

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

September 3, 2021

Zoom Online Meeting Minutes

CALL TO ORDER:

Gary Simon called the meeting to order at 11:30 a.m.

PRESENTATION: Wanda Anae-Onishi, Director, Hawaii State Health Insurance Assistance Program (SHIP); and Candace Young, Volunteer Coordinator, SHIP. (Presentation attached.)

Stephen remarked that his experience as a volunteer with SHIP has been positive.

ROLL CALL:

The roll was called at 11:50 a.m.

Present:

Appointed Members: Shelly Abe Ogata, Poki'i Balaz, Beverly Gotelli, William Kinaka, Stephen Lung, Roberta Murray, Barbara Service, Gary Simon, Rick Tabor, Leslie Tanoue, Kathy Wyatt, and Barbara Yamashita (joined at 12:25 p.m.).

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

Ex-officio Members: Victoria Fan, University of Hawaii; and Kathy Ishihara, DHS.

EOA Staff & AAA Staff Present: Wanda Anae-Onishi, Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Josephine Lum, James Mariano, Debbie Shimizu, Kealoha Takahashi, Cristina Valenzuela, and Candace Young.

Members of the Public: Craig Yamaguchi.

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

INTRODUCTIONS:

Craig Yamaguchi introduced himself. He has been retired for four years and was the City and County of Honolulu Elderly Affairs Division Grants Manager.

APPROVAL OF MEETING MINUTES:

The minutes of the August 6, 2021 Zoom online PABEA meeting were approved as circulated.

CHAIR'S REPORT:

Gary remarked that Caroline is determining whether a poll by EOA to determine members' preferences on conducting a planning meeting (i.e. yes or no) and whether to dedicate an entire

existing PABEA monthly meeting, to dedicate part of an existing monthly meeting, or to schedule an additional meeting for planning compliance with applicable rules.

Gary announced that Kupuna Legal Aid Services will provide a presentation at the October PABEA meeting.

LEGISLATIVE COMMITTEE:

Barbara Service reported that the Committee met on September 2, 2021.

Caroline provided a presentation on the potential proposal of consolidating the Kupuna Care Program and the Kupuna Caregivers Program to enhance both Programs.

The Committee currently is examining for consideration as PABEA legislative priorities:

- Long term care facilities inspections;
- The Kupuna Caregiver bill (relaxing the 30-hour employment requirement and adding the option of Kupuna Caregivers directed services to the Kupuna Caregivers Program);
- Long term care insurance lapse or termination notice;
- Establishing and funding additional LTC ombudsman positions; and,
- Hearing aids.

Suzie Schulberg has agreed to be the Legislative Committee lead for any hearing aids bills. State Disability and Communication Access Board (DCAB) Executive Director Kirby Shaw is willing to work with PABEA in support of the bill next session. A resolution to study the issue will be needed as a hearing aids benefit is impacted by and impacts Hawaii's Prepaid Healthcare Act.

Rick suggested that Committee examine evictions as the eviction moratorium has ended.

PLANS AND PROJECTS REVIEW COMMITTEE:

Shelly reported that the Committee met on August 27, 2021. Caroline provided a presentation on a proposal to consolidate and merge the Kupuna Care and Kupuna Caregivers Programs to enhance both programs. EOA will meet with legislators to discuss the issue.

The Committee is addressing a few outstanding issues with the PABEA By-laws.

Shelly encourages PABEA to have a planning meeting to help the Committee with their work, including developing position statements.

RECOGNITION AND AWARDS COMMITTEE:

No report was offered. The Committee did not meet.

EXECUTIVE OFFICE ON AGING

Attached is Caroline's report.

At next month's meeting, EOA will take a Zoom photo of the meeting attendees for the updated EOA booklet.

Caroline commented that the murder-suicide at the Plaza reminds us to take care of ourselves and each other. The Administration for Community Living (ACL) is hosting a webinar next week on suicide prevention.

ACL continues to provide guidance and support weekly, especially with COVID-19 guidance and resources, such as reopening office and programs.

Five of the EOA staff members are in the office daily. Grants management personnel are in the office twice weekly. EOA staff are complying with the Governor's mandate to be vaccinated or to be tested weekly.

