

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

July 2, 2021

Zoom Online Meeting Minutes

CALL TO ORDER:

Gary Simon called the meeting to order at 11:32 a.m.

PRESENTATION: National Center on Advancing Person-Centered Practices and Systems (NCAPPS), Bob Sattler, Support Development Associates (SDA). (Presentation attached.)

Debbie Shimizu introduced Bob Sattler. Debbie remarked that SDA has been training EOA staff on the tools for person-centeredness and that SDA has been working with EOA for several years. Bob encourages those who are interested in person-centered practices and systems to contact Aileen Manuel of Med-QUEST by email at [amanuel@dhs.hawaii.gov](mailto:amanuel@dhs.hawaii.gov) or by phone at 808 692 8109 or 808 204 2679. Debbie will ensure that today's presentation is emailed to the PABEA members.

ROLL CALL:

The roll was called at 12:05 p.m.

Members Present: Shelly Abe Ogata, Roberta Murray, Marilyn Seely, Gary Simon, Kathy Wyatt, and Barbara Yamashita.

(A quorum was not established as only six members were present at roll call. This board requires eight members to be present in order to establish quorum.)

Ex-officio: Victoria Fan, UH; Kathy Ishihara, DHS; Keith Ridley, DOH; and David Rodriguez, DOT.

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

Public: Poki'i Balaz, Rick Tabor, Leslie Tanoue, and Stephen Lung.

Guests: Audrey Suga-Nakagawa, Director of Advocacy for AARP Hawaii.

Gary remarked that the new PABEA members technically are not official members until their commissions are signed, notarized, and returned to EOA. As of July 1, 2021, EOA had not received the commissions from Boards and Commissions.

## NEW MEMBER INTRODUCTIONS

Gary called upon the new members who are present to introduce themselves: Leslie Tanoue announced that she is with Alu Like. Rick Tabor announced that he is with Generations Magazine, Kokua Council, and other agencies. He is a member of the Recognition and Awards Committee and worked on the OAM program and broadcast with Kathy Wyatt and Olelo. Stephen Lung announced that he has been retired for the last three years and currently volunteers with SHIP, where he has learned much. He worked on the business side of healthcare in health plans. Stephen worked at HMSA for 27 years and, most recently, with United Healthcare after HMSA before retiring. Stephen is concerned with access to healthcare and the shortage of providers. Poki'i Balaz announced that she is with Lunalilo Home and the Alzheimer's Association and works with other agencies and groups.

Caroline commented that new member Raelene Tenno has a background in housing.

Caroline reintroduced the ex-officio PABEA member for UH, Victoria Fan, Ph.D. Victoria announced that she is the Interim Director of the UH Center on Aging (COA). Victoria announced that COA's current projects include partnerships with EOA and DOH. She is willing to help the attendees with health data, developing next generation workforce, raising awareness of aging and gerontology, creating opportunities for students, e.g. engineering students, etc. Victoria can be contacted by email [xfan@hawaii.edu](mailto:xfan@hawaii.edu) or by phone at 956 5596.

Gary announced that new members will be invited to the next meetings of the three PABEA committees in order to help them discern on which committees to serve.

Keith remarked in the Zoom chat that attendees can provide report, but, without a quorum, PABEA cannot take action, such as approving minutes or other motions.

## MINUTES:

Approval of the minutes of the PABEA meeting of June 4, 2021 are deferred to the August PABEA meeting.

## CHAIR'S REPORT:

Gary asked attendees to consider whether a planning session would be helpful to determine the direction and goals of PABEA and its Committees for the short, medium, and long term. The session could be held on one of PABEA's first Friday of the month meetings or could be scheduled as an additional meeting.

## LEGISLATIVE COMMITTEE:

Gary announced that the Committee will meet on Thursday, July 8, 2021. No report was offered.

### PLANS AND PROJECTS REVIEW COMMITTEE:

Quorum was not achieved at the Committee's most recent meeting. No report was offered.

### RECOGNITION AND AWARDS COMMITTEE:

Kathy Wyatt reported that the Committee met on July 1, 2021. The OAM broadcast was perfect, aside from a few technical issues, which Olelo plans to resolve for any future OAM events. Caroline suggested to Kathy and RAC that the counties live broadcast their individual celebrations in the future. Highlights from the counties' recorded broadcasts can be integrated into the State-wide OAM program coordinated by RAC.

