

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

February 5, 2021

ZOOM ONLINE MEETING MINUTES

CALL TO ORDER:

Linda Axtell-Thompson called the meeting to order at 11:35 a.m.

ROLL CALL:

Members Present: Linda Axtell-Thompson, Beverly Gotelli, William Kinaka, Joy Miyasaki, Shelly Ogata, Suzie Schulberg, Marilyn Seely, Barbara Service, Gary Simon, Kathy Wyatt, Barbara Yamashita, and Sarah Yuan.

(A quorum was established as twelve members were present at roll call. This board requires eight members to be present to establish quorum.)

Others Present: Ex-officio: Kathy Ishihara, DHS.

EOA Staff & AAAs: Aaron Arakaki, Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Josephine Lum, Lani Sakamoto, Debra Shimizu, Deborah Stone-Walls, Kealoha Takahashi, and Cristina Valenzuela.

Public/Guests: Poki'i Balaz, Stephen Lung, Anita Naone, and Rick Tabor.

INTRODUCTIONS:

Caroline introduced Anita Naone.

PRESENTATION:

Linda announced that the driver license video proposal presentation is postponed to a future meeting.

CHAIR'S REPORT:

Linda has no report. She commented that the COVID-19 vaccination program implementation and PABEA applicants will be discussed at today's meeting and that a significant amount of time will be dedicated to Legislative Committee discussion.

PLANS AND PROJECTS REVIEW COMMITTEE:

Shelly remarked that the Committee:

- Remains concerned with the vaccination implementation;
- Would like an update on the status of the PABEA by-laws; and,
- Would like to ensure that the public receives education on the stimulus debit card, e.g. information to not discard the debit card -- it is not junk mail nor a scam.

## APPROVAL OF MEETING MINUTES:

The minutes of the January 8, 2021 Zoom online PABEA meeting were approved as circulated.

## RECOGNITION AND AWARDS COMMITTEE

Kathy Wyatt announced that the Older Americans Month event will be celebrated via Zoom on June 4, 2021 at 10:00 a.m. The celebration will include testimonials from family and friends of honorees. The AAAs have invited community organizations to nominate kupuna by sending Outstanding Older American nomination forms to organizations. Completed and submitted nomination forms will be reviewed by the AAAs in April and May. Representative Gregg Takayama will emcee the event. It will include a segment on remembering victims of the pandemic. In lieu of a printed program, an article on the event and the honorees will be published in Generations Magazine.

## LEGISLATIVE COMMITTEE

Sarah reported that the Committee met on February 4, 2021 and discussed PABEA priorities:

1. Kupuna Caregivers Program (Kupuna Caucus bills SB838 and HB491; Governor's bills SB1142 and HB988); PABEA lead: Sarah Yuan. The bills relax the 30 hours per week requirement for working caregivers who have experienced reduced work hours during the pandemic and allow caregivers who are unemployed due to COVID-19 to qualify for the Program. The bills add caregiver directed services to the Kupuna Caregivers Program, including financial management service providers and additional duties for the coach, to provide more options to participants. HB988 received a hearing this morning.

Caroline stated that EOA testified in support of HB988 and that EOA has ten years of experience with participant direction (PD). EOA is currently using PD in the Kupuna Care Program and in veterans programs. PD assessors and coaches promote self-direction to help participants remain at home with dignity and quality of life. Assessors conduct intakes and assessments to determine eligibility and need, then develop support plans. Coaches implement the support plan, develop spending plans, prepare participants in all aspects of being an employer, and use the PD model to achieve the participants' goals. Financial management service (FMS) responsibilities include information and orientation for new participants, payroll services, insurance coverage, invoices, criminal background checks, management of participants' budgeted funds, management of record keeping and worker registry. EOA has an existing contract for FMS. No additional funding is needed.

2. Long-term Care Insurance Termination Notification (Kupuna Caucus bills SB836 and HB489); PABEA lead: Beverly Gotelli.
3. Hearing Aids, Deaf and Blind Task Force bills (SB539 and HB839); PABEA lead: Gary Simon.
4. State budget bills (HB200 and SB1299). The bills include 1.0 FTE language for EOA's Alzheimer's disease and related dementia (ADRD) service coordinator position. The 1.0 FTE language will allow EOA to recruit and hire for the position. Funding for the position was approved for FY 2020.