EOA is requesting \$1.5 million dollars in the next year to grow and enhance both the Kupuna Care Program and the Kupuna Caregivers Program. EOA also is requesting 2 FTEs for the Long-Term Care Ombudsman Program. Replacing John McDermott might be difficult as he has deep expertise in long term care. The Long-Term Care Ombudsman Program has been rebranded and has a new toll-free number for information and for referrals.

EOA is working with UH (Kathryn Braun) on the COVID-19 evaluation report, e.g. EOA's response to COVID-19, such as strategies that were effective and strategies that were less effective. Effective strategies might be used for the COVID-19 booster program, including providing the booster at senior housing projects. EOA continues to support the DOH with in-home vaccinations.

EOA continue to work on ADRC and No Wrong Door (ADRC/NWD). EOA is examining expanding ADRC/NWD to working with children and families and streamlining processes and minimizing the number of calls that consumers need to place.

SHIP is preparing for open enrollment. SHIP has received an \$80,000 increase from the Medicare Improvement for Patients and Providers Act (MIPPA) to expand services.

EOA is preparing the next State Plan on Aging and developing a timeline. The Plan is due in 2023. Although the Governor and the DOH Director will be new and the EOA Director might be new in 2023, EOA intends to have a draft of the Plan in place.

EOA is preparing its annual report to Legislature and is finalizing its fiscal year report.

EOA's grants management section is developing procurement for the \$1.5 million allocation for senior centers to mitigate social isolation.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION:

Attached is EAD's monthly report from Derrick.

EAD reinstated an alternating telework schedule two weeks ago. The Emergency Operation Center is open for situational awareness and to provide guidance on maneuvering during the current increase in case positivity. Service providers have been impacted. Adult day health at both Leahi and Maluhia have closed.

Derrick is working with the City and County of Honolulu Grants in Aid (GIA) Program on RFP language for the GIA priority scoring for proposals that align with the vision and goals of the

Age-Friendly Honolulu initiative. The final version of the RFP language will be issued in October. Bids will be due in November.

The City Council Committee on Public Safety heard Resolution 21-173, urging the City Administration to implement dementia training for first responder personnel. The Alzheimer's Association Aloha Chapter testified in support of the resolution. Christy Nishita is working with the Honolulu Fire Department on dementia training.

EAD, the Hawaii Public Health Institute, and Age-Friendly Honolulu are establishing the Kupuna Collective, an age-friendly incubator. One of the goals of the Kupuna Collective will be to provide training and technical assistance to members of the Kupuna Collective. As a first step in demonstrating what the Kupuna Collective can provide to its members, the Kupuna Collective will provide a "*Federal Process and Seizing Opportunity*" (federal grants) training on September 13, 2021.

HAWAII COUNTY OFFICE ON AGING:

Attached is Horace's report.

KAUAI AGENCY ON ELDERLY AFFAIRS:

Attached is Kealoha's report.

Sixteen AEA staff members are vaccinated. One staff member is tested weekly.

AEA has temporarily closed in-person EnhanceFitness classes due to the increase in the COVID-19 test positivity rate. Senior fitness classes will resume via Zoom. The instructors have reported that in-person class attendance has been low.

BAYADA Home Health Care will not be renewing its contract with AEA due to a critical staffing shortage. AEA has learned that BAYADA failed to inform its employees that the contract with AEA would not be renewed. BAYADA serves fifteen consumers for AEA with home based personal services. Regenerative also will not be renewing its contract with AEA. Regenerative serves twenty-seven consumers for AEA. AEA is procuring another contract and is aiming to have a provider in place by January 2021. In the interim, provider services will be secured via small purchase orders. The AEA case manager is contacting the forty-two total consumers to explore and determine options. Some of the consumers are considering asking the providers' workers to accept private payments.

Derrick commented that the workforce shortage is acute on all islands and that workforce development is a critical need.

MAUI COUNTY OFFICE ON AGING:

James reported that all MCOA staff, except for 2 contractors (who are required to test weekly), have been vaccinated.

Congregate meal sites have closed. Clients who had been receiving these services are receiving meal delivery.

New contracts for home and community base services, personal care, and respite care begin in October.

Some providers' employees work with more than one employer.

Planning for the October senior fair begins this month.

MCOA is working with AARP Hawaii to celebrate caregivers.

MCOA continues to struggle with recruiting and hiring.