### EXECUTIVE OFFICE ON AGING:

Attached is Caroline's report.

Caroline reported that EOA has contracted the University of Hawaii (Kathryn Braun, PhD) to evaluate the overall statewide strategies deployed in vaccination efforts for kupuna. UH has distributed a survey to stakeholders, partners, as well as to members of the Kupuna Vaccination Outreach Group (KVOG). UH is conducting informant interviews with stakeholders as part of their evaluation with the intent of interviewing all key individuals by the end of July 2021.

### CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION:

Derrick reported that the Hawaii Institute of Public Health is supporting EAD in composing an after-action report for KVOG. The report will include best practices. The City Council has approved the FY 2022 budget for the City and County. EAD has no cuts to its budget. EAD continues its initiatives with Christy Nishita. Derrick is working with the City and County of Honolulu Grants in Aid (GIA) Program on the GIA priority scoring for proposals that align with the vision and goals of the Age-Friendly Honolulu initiative. EAD and KVOG are pivoting to coordinating and providing in-home vaccinations. Derrick thanked KITV News for its video report on KVOG and its vaccination partnership efforts (<https://www.kitv.com/story/44091759/publicprivate-coalition-works-to-get-more-seniors-vaccinated>). Derrick also thanked Pōkī'i and Lunalilo Home for providing the setting for the KITV News report. Sasha Dimond, former Assistant Administrator of the Plaza at Moanalua, has been hired by EAD. Marsha Tamura, who was with HI-EMA, has also been hired as a program specialist. She will be working on policies and procedures. Marsha also will be working with Kimberly Itagaki, Retired and Senior Volunteer Program (RSVP) Director.

### HAWAII COUNTY OFFICE OF AGING:

Horace has emailed his report to EOA for distribution to PABEA. HCOA continues to interview applicants to fill a vacant position. Of five applicants, four withdrew their applications. HCOA is also in the process to fill the Database Manager position, which has been vacant for the past 22 months. During the month of June, HCOA launched its campaign against elder abuse. World Elder Abuse Awareness Day, June 15, 2021, was a

pivot and anchor point for the campaign. Horace thanked Theresa Kong Kee and Gloryana Akapo of the Department of Commerce and Consumer Affairs (DCCA) for supplying informational, educational, and other promotional materials that were included in HCOA's elder abuse kits. HCOA plans to produce and distribute at least 625 elder abuse kits. Thus far, HCOA has distributed 325 kits. Kits include personal alarms and identity protection ink stamps. The stamps are used to blot out personal information on personal documents. Beginning July 1, 2021 the Disability and Communications Access Board (DCAB) approved a new category of parking placards. Three types of disabled parking placards now are available to eligible recipients: first time or renewal of a temporary placard (red placard); first time or renewal of a long-term placard (blue placard); and first time or renewal of a paid parking exemption for those with disabilities placard (green placard). HCOA programs are transitioning from COVID-19 status to regular program status and is targeting July 26, 2021 for all programs to return to regular program status.

#### KAUAI AGENCY ON ELDERLY AFFAIRS:

Attached is Kealoha's report.

Kealoha read aloud a letter (attached) from a caregiving grandchild who is caring for her grandfather at home. The grandfather is a U. S. Marine Corps veteran, suffers from dementia, and is sometimes combative. The granddaughter fears losing their home to Medicaid liens if the grandfather is transferred to a care facility. She hopes to keep their home. In the letter, the granddaughter articulates the extreme caregiving and financial stress she is experiencing. She is seeking help from KAEA. Kealoha requests that the Legislative Committee examine how the granddaughter and others like her can be helped.

#### MAUI COUNTY OFFICE ON AGING:

Deborah reported that six staff positions remain open. Two positions will be filled via inter-government transfers. Staff are fatigued. Deborah thanked Kathy Wyatt and the Recognition and Awards Committee for their work on the OAM program and broadcast. MCOA participated in the World Elder Abuse Awareness Day. The new Maui County Prosecuting Attorney, Andrew Martin, has applied for monies to fund a multidisciplinary team to address elder abuse. MCOA is planning to reopen its congregate meal sites in August and phase out its temporary meal provisions, such as food truck vouchers. Approximately 700 eligible participants will continue to receive home delivered meals. Approximately 900 participants who were receiving temporary meal provisions will transition to congregate meal sites. These 900 participants had been forewarned that their meal provision programs were temporary. Deborah's last day with MCOA is August 6, 2021. She will be relocating to Washington, D. C. Deborah thanked EOA and PABEA for their support and work and complimented the aging network for its heart and passion.