5. Driver License Renewal bills (HB458 and SB908); PABEA lead: Barbara Service. The bills extend the renewal period from two years to four years for licensees who are seventy-two years old or older but younger than eighty years old. PABEA advocacy in support of HB458 and SB908 was approved at this meeting today.

The Legislative Committee will monitor Crimes against Seniors Kupuna Caucus bills SB837 and HB490.

PABEA has no position on DOH Inspection Reports Kupuna Caucus bills SB835 and HB488; and Our Care, Our Choice Kupuna Caucus bills SB839, HB487, and SB323.

PABEA priorities not introduced this legislative session include:

- LTC Ombudsman: establish six full-time positions
- Kupuna Caregivers: \$200,000 funding
- Healthy Aging Partnership: \$550,000 funding

Debbie Shimizu remarked that the Legislature is considering HB1298 and HB1299, which transfer unspent balances from State special funds to State general fund and which repeal certain special funds. EOA has an administrative claim special fund, designated for repeal, which will hold Medicare and Medicaid funds to assist with Medicare and Medicaid applications. EOA is finalizing an application for these Federal funds. If EOA's administrative claim special fund is eliminated, these funds, if awarded, will be placed in the State general fund.

Debbie also remarked that the Legislature is considering HB366 and SB655 which allows the repeal of a Department that fails an audit that examines whether the Department is successfully performing its mission.

Sarah announced that Cristina has created a bill tracker and asks attendees to contact Cristina if they would like to receive the bill tracker.

Cristina reiterated that HB200 is the State budget bill that includes the EOA budget with language for the 1.0 FTE ADRD position. She also announced that HB366 and SB655 repeal special funds and HB677 and HB880 are the Sunshine Law bills which provide the additional option of remote meetings for State boards and commissions. Cristina will share the bill tracking log with Josephine to share with PABEA members.

Cristina encourages PABEA members to view the Legislative Reference Bureau Public Access Room "How to submit testimony" video. You must register for an account to submit testimony. When submitting written testimony via the Hawaii State Legislature website, you can indicate whether you also would like to offer oral testimony at the virtual hearing. At the hearing, you will be cued to present your oral testimony -- be prepared and be ready.

Debbie stated that Legislative hearings can be viewed via YouTube.

Sarah mentioned that a PABEA member is the lead (i.e. will submit testimony on behalf of PABEA) for PABEA's five priority bills. However, other members can submit testimony on the five bills on their own behalf or on behalf of other agencies and organizations.

Sarah welcomes those interested to join the Legislative Committee.

## EXECUTIVE OFFICE ON AGING:

Caroline announced that EOA received an award for additional stimulus funds for nutrition. The funds will be distributed to the AAAs. EOA is also applying for funds for the LTC ombudsman program.

Alison Barkoff is the new Administrator for the Administration for Community Living (ACL).

EOA is providing stimulus debit card education information to the AAAs, e.g. the card is not fake and is not a scam; the card must be activated with the recipient's social security number. Information about the stimulus debit card is available at IRS.gov.

DOH will be sponsoring public service announcements on vaccination scams. A Senior Medicare Patrol (SMP) staff member received a phone message from Jamaica requesting a return call for the staff member to receive the vaccine for \$1,000.

Caroline, Derrick, and AARP Hawaii Director Kealii Lopez are co-chairs of the COVID-19 Vaccination Kupuna Outreach Workgroup. The charter of the Workgroup is to provide recommendations to the Department of Health for kupuna (especially kupuna who do not use or have no access to smartphones or computers, have no transportation, have limited English language proficiency, are homebound, or have disabilities) to receive the vaccination and information about the vaccination. Recommendations will include strategies to identify these kupuna who might have these challenges which inhibit them from scheduling an appointment and/or receiving the vaccination. The Workgroup includes three sub-workgroups: PODs, chaired by Caroline; access, chaired by Kealii; and, communications, chaired by Derrick.

As of this past Wednesday, February 3, 2021, 175,000 vaccinations have been provided. The State currently is receiving approximately 40,000 doses per week. Residents and employees of long-term care facilities continue to receive the vaccination. The DOH and Queen's vaccination hotlines are overwhelmed with calls. CVS will be establishing a COVID-19 vaccination hotline for the State.