Kealoha announced that Deborah Stone-Walls has been hired by USAging as its Chief of Programs and Services.

KUPUNA CAUCUS:

Gary announced that today's Kupuna Caucus agenda includes a presentation on Digital Equity for Kupuna provided by Burt Lum, Broadband Strategy Officer, Department of Business, Economic Development, and Tourism.

EX-OFFICIO MEMBERS' REPORTS:

No reports were offered.

APPOINTED MEMBERS' REPORTS:

Rick announced that the HPGS Conference will be on September 15 and 16, 2021, and he encourages all to register and attend. He also announced that Eileen Phillips will be the guest for this Sunday's Generations Magazine radio podcast.

Stephen inquired about the workforce shortage. Rick and Caroline remarked that wages are low, i.e. slightly above minimum wage. Horace remarked that competition for provider workers is great. McDonald's pays more. Providers are paid a unit rate, but the AAAs cannot require that a provider increase employee wages. Caroline will send the report on the UH workforce study completed two years ago. Roberta remarked that she and her husband received Kupuna Care services. The agency received \$26 per unit. The certified nursing assistant received \$12 per hour. Stephen remarked that JABSOM is having a workforce development summit next week, but the summit is focused on medical professionals.

ANNOUNCEMENTS

- A. October 1, 2021, 11:30 a.m., PABEA monthly meeting (via Zoom)
- B. [Upcoming AARP Hawaii Events](#), including Infection Prevention House Calls: *Is It Safe to Socialize and Travel?*, Friday, September 10, 9:00 a.m.
- C. [HPGS Biennial Conference](#), Wednesday and Thursday, September 15 & 16, 2021
- D. Effective October 24, 2021, dial area code 808 + telephone number to make local calls.
- E. [Gerontological Society of America Annual Meeting](#), November 10 – 13, 2021, Phoenix Arizona.
- F. Hawaii Family Caregiver Coalition Annual Members and Friends Luncheon, Friday, November 12, 2021

- G. [American Society on Aging Annual Conference](#), April 11 – 14, 2022, New Orleans, Louisiana
- H. [New AARP Videos Help Caregivers Navigate Hospital Stays](#)
- I. [The Six Stage of Caregiving, Dr. Regina Koep](#), Board Certified Clinical Psychologist

EXECUTIVE COMMITTEE MEETING:

No Executive Committee meeting will be held today.

ADJOURNMENT OF PABEA MEETING:

Gary adjourned the meeting at 1:20 p.m.

Summary of Calls

EAD logged **3,022 contacts**, of that **1,583** were incoming calls and **1,303** were outgoing calls, **5** were home visits, and **31** were fax referrals. EAD logged **124 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2021 - September 03, 2021

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
98	5	1,583	1	31	1,303	1	3,022

Top 5 Call Topics

Home Delivered Meals	855
Transportation - Non-Medical	688
Transportation - Medical	438
Personal Care	317
Homemaker	272

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
Adult Day Care	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
Attendant Care	Hookele Care at Home Palolo Chinese Home Salvation Army
Home Delivered Meals	Child and Family Services Franciscan Care Hawaii Meals on Wheels Keiki to Kupuna Lanakila Pacific Palolo Chinese Home
Homemaker	Franciscan Care Hookele Care at Home Palolo Chinese Home Salvation Army
Personal Care	Hookele Care at Home Kokua Kalihi Valley Palolo Chinese Home Salvation Army St. Francis Community Health
KC Transportation	Catholic Charities Hawaii Franciscan Care Kokua Kalihi Valley

Table 2: Kupuna Caregiver Executed Contracts

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

Summary of Service Delivery

EAD provided at least one registered service (all services) to **2,462 clients**.