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

Kathy Ishihara requested a copy of the letter read aloud by Kealoha. Kealoha will send the letter to EOA for distribution to PABEA members. Kathy will attempt to find assistance, including assistance from DHS, for the granddaughter and her grandfather.

No other reports were offered.

## KUPUNA CAUCUS:

The Kupuna Caucus meets today at 2:00 p.m. via Zoom. The agenda includes a presentation by Keith Ridley on plans of correction and corrective actions for care facilities and a discussion on Kupuna Recognition Day, July 24, 2021.

## STATEMENTS FROM THE PUBLIC

Rick encourages all to view Kokua Council's review of the 2021 legislative session ("The Good, the Bad, and the Ugly") on YouTube. Rick will inquire at Kupuna Caucus about legislative priorities for next year's legislative session. Rick announced that a Virtual Hui has been established. He and Gary are members of its advisory board. Rick will be providing a presentation on progressive relaxation at a future session of the Virtual Hui. Rick invites PABEA members to attend his presentation.

## NEW BUSINESS:

Caroline announced she will provide a presentation on PABEA Members Development at the August PABEA meeting.

## ANNOUNCEMENTS

- August 6, 2021, 11:30 a.m., PABEA monthly meeting (via Zoom)
- HPGS Biennial Conference, Wednesday and Thursday, September 15 & 16, 2021
- Hawaii Family Caregiver Coalition Annual Members and Friends Luncheon, Friday, November 12, 2021
- [Nominate Outstanding Volunteer for 2021 Andrus Award](#)
- [Upcoming AARP Hawaii Events](#), including:
  - Infection Prevention House Calls: Protecting Yourself & Loved Ones! The New Norm, Friday, July 9, 2021, 1:00 p.m. Mountain Time
- PABEA Legislative Committee Meeting, Thursday, July 8, 2021 (via Zoom)

## ADJOURNMENT OF PABEA MEETING:

Gary adjourned the meeting at 1:10 p.m.

## **JULY 2021 –Director’s Report to PABEA**

### **ACL Highlights**

- ACL continues to support various efforts thru the Americans Rescue Plan and the Vaccination funding allocations.
- ACL brought together the states to look at opportunities to utilize the funding for Vaccinations.
- ACL is updating the State Program Reporting tool that will be effective in the next federal fiscal year.

### **Vaccination Efforts**

EOA continues to co-lead the efforts of the Kupuna Vaccination Outreach Workgroup (KVOG).

- Support is around how to reach those individuals who are not vaccinated.
- Looking to support Public Health Nurses, Language Access, and others who are willing to target hard to reach older adults and families.

### **Statewide evaluation of vaccine efforts**

- EOA has contracted the University of Hawaii, Dr. Kathryn Braun to evaluate the overall statewide strategies deployed in vaccination efforts for kupuna.
- UH has distributed a survey to stakeholders, partners, as well as members of KVOG.
- UH has begun to conduct informant interviews with stakeholders as part of their evaluation with the intent of interviewing all key individuals by the end of July.

### **Director’s Highlights**

- Participated in the Worldwide Elder Abuse Awareness Day and read the Governor’s proclamation on June 15, 2021.
- Conducted a training with the AAAs to explore the use of the Americans Rescue Plan funding on June 17, 2021.
- Participated in Ha Kupuna annual meeting on June 17, 2021.

- Participated in the Person-Centered Practices Kick Off meeting on June 18, 2021.
- Conducted a PABEA New Member Orientation on June 25, 2021.
- **[\$8-15] Kupuna Recognition Day.** The fourth Saturday of July shall be known and designated as Kupuna Recognition Day, in recognition of the very significant role that kupuna play in Hawaii's culture, history, and traditions. This day is not and shall not be construed as a state holiday. [L 2006, c 122, §1]
  - Kupuna Caucus has reach out to EOA as to the “best” way to celebrate this event.
  - EOA will suggest at the Kupuna Caucus meeting that due to the short time frame, that something simple to recognize the event would suffice. I will suggest a full-page AD in the Sunday (7/25) newspaper with pictures of the winners from the Older Americans Month, along with honorable mention of all the nominees from all the counties.