Barbara Yamashita inquired about Vaccination Program's data collection, stating that data collection is imperative for an effective and efficient program, especially with respect to the underserved, e.g. those with limited English proficiency and the homebound, disabled, and those who need assistance. Marilyn stated that the Vaccination Program data group has approximately 20 members and is processing and analyzing an enormous amount of varied information, including demographic, geographic, and social data, to inform the decisions and processes of the Vaccination Program.

Caroline stated that residents and caregivers of care homes and foster family homes on neighbor islands have been receiving the vaccination.

DOH is informed weekly on Fridays on the number of doses the State will receive on the following Monday.

Deborah announced that MCOA is performing outreach to educate the public on the vaccine, including registration to receive the vaccine.

Marilyn stated that the frequently differing and inconsistent information regarding the vaccination received daily from various legitimate sources is frustrating in terms of planning and

implementation. She welcomes calls from attendees to discuss the Vaccination Program.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION:

Attached is Derrick's report.

Derrick reiterated that EAD, EOA, and AARP Hawaii, via co-chairs Derrick, Caroline, and Kealii, are members of the COVID-19 Vaccination Kupuna Outreach Workgroup. The Workgroup is developing sound strategies to overcome challenges (e.g. transportation, access, smartphones, computers, limited English proficiency, homebound, and disabilities) to vaccinate kupuna. The homebound have little information on the vaccination. The communications sub-workgroup, chaired by Derrick and includes Rick, is working with the Hawaii Public Health Institute (HIPHI) and Olomana Loomis to develop and print materials (e.g. brochures) with information and resources to be translated into various languages for the general public. The sub-workgroup is also developing a best practice tool sheet as a resource and is examining whether a survey for the homebound might be useful in informing decisions and processes of vaccinating the homebound.

EAD is finalizing its Kupuna Food Security Coalition after action report. The report will include demographic and zip code data. More than one million meals were provided by the Coalition.

RSVP and Age-Friendly Honolulu are planning for a Wisdom Keepers Project that will connect participants to different cultural practices such as dispute resolution.

HAWAII COUNTY OFFICE OF AGING:

Attached is Horace's report.

HCOA continues to meet weekly with the State Department of Health, Hilo Medical Center, and Kona Community Hospital on developing strategies for COVID-19 access, including transportation for the senior population, the provision of vaccinations (including the second vaccination), and vaccinations for those who have no email or computer access. No February vaccination appointments remain open. The earliest openings for an appointment are in March.

HCOA met with the Hawaiian Electric Light Company (HELCO) Customer Ombudsman. The HELCO call center and community service technicians interface with many Kupuna who need assistance beyond payment assistance. HELCO will develop and produce a postcard listing resources, including the HCOA ADRC and support organizations, to distribute to HELCO customers who might need assistance or support services.

KAUAI AGENCY OF ELDERLY AFFAIRS:

Attached is Kealoha's report.

AEA is assisting hospitals on Kauai with registering kupuna for the COVID-19 vaccination, including kupuna with no computer access. Many kupuna on Kauai have little or no information regarding the vaccination.

AEA is serving ninety-two participants with restaurant gift certificates. Five participants have not used all their certificates. Each participant receives a set of four certificates per month. Those participants who use all four certificates in the month are issued another set of four certificates.

AEA is distributing robotic furry friend companion pets. Kealoha shared video of a client reacting joyfully to holding a furry friend.

#### MAUI COUNTY OFFICE ON AGING:

Attached is Deborah's report.

Deborah announced that MCOA is also distributing robotic furry friends and working with Hawaiian Electric to identify and help those who need payment assistance. MCOA is working with Hawaii Energy to install improved LED lighting in the homes and to provide energy rebates to Maui County families.

MCOA is establishing enhanced fitness classes for a maximum of ten participants with two instructors. One instructor leads the fitness exercises and the other instructor monitors participants for safety.

MCOA is examining using the Everbridge system to perform automated phone calls with informational messages, such as vaccination. The calls can be sent to targeted areas.

About one-fourth of the MCOA staff received both vaccine doses; half received only one dose; and the remaining one-fourth are awaiting their first dose. One staff member declined the vaccination.

The COVID-19 pandemic is having a negative impact on the mental health of the people in Maui County.

#### KUPUNA CAUCUS:

Caroline announced that today's meeting begins at 3:00 p.m.

#### APPOINTED AND EX-OFFICIO MEMBERS' REPORTS:

Appointed and ex-officio members offered no further reports.