EAD provided at least one in-home service, main KC services, to **1,388 clients**. (Includes both state and federal funding.)
 Data reflects the time period of July 1, 2021 - September 03, 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	22	231.00	\$9,009.00
		1 Hour	Kokua Kalihi Valley	9	254.00	\$12,809.22
		1 Hour	Palolo Chinese Home - Provider	1	13.00	\$390.00
		1 Hour	St. Francis Health Services	127	1,334.00	\$60,030.00
	02S Homemaker (Authorized)	1 Hour	Hookele Care at Home	40	313.00	\$11,268.00
		1 Hour	Palolo Chinese Home - Provider	8	14.00	\$1,330.00
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	126	2,499.00	\$26,239.50
		1 Meal	Keiki To Kupuna	69	3,170.00	\$30,368.60
		1 Meal	LMOW LRC Home Delivered Meals	287	6,322.00	\$63,220.00
		1 Meal	Palolo Chinese Home - Provider	13	590.00	\$5,310.00
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	2	70.00	\$1,032.50
	04S Home Delivered Meals-Special 7xwk (Authorized)	1 Meal	Mom's Meals	1	42.00	\$661.50
	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	8	829.56	\$12,236.02
		1 Hour	Family Living Treasure	1	70.00	\$1,092.00
		1 Hour	Franciscan Care Services	8	944.00	\$9,440.00
		1 Hour	Hale Hauoli Hawaii	4	515.00	\$8,755.00
		1 Hour	Hawaii Health Systems	1	81.43	\$1,140.02
		1 Hour	Lunalilo Home	2	263.39	\$2,568.05
		1 Hour	Malama Adult Day Care	5	507.50	\$7,105.00
		1 Hour	Palolo Chinese Home - Provider	4	251.11	\$4,971.98
1 Hour		Windward Seniors	4	335.00	\$4,355.00	
10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	118	550.00	\$22,000.00	

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

		1 One-way trip	Kokua Kalihi Valley	24	346.00	\$13,840.00
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	21	149.00	\$4,768.00
		1 Hour	Palolo Chinese Home - Provider	1	10.00	\$260.00
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	2	297.87	\$1,591.08
		1 Hour	Franciscan Care Services	3	318.00	\$1,400.00
		1 Hour	Hale Hauoli Hawaii	3	399.88	\$2,309.96
		1 Hour	Kahala Senior Living Community	1	149.50	\$840.00
		1 Hour	Lunalilo Home	3	637.53	\$2,939.91
		1 Hour	Malama Adult Day Care	4	582.00	\$2,940.00
		1 Hour	Palolo Chinese Home - Provider	2	335.45	\$1,691.91
		Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	50
10S Transportation (Authorized)	1 One-way trip		CC Transportation Unit 1	133	703.00	\$28,120.00
	1 One-way trip		Kokua Kalihi Valley	15	119.00	\$4,760.00
COVID-19 Expanded Meals (Authorized)	1 Meal		Hawaii Meals on Wheels	280	5,900.00	\$61,950.00
	1 Meal		Keiki To Kupuna	156	3,791.00	\$36,317.78
	TOTAL			1,388	33,909.22	\$469,266.03

Waitlist

For the period of July 1, 2021 - September 03, 2021

Service	No. of Clients	Average Wait Time (in Days)
01S Personal Care (Authorized)	43	214
02S Homemaker (Authorized)	162	827
04S Home Delivered Meals (Authorized)	1	133
05S Adult Day Care (Authorized)	11	204
10S Transportation (Authorized)	3	464
F06 Attendant Care/Supervision (Authorized)	51	702

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

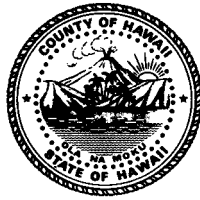
The average age of caregivers is **64 years**.

Lives With	Count
	65
No	48
Sometimes	9
Yes	210
Total	317

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	182
CR 60+ - Husband	10
CR 60+ - Non-Relative	1
CR 60+ - Other Relative	24
CR 60+ - Son/Son-In-Law	67
CR 60+ - Wife	28
CR<19 - Grandparent	4
Granddaughter	1
Grandson	5
Relationship Missing	1
Total	317

GENDER	Count
	4
F	221
M	92
Total	317

Mitchell D. Roth
Mayor



William H. Farr
Executive on Aging

County of Hawai'i

OFFICE OF AGING

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Phone (808) 961-8600 • Fax (808) 961-8603 • Email: hcoa@hawaiiintel.net
West Hawai'i Civic Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona 96740
Phone (808) 323-4390 • Fax (808) 323-4398

