nine other communities across the county.
- **AC Care Connect:** Continued to build infrastructure to improve service integration, reduce avoidable use of acute health services, and improve health outcomes. Eligibility criteria includes: Medi-Cal; homeless in the last two years (10,834 persons); frequent user of multiple crisis systems (25,621 persons); or current case management status (9,804), with some overlap. Increases over 2020 are due to improved record collection methods, including the SHIE (Social Health Information Exchange) database; an improved algorithm to calculate eligibility and enrollment; and population expansion due to COVID-19. Data collected Jan. 1-Nov. 9, 2020.

Estimated # Over 55 Served in 2019:	Estimated # over 55 Served in 2020:
8,459 Eligible; 2,698 Active & Enrolled	41,395 Eligible; 13,582 Active & Enrolled

- **IHSS Systems Improvements:** The IHSS Bridge Pilot, which includes SSA, ACBH, and Justice In Aging, aims to identify people who may be able to exit homelessness by reconnecting with support networks and obtaining paid in-home support services. To date there have been 77 applications; 46 of these were approved for IHSS.
- **Project Roomkey:** The IHSS program streamlined their referral and application process for older adults housed through Project Roomkey. To date 20 of the 55 referrals received were approved for IHSS.

Age-Friendly Website (<https://agefriendly.acgov.org>)

- The Council, in partnership with the County's Information Technology Department, launched the Alameda County Age-Friendly website in September 2020. The site provides access to Countywide and City-specific services, and information on initiatives, policies, and volunteer opportunities for older adults. The site will serve as an ongoing resource for Alameda County residents to find support resources and learn about the County's age-friendly efforts.

Enhanced Partnerships and Infrastructure to Improve Services for Seniors

- **United Seniors of Oakland & Alameda County:** SSA and HCSA presented on 3 panels at the 29th annual USOAC convention: 1) COVID Relief & Recovery, 2) AAA Countywide Area Plan, and 3) Food Security Resources for seniors

- **Embracing Aging Workforce Training:** This Initiative was launched in 2019 by the Age-Friendly Council in partnership with UCSF through HRSA’s Geriatric Workforce Enhancement Program (GWEP) grant to equip workers to meet the needs of older adults across varied service delivery settings. The Council’s Embracing Aging Committee developed a needs assessment to identify the County’s priority training needs. A permanent, full-time Training Coordinator to support these efforts, jointly funded by SSA and HCSA, has been hired and will onboard in January 2021.

Expanded Services for Seniors: Measure A Funding

The following programs involve extensive collaboration among HCSA, SSA, and external partners:

- **Home Visitation Nurse Case Management:** “Older Adults, Healthy Results” (OA/HR) provides comprehensive case management, care coordination, and home visiting to adults age 60+ with complex medical and psychosocial needs through a team comprised of two Public Health Nurses and a Public Health Nurse Supervisor. In March, the nurses were deployed to support the Dept’s COVID-19 response effort, and all cases were closed at that time. One OA/HR nurse supports the Long-Term Care Facilities Task Force that works to prevent transmission and contain COVID outbreaks in facilities housing elder, at-risk residents. The two other nurses are deployed to additional COVID relief efforts.
- **Advance Health Care Planning and Hospice:** The Getting the Most Out of Life (GMOL) program designs and implements culturally competent, data driven end-of-life care and advanced care planning awareness, education, and training. Care Partners, an integrative palliative care coordination program, helps clients remain at home safely and comfortably and connected to resources and supports that improve their quality of life.
- **Injury Prevention & Meals/Nutrition (\$976,790):** This program is administered through an MOU between HCSA and the AAA. Though COVID-19 severely curtailed in-person activities and congregate dining in 2020, the AAA and Alameda County Public Health Nutrition Services (ACPHN) continued to partner in expanding services. Through the CARES Act, Alameda County was allocated an additional \$3.1M to address changing needs: 37% (\$1.16M) was programmed to supportive and family caregiver services, and 60% (\$1.87M) to Meals on Wheels, translating to an additional 175,200 meals served. Additionally, the Board made multiple increases in its allocation of Measure A, state and federal nutrition funds to expand SOS Meals on Wheels and Mercy’s Brown Bag and SNAP Ed nutritional support programs; the expanded effort translated to more than 8,400 Emergency Grocery Bags to homebound seniors. SOS Meals on Wheels served 2,159 clients in FY19-20, roughly 336 of whom benefited from Measure A.

Program	# Served in 2019	# Served in 2020
Home Visitation Nurse Case Management (\$500,000)	60 referred; 74 open/active and 169 consultation cases; 679 face-to-face nursing encounters	Jan-March 2020: 16 referred; 10 open/active cases; 54 face-to-face nursing encounters. Consultation case count not available.
Advance Health Care Planning and Hospice (\$250,000)	181 clients through the Care Partners program; 6725 IHSS Care Providers & professional clinician teams trained	1,048 clients referred, and 438 clients served through Care Partners; 6,602 IHSS Care Providers & professional clinician teams trained GMOL: Advanced care planning train-the-trainers with 18 CBOs & FBOs reached 6,056 residents including the CBO/FBO clients trained
Injury Prevention & Meals/Nutrition (\$975,000 in 2018-19) (\$995,000 in 2020-21)	<u>Meals on Wheels:</u> 64,446 meals, 348 persons. <u>Groceries:</u> 6,560 bags, 535 persons <u>Fall prevention:</u> 21,970 activities; 2,742 persons <u>Community gardens:</u> City Slicker Farms maintains 6 gardens and provides ongoing education at Satellite Affordable Housing Associates (SAHA) senior housing sites.	<u>Meals on Wheels:</u> 56,923; 336 persons <u>Groceries:</u> 11,550 bags <u>Fall prevention:</u> 24,305 activities, 2,594 persons <u>Community gardens:</u> Continued support for 6 gardens at low-income senior housing sites.

Looking Ahead: Plans for 2021

- Advance Housing Recommendations
- Deploy Embracing Aging Training countywide
- Advance age-friendly County
- Continue Digital Inclusion initiative
- Elevate older adults' voice in decision-making process
- Advance efforts to address ADRD
- Guide local implementation of Master Plan for Aging
- Develop an equity definition and lens for the Council