#### STATEMENTS FROM THE PUBLIC:

Rick announced that:

- All are welcome to the February Generations Magazine brown bag lunch webinar on February 17, 2021 from 11:30 a.m. to 1:00 p.m. The webinar will feature Kathy Wyatt presenting "Are You Lonesome Tonight?," a discussion on kupuna loneliness issues. Generations Magazine brown bag lunch webinars are presented on the third Wednesday of each month. The goal is to remove silos and build a network to benefit kupuna and the community.
- Gary is securing speakers on economic recovery in Hawaii for the upcoming Kokua Council meetings.
- The Hawaii Pacific Gerontological Society biennial conference will be virtual on September 14 and 15, 2021.
- The Generations Magazine radio show this weekend will feature a discussion on Alzheimer's disease by Poki'i Balaz and Rick.
- Rick has begun a mental health column in Generations Magazine.

Caroline informed attendees that information to be distributed to Kupuna Caucus needs to be emailed to Charles Izumoto at [c.izumoto@capitol.hawaii.gov](mailto:c.izumoto@capitol.hawaii.gov). Charles is the Office Manager for Senator Sharon Moriwaki, the co-convener of Kupuna Caucus.

Deborah shared the MCOA Annual Report for FY 2020. The report is available on the MCOA ADRC. It includes story maps of Maui County developed by Kevin Dusenbury. The maps display the number of people served and the number of service units provided by area. The underlying data is from the MCOA database. Deborah suggests that the story maps might be useful for EOA's reports.

#### STATUS OF SEEKING NEW PABEA APPLICANTS:

At the Lanakila Multi-Purpose Senior Center Community Resources virtual meeting hosted by Susie Chun-Oakland on February 4, 2021, Debbie Shimizu announced that EOA is seeking applicants to serve on PABEA. Gary subsequently solicited applicants via email from the Lanakila Multi-Purpose Senior Center Community Resources partners. If any attendee would like the email, please contact Gary.

Caroline is contacting ten potential applicants.

Applications need to be submitted by February 15, 2021 for consideration this legislative session.

Caroline encourages personal calls when contacting potential candidates and asks that we inform potential candidates of the time commitment.

Rick's application has been submitted and is being processed.

#### ANNOUNCEMENTS:

The next PABEA monthly meeting is on March 5, 2021 at 11:30 a.m. via Zoom.

#### ADJOURNMENT OF PABEA MEETING:

Linda adjourned the meeting at 1:40 pm. No Executive Committee meeting will follow the PABEA meeting today.

## Summary of Calls

EAD logged **10,731 contacts**, of that 4,830 were incoming calls and 5,280 were outgoing calls, 5 were home visits, and 143 were fax referrals. EAD logged **687 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2020 - February 04, 2021

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
453	5	4,830	2	143	5,280	18	10,731

## Top 5 Call Topics

Home Delivered Meals	3721
Transportation - Non-Medical	1896
COVID - 19	1771
Personal Care	1455
Transportation - Medical	1220



Summary of Executed Contracts

Contracts are effective as early as October 1, 2020 until September 30, 2021

Table 1: Kupuna Care Executed Contracts

Service Name	Agency Name
<b>Adult Day Care</b>	Arcadia Elder Services Family Living Treasures Adult Day Care Franciscan Care Hale Hauoli Hawaii Kahala Senior Living Leahi Hospital Malama Adult Day Care Maluhia Hospital Palolo Chinese Home Salvation Army Windward Seniors Day Care
<b>Attendant Care</b>	Hookele Care at Home Palolo Chinese Home Salvation Army
<b>Home Delivered Meals</b>	Child and Family Services Franciscan Care Hawaii Meals on Wheels Keiki to Kupuna Lanakila Pacific Palolo Chinese Home
<b>Homemaker</b>	Franciscan Care Hookele Care at Home Palolo Chinese Home Salvation Army
<b>Personal Care</b>	Hookele Care at Home Kokua Kalihi Valley Palolo Chinese Home Salvation Army St. Francis Community Health
<b>KC Transportation</b>	Catholic Charities Hawaii Franciscan Care Kokua Kalihi Valley