## Summary of Calls

EAD logged **18,082 contacts**, of that 8,298 were incoming calls and 8,694 were outgoing calls, 21 were home visits, and 211 were fax referrals. EAD logged **988 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2020 - July 01, 2021

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
828	21	8,298	4	211	8,694	26	18,082

## Top 5 Call Topics

Home Delivered Meals	6099
Transportation - Non-Medical	3444
COVID - 19	2650
Personal Care	2394
Transportation - Medical	2379



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

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

Summary of Service Delivery

EAD provided at least one registered service (all services) to **7,448 clients**.

EAD provided at least one in-home service, main KC services, to **3,098 clients**. (Includes both state and federal funding.)  
Data reflects the time period of July 1, 2020 - July 01, 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	38	4,328.00	\$163,912.00
		1 Hour	Kokua Kalihi Valley	13	1,213.00	\$61,158.39
		1 Hour	Palolo Chinese Home - Provider	2	225.50	\$6,765.00
		1 Hour	St. Francis Health Services	176	14,236.00	\$632,019.84
	02S Homemaker (Authorized)	1 Hour	Franciscan Care Services	1	70.00	\$1,820.00
		1 Hour	Hookele Care at Home	59	3,750.00	\$131,380.00
		1 Hour	Palolo Chinese Home - Provider	10	78.50	\$7,347.50
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	183	26,095.00	\$273,997.50
		1 Meal	Keiki To Kupuna	133	27,443.00	\$262,903.94
		1 Meal	LMOW LRC Home Delivered Meals	400	66,260.00	\$642,847.00
		1 Meal	Palolo Chinese Home - Provider	19	3,859.00	\$35,039.34
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	3	476.00	\$7,021.00
	04S Home Delivered Meals-Special 7xwk (Authorized)	1 Meal	Mom's Meals	1	181.00	\$2,850.75
	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	6	2,114.77	\$30,926.13
		1 Hour	Franciscan Care Services	11	11,840.00	\$111,520.00
		1 Hour	Hale Hauoli Hawaii	5	1,500.00	\$23,820.00
		1 Hour	Kahala Senior Living Community	2	233.86	\$3,274.04
		1 Hour	Lunalilo Home	2	1,484.82	\$14,476.99
		1 Hour	Malama Adult Day Care	6	1,051.44	\$14,720.16
		1 Hour	Palolo Chinese Home - Provider	3	641.59	\$11,021.97
1 Hour		Windward Seniors	5	495.00	\$6,435.00	
10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	185	5,481.00	\$164,430.00	

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

		1 One-way trip	Kokua Kalihi Valley	29	1,420.00	\$32,915.60
	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	33	2,694.00	\$86,208.00
		1 Hour	Palolo Chinese Home - Provider	2	76.00	\$1,957.00
		1 Hour	Project Dana - Kupuna Care	2	50.50	\$911.53
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	10	8,949.59	\$50,931.05
		1 Hour	Family Living Treasure	1	202.71	\$1,539.88
		1 Hour	Franciscan Care Services	3	5,320.17	\$26,109.98
		1 Hour	Hale Hauoli Hawaii	11	13,215.12	\$74,759.04
		1 Hour	Kahala Senior Living Community	5	4,903.75	\$25,690.00
		1 Hour	Lunalilo Home	4	5,645.97	\$26,032.23
		1 Hour	Malama Adult Day Care	10	14,044.93	\$70,685.02
		1 Hour	Palolo Chinese Home - Provider	7	10,230.16	\$54,984.73
		1 Hour	Windward Seniors	5	4,126.71	\$20,835.23
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	90	13,918.00	\$146,139.00
		1 Meal	LMOW LRC Home Delivered Meals	64	10,907.00	\$105,059.00
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	187	6,436.00	\$193,080.00
		1 One-way trip	Kokua Kalihi Valley	18	667.00	\$18,549.27
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	484	98,192.00	\$1,031,016.00
		1 Meal	Keiki To Kupuna	273	55,260.00	\$529,390.80
		1 Meal	Lanakila Meals on Wheels Program	1,012	177,056.00	\$1,699,543.00
	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>			3,098	616,316.09	\$6,929,741.72

## Waitlist

For the period of July 1, 2020 - July 01, 2021

<b>Service</b>	<b>No. of Clients</b>	<b>Average Wait Time (in Days)</b>
01S Personal Care (Authorized)	59	188
02S Homemaker (Authorized)	201	779
04S Home Delivered Meals (Authorized)	1	69
05S Adult Day Care (Authorized)	9	315
10S Transportation (Authorized)	13	461
F06 Attendant Care (Authorized)	15	462
F06 Attendant Care/Supervision (Authorized)	50	713

## Kupuna Caregiver

As of October 6, 2018

EAD has authorized and referred a total of **135 care recipients** for Adult Day Care, with start dates as early as February 16, 2018.

