

2019 Year End Update: Accomplishments in Older Adult Programs and Services

During 2019, 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 2019 include:

- Alameda County was accepted into the World Health Organization (WHO) Age Friendly Network
- The Alameda County Community Food Bank and Ombudsman Services of Contra Costa, Solano, and Alameda Counties joined the Council
- The Council partnered with UC Berkeley’s School of Social Welfare and SFSU’s Health Equity Institute Fellows Program to provide an opportunity for interns to work on Issue Guides for Suicide Prevention and Employment
- A new Council committee was established: *Embracing Aging – Geriatric Workforce Development* to equip county and non-county staff with baseline knowledge about aging to provide sensitive, equitable, and high-quality services

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

- **Council Workgroup on Housing and Homelessness:** In 2019, the County Administrator’s Homelessness Council reviewed and supported the workgroup’s short-list of actionable recommendations: 1) *Protections for Older Adult Homeowners and Renters*, 2) *Older Adult Subject Matter Expertise to bring the age friendly lens to new programs and architectural design*, 3) *Shelter and Temporary Housing Innovations and Adaptations*, 4) *Rapid Response Intensive Case Management*. The workgroup convened five times to start to develop proposals for these issues.
- **HomeSafe:** SSA launched a two-year (FY19-20 and 20-21) \$955,400 pilot project to provide short-term supports, case management, and housing navigation assistance to prevent homelessness among Adult Protective Services (APS) clients. The pilot, which entails collaboration between APS, CDA/HCD, and CBO partners, became operational in September 2019 and has worked with 23 APS clients (YTD). Self-neglect makes up more than 70% of the allegations in Home Safe cases. Most clients (48%) reside in Oakland, 26% live in Hayward; to date, the remainder span the county living in Albany, Berkeley, Fremont, Piedmont, Pleasanton, and Union City.
- **AC Care Connect** is continuing to build infrastructure to improve service integration, reduce avoidable use of acute health services, and improve health outcomes. The basis for eligibility includes: enrolled in Medi-Cal; homeless in the last two years (3,421 persons); frequent user of multiple crisis systems (5,208 persons); or current case management status (2,186), with some overlap.

Estimated # Over 55 Served: 2017	Estimated # Over 55 Served: 2018	Estimated # Over 55 Served: 2019
6,849 Eligible; 441 Active and Enrolled	9,279 Eligible; 7,937 Active and Enrolled	8,459 Eligible; 2,698 Active and 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 47 applications; 26 of these have been approved for IHSS.

Age-Friendly Website

- The Council convened a working group to develop a new website in partnership with the County’s Information Technology Department. The site aims to tell the story of older adults in Alameda County, provide improved online resources for older adults and their caregivers, highlight topics of special interest, and report out on the Council’s initiatives and activities. The site is in the final stages of completion and is expected to launch in Spring of 2020.

Expanded Services for Seniors: First Fiscal Year of Measure A Funding

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

- **Home Visitation Nurse Case Management:** “Older Adults, Healthy Results” 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.

- **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 (\$750,000):** This program is administered through an MOU between HCSA and the AAA. In 2019, the AAA and Alameda County Public Health Nutrition Services (ACPHN) partnered to deliver services, including evidence-based nutrition education delivered at six community garden sites. SOS Meals on Wheels served 348 clients in 2018-19, exceeding its growth goal (216) by 160%.

Program	# Served in 2017	# Served in 2018	# Served in 2019
Home Visitation Nurse Case Management (\$500,000)	100 overall; 19 Older Adults, Healthy Results	91 referred; 50 eligible for Older Adults, Healthy Results	60 referred; 74 open/active and 169 consultation cases; 679 face-to-face nursing encounters
Advance Health Care Planning and Hospice (\$250,000)	610 clients through the Care Partners Pilot	937 clients through the Care Partners program; 5,387 IHSS Care Providers & professional clinician teams trained	181 clients through the Care Partners program; 6725 IHSS Care Providers & professional clinician teams trained
Injury Prevention & Meals/Nutrition (\$975,000 in 2018-19)	<u>Meals on Wheels:</u> 56,340 meals, 250 persons <u>Groceries:</u> 6,000 bags, 500 persons <u>Fall Prevention:</u> 18,062 activities, 2,936 persons	<u>Meals on Wheels:</u> 52,631 meals, 252 persons. All high-risk Oakland clients served; Priority A client waiting list eliminated; other wait times reduced. <u>Groceries:</u> 6,400 bags, 512 persons <u>Fall prevention:</u> 24,828 activities, 2,973 persons <u>Community gardens:</u> 6 created at low-income senior housing sites (Measure A funds leveraged with Snap Ed)	<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 is responsible for maintenance of 6 gardens at Satellite Affordable Housing Associates (SAHA) low-income senior housing sites. Nutrition education is ongoing.

Enhanced Partnerships and Infrastructure to Improve Services for Seniors

- **Senior Services Coalition (SSC) Conference:** In November, SSC hosted its sixth annual conference, *Making the Difference: Leveraging Social Determinants – The Impact of Age-Friendly Change in Alameda County*. Over 135 local community-based service providers, health care professionals, County leaders, policy makers, and community members attended. Participants gained an understanding of the County’s Age-Friendly Community initiative and how cities are advancing a livable community framework. HCSA, SSA and Supervisors Chan and Miley participated in a panel that explored the roles of government, organizations, and community. Breakouts produced concrete ideas for action to inform the state’s Master Plan for Aging and the collective work of the Age-Friendly Council.
- **Healthy Brain Initiative (HBI):** In the Spring of 2019, a cross-sector planning group of County and community partners began to implement three of 25 HBI Road Map Actions to address Alzheimer’s Disease and Related Dementias (ADRD) that the Age-Friendly Council could take by leveraging available resources. Topics include training for health care professionals, disaster preparedness, and evidence-informed interventions. Additionally, the Public Health Department (PHD) applied for funding from the state’s Request for Applications to develop local HBI Actions. Although PHD was not awarded funding, the application was strong and will inform future efforts.
- **Embracing Aging Training:** On July 1, Health Resources and Services Administration (HRSA) awarded UCSF a Geriatric Workforce Enhancement Program (GWEP) grant. HCSA, SSA, and PHD provided letters of support for UCSF’s grant application. The Embracing Aging Workforce Training Initiative was launched in 2019 by the Age-Friendly Council in partnership with UCSF to equip workers to meet the needs of older adults across varied service delivery settings.

Looking Ahead: Plans for 2020

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| ● Advance Housing Recommendations | ● Elevate older adults' voice in decision-making process |
| ● Deploy Embracing Aging Training countywide | ● Advance efforts to address ADRD |
| ● Advance age-friendly County | ● Guide local implementation of the Master Plan for Aging |