Table 2: Kupuna Caregiver Executed Contracts

Service Name	Agency Name
<b>Adult Day Care</b>	Arcadia Elder Services Franciscan Care Hale Hauoli Hawaii Kahala Senior Living Leahi Hospital Malama Adult Day Care Maluhia Hospital Palolo Chinese Home Salvation Army Windward Seniors Day Care

Table 3: Title III Executed Contracts

Service Name	Agency Name
<b>Housing Assistance</b>	Catholic Charities Hawaii WorkHawaii
<b>Transportation</b>	Catholic Charities Hawaii Kokua Kalihi Valley
<b>Congregate Dining</b>	Lanakila Pacific
<b>Home Delivered Meals</b>	Hawaii Meals on Wheels Lanakila Pacific Palolo Chinese Home
<b>Nutrition Education</b>	Lanakila Pacific
<b>Health Maintenance</b>	Child and Family Services
<b>Caregiver Access - Case Management</b>	Child and Family Services Franciscan Care Salvation Army
<b>Caregiver Respite - Level I</b>	Hookele Care at Home
<b>Caregiver Respite - Level II</b>	Hookele Care at Home
<b>Caregiver Education/Training</b>	Alzheimer's Association - Aloha Chapter Child and Family Services Franciscan Care Project Dana
<b>Caregiver Counseling</b>	Alzheimer's Association - Aloha Chapter Child and Family Services Project Dana
<b>Caregiver Education/Training (Grandparents)</b>	Hawaii Family Services
<b>Caregiver Counseling (Grandparents)</b>	Hawaii Family Services
<b>Legal Assistance</b>	Legal Aid Society of Hawaii
<b>Legal Education</b>	Legal Aid Society of Hawaii

### Summary of Service Delivery

EAD provided at least one registered service (all services) to **5,802 clients**.

EAD provided at least one in-home service, main KC services, to **2,951 clients**. (Includes both state and federal funding.)  
Data reflects the time period of July 1, 2020 - February 04, 2021.

Table: Service Delivery Summary - Authorized Services

Funding Source	Service	Unit Type	Provider	Persons Served	Units Delivered	Total Expended
Kupuna Care	01S Personal Care (Authorized)	1 Hour	Hookele Care at Home	32	1,818.00	\$66,022.00
		1 Hour	Kokua Kalihi Valley	12	632.00	\$31,858.56
		1 Hour	Palolo Chinese Home - Provider	1	35.00	\$1,050.00
		1 Hour	St. Francis Health Services	170	7,758.00	\$340,509.84
	02S Homemaker (Authorized)	1 Hour	Franciscan Care Services	1	48.00	\$1,204.00
		1 Hour	Hookele Care at Home	53	1,768.00	\$60,028.00
		1 Hour	Palolo Chinese Home - Provider	8	43.00	\$3,975.00
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	152	13,916.00	\$146,118.00
		1 Meal	Keiki To Kupuna	120	18,777.00	\$179,883.66
		1 Meal	LMOW LRC Home Delivered Meals	314	37,936.00	\$359,607.00
		1 Meal	Palolo Chinese Home - Provider	17	2,305.00	\$21,053.34
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	3	168.00	\$2,478.00
	04S Home Delivered Meals-Special 7xwk (Authorized)	1 Meal	Mom's Meals	1	41.00	\$645.75
	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	5	822.43	\$11,864.08
		1 Hour	Franciscan Care Services	11	6,888.00	\$67,920.00
		1 Hour	Hale Hauoli Hawaii	5	965.00	\$14,725.00
		1 Hour	Kahala Senior Living Community	2	233.86	\$3,274.04
		1 Hour	Lunalilo Home	1	361.03	\$3,520.04
		1 Hour	Malama Adult Day Care	5	678.22	\$9,495.08
		1 Hour	Palolo Chinese Home - Provider	2	498.81	\$8,194.91
1 Hour		Windward Seniors	3	275.00	\$3,575.00	
10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	145	3,283.00	\$98,490.00	