The average age of care recipients is **95 years**.

## Demographics of Caregivers Assessed

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

Lives With	Count
	45
No	48
Sometimes	9
Yes	203
Total	290

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	168
CR 60+ - Husband	6
CR 60+ - Non-Relative	1
CR 60+ - Other Relative	19
CR 60+ - Son/Son-In-Law	64
CR 60+ - Wife	27
CR<19 - Grandparent	3
Granddaughter	1
Grandson	4
Relationship Missing	1
Total	290

GENDER	Count
	4
F	203
M	83
Total	290

Maui County Office on Aging  
Service Delivery Summary  
(by Service)  
May 2021

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care (Authorized)	90	0	836.75
02S Homemaker - Na Puuwai Molokai (Authorized)	6	0	32.00
02S Homemaker (Authorized)	127	0	430.75
03S Chore (Authorized)	17	0	34.00
04S Home Delivered Meals	17	0	47.00
04S Home Delivered Meals (Authorized)	605	0	11,297.00
04S Home Delivered Meals-5xwk (Authorized)	1	0	17.00
04S Home Delivered Meals-7xwk (Authorized)	77	0	2,244.00
04S Home Delivered Meals-Special 7xwk (Authorized)	9	0	241.00
05S Adult Day Care (Authorized)	85	0	5,648.00
06S Case Management	278	0	224.50
07S Congregate Meals	125	0	1,646.00
09S Assisted Transportation - Non-Medical Medicaid	1	0	11.00
09S Assisted Transportation (Authorized)	24	0	141.00
10S Transportation - Non-Medical Medicaid	4	0	22.00
10S Transportation (Authorized)	53	0	323.00
11S Legal Assistance	0	51	147.00
12S Nutrition Education	0	385	385.00
13S Information and Assistance	301	53	517.25
COVID-19 Expanded Meals (Authorized)	106	0	2,144.00
COVID-19 Food Truck Meal to Go (Authorized)	360	0	2,448.00
COVID-19 Furry Friend	8	0	8.00
COVID-19 Meal Delivery (10S Transportation)	73	0	1,346.00
COVID-19 Meals	433	0	6,929.00
COVID-19 Meals (Authorized)	7	0	163.00
F06 Attendant Care (Authorized)	39	0	340.75
FCG Counseling	18	0	29.00
FCG Respite Adult Day Care (Authorized)	32	0	712.00
FCG Respite In-Home (Authorized)	11	0	53.00
FCG Supplemental Service - Legal Assistance	1	0	4.25
FCG Support Groups	16	0	16.00
FCG Training	3	0	3.00
Kupuna Caregiver Adult Day Care (Authorized)	18	0	1,400.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	5.00
Kupuna Caregiver Personal Care (Authorized)	1	0	13.00
<b>Grand Total:</b>	<b>2,121*</b>	<b>489**</b>	<b>39,861.25</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.

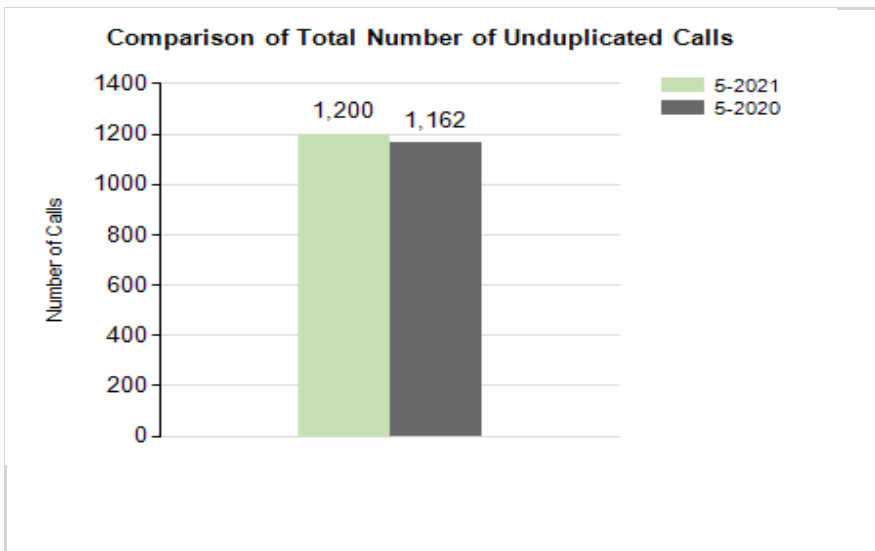
# Maui County Office on Aging Legislative Briefing Report May 2021