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

		1 One-way trip	Kokua Kalihi Valley	25	822.00	\$19,053.96
	COVID-19 Expanded Meals (Authorized)	1 Meal	Keiki To Kupuna	162	4,532.00	\$43,416.56
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	29	1,121.00	\$35,872.00
		1 Hour	Palolo Chinese Home - Provider	2	43.00	\$1,099.00
		1 Hour	Project Dana - Kupuna Care	2	50.50	\$911.53
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	7	4,295.35	\$24,761.06
		1 Hour	Franciscan Care Services	3	2,554.42	\$12,249.98
		1 Hour	Hale Hauoli Hawaii	10	7,253.31	\$40,320.27
		1 Hour	Kahala Senior Living Community	5	3,574.75	\$18,410.00
		1 Hour	Lunalilo Home	3	3,074.27	\$14,140.16
		1 Hour	Malama Adult Day Care	9	8,733.64	\$43,884.96
		1 Hour	Palolo Chinese Home - Provider	7	5,778.05	\$29,994.90
		1 Hour	Windward Seniors	4	2,543.85	\$12,270.05
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	88	8,122.00	\$85,281.00
		1 Meal	LMOW LRC Home Delivered Meals	64	7,686.00	\$72,849.00
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	154	3,863.00	\$115,890.00
		1 One-way trip	Kokua Kalihi Valley	15	368.00	\$10,234.08
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	484	64,613.00	\$678,436.50
		1 Meal	Keiki To Kupuna	272	34,355.00	\$329,120.90
		1 Meal	Lanakila Meals on Wheels Program	1,011	144,528.00	\$1,374,263.00
	COVID-19 Meals - Special 14x (Authorized)	1 Meal	Mom's Meals	10	490.00	\$7,717.50
	COVID-19 Meals -14x (Authorized)	1 Meal	Mom's Meals	80	4,921.00	\$72,584.75
	<b>TOTAL</b>			2,951	412,572.49	\$4,478,252.46

## Waitlist

For the period of July 1, 2020 - February 04, 2021

<b>Service</b>	<b>No. of Clients</b>	<b>Average Wait Time (in Days)</b>
01S Personal Care (Authorized)	45	248
02S Homemaker (Authorized)	248	710
05S Adult Day Care (Authorized)	13	461
10S Transportation (Authorized)	178	470
F06 Attendant Care (Authorized)	18	403
F06 Attendant Care/Supervision (Authorized)	85	657

## Kupuna Caregiver

As of October 6, 2018

EAD has authorized and referred a total of **128 care recipients** for Adult Day Care, with start dates as early as February 16, 2018.

The average age of care recipients is **94 years**.

## Demographics of Caregivers Assessed

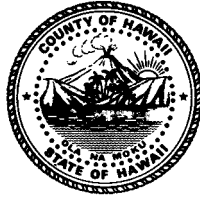
The average age of caregivers is **63 years**.

Lives With	Count
	19
No	45
Sometimes	9
Yes	192
Total	253

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	152
CR 60+ - Husband	3
CR 60+ - Other Relative	14
CR 60+ - Son/Son-In-Law	63
CR 60+ - Wife	20
Grandson	3
Relationship Missing	1
Total	253

GENDER	Count
	2
F	175
M	76
Total	253

**Mitchell D. Roth**  
Mayor



**William H. Farr**  
Executive on Aging

# County of Hawai'i

## OFFICE OF AGING

Aging and Disability Resource Center, 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720-3872  
Phone (808) 961-8600 • Fax (808) 961-8603 • Email: hcoa@hawaiiantel.net  
West Hawai'i Civic Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona 96740  
Phone (808) 323-4390 • Fax (808) 323-4398

February 2021 Executive Report  
Hawaii County Office of Aging  
Submitted by William "Horace" Farr

1. Hawaii County Office of Aging (HCOA) met with Hawaiian Electric Light Company (HELCO) Customer Ombudsman, Joanna Markle. Joanna shared that the HELCO call center and community service technicians interface with many Kupuna who are in need of assistance other than financial support for their electric bill. Attendance at a scheduled meeting with ADRC staff were HELCO's Customer Ombudsman, Director of Customer Relations, Director of Revenue Management, and Director of Finance and Budget Planning. In the process, HELCO committed to producing informational post cards. These cards would contain contact information about the ADRC along with other support Organizations. Call center and Community Service technicians would have these card available to distribute to customers who may be in need of services. We look forward to continuing and expanding this partnership with HELCO.
2. HCOA continues to work with the State Department of Health (DOH), Hilo Medical Center, and Kona Community hospital on coordinating transportation for our senior population who were able to get appointments scheduled and to continue disseminating information. We continue meet weekly. We appreciate the DOH for setting up their call center, and making the Senior Housing facilities Points of Distribution (POD).
3. HCOA is working with AARP and Coordinated services to provide income tax services again this year. Due to COVID-19 issues, this year the plan will be drive through tax preparations. The schedule this year is two days a week for the next ten weeks, beginning this week. At their schedule time, participants drop off their packets to staff stationed in the parking lot. HCOA will be providing our training room to provide the social distancing and internet connection for AARP's tax preparers only. The goal is to service 500 participants.
4. HCOA continues to face capacity issues with our Case Management provider. Our provider lost another Case Manager who returned to the mainland to take care of an ailing family member. Fortunately, our provider was able to hire another Case Manager to replace the one that left. We are currently in the process of executing an emergency RFP to add another service provider to add capacity for Case Management services.



*An Area Agency on Aging*

*Hawai'i County is an equal opportunity provider and employer.*



January 2021 Executive Report  
Submitted by Kealoha Takahashi

**Vision**

*The people of Kaua`i will live well and age well.*

**Mission Statement**

*The Kauai Agency on Elderly Affairs, as the designated lead County agency, plans, implements, supports and advocates for the well-being of Kauai's older adults; and serves as a one stop source of information on long term care support options and services for all residents.*

**Vision Statements**

- *Kauai's older adults will live independently at home or in the community with dignity and respect.*
- *Kauai's family caregivers receive adequate support to care for their older adults.*
- *Kauai's older adults, persons with disabilities and family caregivers will make informed choices and have streamlined access to long-term care support.*

**Goals:**

**1. Maximize opportunities for older adults to age well, remain active and enjoy quality lives while engaging in their communities.**

*Strategy 1-1: Promote Healthier living through evidence-base programs and volunteerism.*

**RSVP**

- RSVP volunteers continue to provide delivery for Aina Ho'okupu o Kilauea's produce boxes.

**Better Choices, Better Health**

- No report

**EnhanceFitness**

- Instructors continue to provide virtual exercise classes.

**2. Forge partnerships and alliances that will give impetus to meeting Hawaii's greatest challenges of the aging population.**

*Strategy 2-1: Expand and strengthen access to services with the Aging Network*

**Interdisciplinary Team (IDT) Meetings**

- No report

*Strategy 2-2: Increase the quality of life for older adults and persons with disabilities living in the community.*

**Dementia Friendly Community**

- No report

**3. Strengthen the statewide ADRC System for persons with disabilities, older adults, and their families.**



*Strategy 3-1: Promote and strengthen the ADRC system process*

ADRC (Aging and Disability Resource Center)/NWD (No Wrong Door)

- Statewide ADRC Operations Workgroup Zoom meeting held on January 5, discussion on Executive Office on Aging's Memorandum of Understanding with Med-Quest; Memory Care Roadmap for Family Caregivers copies were sent to Counties; streamline the assessment process between Brief and Core assessments; coordination of Furry Friends; and coordination of COVID-19 vaccine.

Aging Network

- No report

ADRC Website

- For the period of July 1, 2020 to January 22, 2021 – 2,674 visits, 1,684 unique visitors.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2020 to January 22, 2021

- Total Calls:5,806
- Top 5 Topic Categories discussed:
  - Miscellaneous (Aina Ho'okupu o Kilauea-USDA Produce Box, Nourish Kauai, Grove Farm Community Wins Program, Restaurant Gift Certificates, Kauai Independent Food Bank)
  - Nutrition
  - Health and Wellness
  - Home and Community Based Services
  - Health Insurance

State Health Insurance Assistance Program (SHIP)

- For the period October 1, 2020 to December 31, 2020, SHIP services included completion of 56 Client Contact Forms and Nine (9) MIPPA Contacts.

**4. *Enable older adults to live in their communities through the availability of and access to high quality long-term services and supports, including supports for their families and caregivers.***

*Strategy 4-1: Promote and expand innovative programs that meet the needs of older adults and their caregivers.*

Educational Opportunities/Caregiver Training

- No report

Kupuna Caregiver Program

- No report

*Strategy 4-2: Pursue and promote a person-centered system that meets the needs of older adults and their caregivers.*

Vendor Pool/Multi-Contract

- No report

**5. *Optimize the health, safety and independence of Hawaii's older adults.***

*Strategy 5-1: Expand and foster collaboration with the Aging Network to ensure older adults and persons with disabilities live safely and independently.*

Falls Prevention Program with Kauai Fire Department & AMR

- As of January 21, 2021, 639 individuals served (524 homes)

Service Options-Private Hire

- No report

### Elder Abuse Awareness

- Processing contract with Paul Greenwood to assist in formulating the Kauai Elder Justice Multi-Disciplinary Team.