**Summary of Contacts**

The Maui County Office on Aging logged 1,200 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
Home Delivered Meals	276
COVID - 19	220
Status Update	192
Food Truck Meals	139
Adult Day Care	88
Homemaker	88
Attempt to Contact	86
Unsuccessful	
Assisted Transportation (KC Transportation)	59
In-Home Care Needs	53
Personal Care	48
<b>Total number of unduplicated calls:</b>	<b>1,200</b>
<b>Total number of unduplicated callers:</b>	<b>668</b>

CALL TYPE	NUMBER OF CALLS
Outgoing To	553
Incoming	511
Email	100
Mail/Fax	20
Walk-In	14
Home Visit	2







June 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**

- Volunteers continue to provide support in delivering food boxes in partnership with Kauai Independent Food Bank.
- RSVP volunteers made 1,638 ti-leaf leis to remember the veterans at the Kaua'i Veterans Cemetery.



Better Choices, Better Health

- Canary Health provides online workshops on Chronic Disease Self-Management Program.

EnhanceFitness

- Due to summer fun programs, in-person classes will continue at Kaumakani Neighborhood Center (NC), Koloa NC, Kilauea NC and Kapaa United Church of Christ.

**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)

- No report

Aging Network

- No report

ADRC Website

- For the period of July 1, 2020 to June 28, 2021 – 4,687 visits.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2020 to June 25, 2021

- Total Calls:10,052 (average 52 min. per call)

Consumer Age Group	No. of Calls
60-74	3,660
75-84	3,105
85-99	2,156

- Top 5 Topic Categories

No. of Calls	Topic Categories
4,689	Miscellaneous (Aina Ho’okupu o Kilauea-USDA Produce Box, Nourish Kauai, Grove Farm Community Wins Program, Restaurant Gift Certificates, Kauai Independent Food Bank, COVID Vaccinations)
1,760	Nutrition
676	Health and Wellness
498	Home and Community Based Services
385	Public Benefits

#### State Health Insurance Assistance Program (SHIP)

- No report

#### **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

- Adult Day Health Center continues to serve 22 participants.

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

##### Vendor Pool/Multi-Contract

- Preparation of Request for Proposal for Elderly Mental Health Support and Elderly Food Support.

#### **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 June 9, 2021, 688 individuals served (568 homes)
- It's 5 years since the start of the program on April 1, 2016. Annually, on average, the program provided the following: 706 pieces of equipment or 59 pieces a month; 134 participants were given instruction on falls prevention, fire safety and health safety; 111 households were improved to assist in preventing falls.

##### Service Options-Private Hire

- Private Hire list was sent to consumers needing assistance due to wait listing for adult day care; homemaker, personal care and respite services.

##### Elder Abuse Awareness

- Associates attended the first virtual statewide World Elder Abuse Awareness Day conference in Hawai'i on June 15. The conference had nearly 200 attendees and 120 organizations were represented. It truly was inspirational and highlighted opportunities for collaboration between law enforcement, government agencies, financial institutions, legal services, medical and social services, and non-profit organizations.
- Planning a Network Building Retreat for the Kauai Elder Justice Team in July with assistance from Jenefer Duane, Senior Program Analyst, Consumer Financial Protection Bureau and Paul Greenwood.
- Meaning of Kupuna - Grandparent, ancestor, relative or close friend of the grandparent's generation, grandaunt, granduncle  
Ho'okupuna - To take a person as a grandparent or grandaunt or granduncle because of affection; an adopted grandparent; to act as a grandparent. (Tuupuna)  
Kupuna - Starting point, source; growing.  
'Elemakule – Old man ('elemakule kane, 'elemakule wahine)  
Luahine – Old woman