### ***Administrative:***

- Daily AEA Associates meetings held at 8:30am; I&R Program Specialist conduct Zoom meetings daily with ADRC/I&R Associates.
- Checks will be processed on January 27 to pick up Restaurants gift certificates for Ishihara and Gina's in Waimea and Waipouli Deli in Kapaa.
- AEA Associates assisting with registering Kupuna for vaccines at hospitals.
- Mailed out Older Americans nomination forms inviting community organizations to nominate a Kupuna.
- Council agenda on January 27, 2021 – Intent to Award State Funds for Kupuna Care State Fiscal Year 2021 in the amount of \$713,668.00.

### ***Training:***

- No report

### ***Personnel:***

- Aging Program Planner vacancy

### ***Media:***

- No report

Maui County Office on Aging  
Service Delivery Summary  
(by Service)  
December 2020

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care (Authorized)	90	0	887.25
02S Homemaker - Na Puuwai Molokai (Authorized)	8	0	52.00
02S Homemaker (Authorized)	180	0	610.00
03S Chore (Authorized)	16	0	28.00
04S Home Delivered Meals	18	0	54.00
04S Home Delivered Meals (Authorized)	601	0	12,255.00
04S Home Delivered Meals-5xwk (Authorized)	4	0	77.00
04S Home Delivered Meals-7xwk (Authorized)	100	0	2,689.00
04S Home Delivered Meals-Special 7xwk (Authorized)	8	0	234.00
05S Adult Day Care (Authorized)	65	0	4,688.00
06S Case Management	341	0	322.25
07S Congregate Meals	59	0	773.00
09S Assisted Transportation - Non-Medical Medicaid	2	0	23.00
09S Assisted Transportation (Authorized)	24	0	133.00
10S Transportation - Non-Medical Medicaid	4	0	27.00
10S Transportation (Authorized)	54	0	293.00
11S Legal Assistance	0	34	102.75
12S Nutrition Education	0	1,218	10,513.00
13S Information and Assistance	701	82	1,278.70
COVID-19 Expanded Meals (Authorized)	132	0	3,151.00
COVID-19 Food Truck Meal to Go (Authorized)	459	0	3,897.00
COVID-19 Meal Delivery (10S Transportation)	70	0	1,339.00
COVID-19 Meals	463	0	8,122.00
COVID-19 Meals (Authorized)	7	0	201.00
F06 Attendant Care (Authorized)	43	0	380.75
FCG Counseling	11	0	19.00
FCG Respite Adult Day Care (Authorized)	26	0	608.00
FCG Respite In-Home (Authorized)	15	0	79.00
FCG Supplemental Service - Legal Assistance	1	0	0.50
FCG Support Groups	15	0	17.00
FCG Training	10	0	10.00
Kupuna Caregiver Adult Day Care (Authorized)	14	0	1,280.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	4.00
Kupuna Caregiver Personal Care (Authorized)	1	0	14.00
<b>Grand Total:</b>	<b>2,324*</b>	<b>1,334**</b>	<b>54,183.20</b>

\* Consumer counts are distinct over group totals. Grand Total represents the distinct count of consumers served.

\*\*Consumer Groups track data for consumers who have something in common, such as training, a bus trip, or an event.

# Maui County Office on Aging Legislative Briefing Report December 2020

**Summary of Contacts**

The Maui County Office on Aging logged 2,241 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
COVID - 19	796
Food Truck Meals	793
Home Delivered Meals	436
Status Update	359
Attempt to Contact	219
Unsuccessful	
Homemaker	114
Adult Day Care	93
Personal Care	66
Caregiver Support / Respite	62
Assisted Transportation (KC Transportation)	54
<b>Total number of unduplicated calls:</b>	<b>2,241</b>
<b>Total number of unduplicated callers:</b>	<b>1,140</b>

CALL TYPE	NUMBER OF CALLS
Incoming	1,073
Outgoing To	982
Email	140
Walk-In	26
Mail/Fax	15
Home Visit	3
In-Office/Appointment	2