***Administrative:***

- County Council approved expenditure of State Funds for Kupuna Care SFY2021 in the amount of \$644,815.00 and Older Americans Act Title III Federal Funds, Americans Rescue Plan, in the amount of \$642,681.00.
- County received American Rescue Plan funding which the following was assigned to AEA to procure:
  - Elderly Mental Health Support Elderly ARP108 \$ 100,000.00
  - Elderly Food Support Elderly ARP109 \$ 100,000.00
- TCARE demonstration was provided by Linda Miller. Tailored Caregiver Assessment and Referral (TCARE) is a care management protocol designed to support family members who are providing care to adults, of any age, with chronic or acute health conditions. The protocol uses a Web-based software that enables care managers to integrate extensive information and identifies intervention goals, strategies, and an initial list of recommended services and resources. These recommendations, including the type of services and the amount of services, are tailored to the caregiver's needs, preferences, and availability.

***Training:***

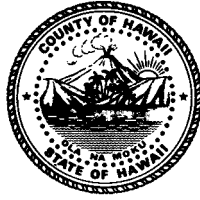
- WellSky Boot Camp for Aging & Disability on June 1, 8 and 15
- WellSky Boot Camp for Harmony Advanced Reporting on June 3, 10 and 17

***Personnel:***

- Aging Program Planner vacancy

***Media:***

- None



# 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

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

1. HCOA continues to interview applicants to fill vacant position. We continue to interview this week, but out of five applicants, four withdrew. We are still working on the process to fill the Database Managers position, which has been vacant for the past 22 months.
2. During the month of June HCOA kicked off our campaign against Elder Abuse. We took advantage June 15, 2021, World Elder Abuse Awareness Day (WEAAD) as our pivot and anchor point for our elder abuse campaign. HCOA would especially like to thank Theresa Kong Kee and Gloryana Akapo, of the State Department of Commerce and Consumer Affairs (DCCA) for supplying the information, educational, and other promotional materials that supplemented our elder abuse kits. HCOA's plan is to produce and distribute at least 625 elder abuse kits. To date HCOA has distributed 325 kits. On the following page are a number of items that that might make up, or be included in an elder abuse kit.
3. Beginning July 1, 2021 the Disability and Communications Access Board (DCAB) approved a new category of parking placards. The three types of Disabled Parking Placards that would be available to eligible recipients are as follows: 1) First time or renewing a temporary placard (**RED**); 2) First time or renewing long-term placard (**BLUE**); and 3) First time or renewing a Disabled paid parking exemption permit (**GREEN**). The chart below provides the number applications processed for the first six months of 2021.

Month	Kona	Hilo	Total
January	79	112	191
February	77	110	187
March	92	112	204
April	75	108	183
May	74	133	207
June	79	139	218
Total	476	714	1190



An Area Agency on Aging

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

#### 4. HCOA Calls Summary – Report Period June 1, 2021 to June 30, 2021

Calls	Email	Incoming	In Office/App	Mail/Fax	Outgoing To	Walk-In	Total
568	0	466	8	11	48	35	568

#### Unduplicated Calls – 171

(Self)	Agency	Brother/Sis	Daughter/DIL	Friend/Neighbor	Husband	Hospital	Organization
318	35	3	96	14	6	4	0

Other	Other relatives	Grandchild	Partner/Significant Other	Son/SIL	Wife	Service Provider	Total
12	8	1	0	40	31	0	568

Top 10 Topics 1/1/2021 to 6/30/2021	Number of Calls
Options Counseling	318
Legal Aid / Referral / Consultation	248
In-Home Care Needs	232
Homemaker	145
Medicaid	128
Caregiver Support / Respite	125
Power of Attorney	121
Other	115
100 - Referred to SFS	110
Private Paid Services	101



**DON'T** give personal information: date of birth or social security number over the phone.

**STOP** do not provide credit card or bank information to incoming callers.

**BYE** Hang up on telemarketers and don't make verbal agreements with people you don't know.

**GO** to the National Do Not Call Registry. [www.donotcall.gov](http://www.donotcall.gov) or call: 1-888-382-1222 to register.

**HAWAII COUNTY OFFICE OF AGING**  
Hilo: 961-8600 Kona: 323-4390

Kits may include any or all of the following:  
Personal Alarm, Identity Theft Stamp, Safe document Lock Box, and Fraud Information Magnet