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

1. Hawaii County Office of Aging (HCOA) is happy to report that we were able to fill one position in August. Currently, we have two vacant positions that we continue have put out for recruitment. Our Database Managers position, which has been vacant for the past 24 months closed on August 24, 2021. We hope to begin interviews by the end of this month, and the position filled by November 1, 2021.
2. Due to the rise in COVID-19 Delta cases, we are returning to our pandemic mode of operations. New Emergency Proclamations and Administrative Rules have forced us to close congregate meal sites, and again serve frozen meals. This emergency mode is again having an impact on transportation services. All available resources are absorbed to provide the workers needed to deliver meals three days a week across the County. Our Home and Community Based Services (HCBS) providers also continue to face a worker shortage, compounded by clients requesting only vaccinated workers to enter their homes.
3. The issuing of Disabled Parking Placards continues to be a highly requested service. Even with the continued surge of COVID-19 Delta surge, demand has continued to average close to 200 a month. Due to the rise in COVID-19 cases, we have implement again our tighter safety protocols. We are encouraging applicants to use our mail and drop off services, but we continue to offer personalized assistance if needed. Following are the numbers for the month of August.

Month	Kona	Hilo	Total
August	67	126	193
Total	67	126	193

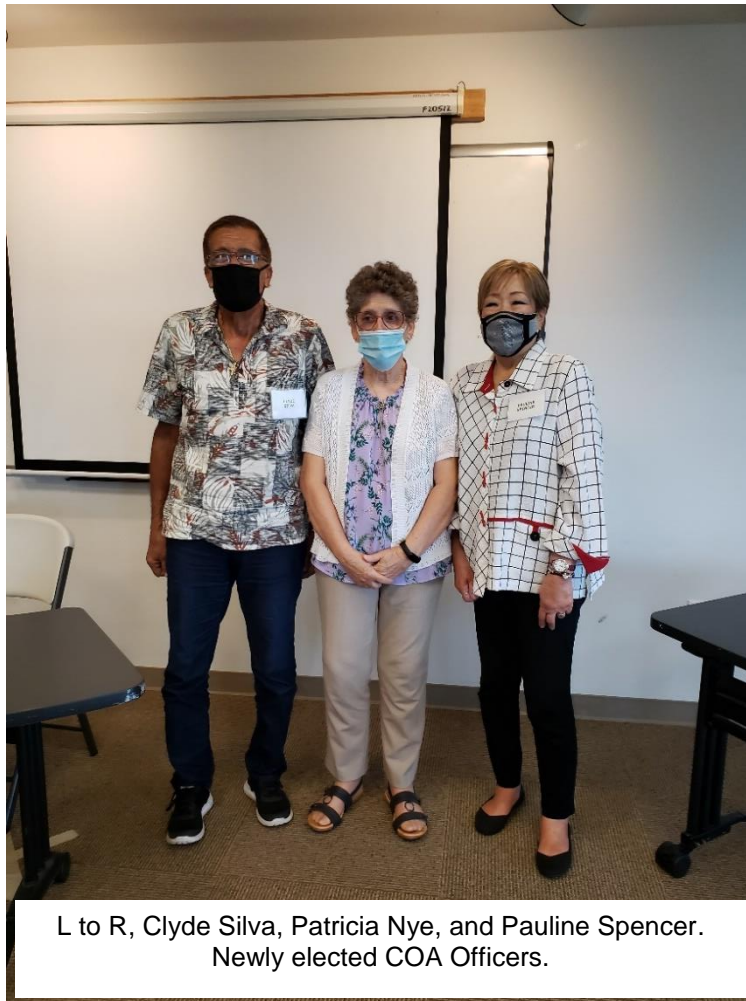
4. HCOA is delighted to report that after eight months we finally organized and established our Committee on Aging (COA). On August 27, 2021, we swore in three more members, and elected a chair, vice-chair, and secretary. Elected officers are as follows:



An Area Agency on Aging

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

Patricia Nye, Chair – North Kona, Clyde Silva, Vice-Chair – Kau, Pauline Spencer, Secretary – Hilo. Although our newly elected members were nervous, we had excellent support from our Corporation Counsel who guided them through the formalities and Roberts rules of Order.



L to R, Clyde Silva, Patricia Nye, and Pauline Spencer.
Newly elected COA Officers.



August 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

- In partnership with Kauai Independent Food Bank, volunteers provided support in delivering 100 food bags.
- Volunteers packaged 85 hygiene kits for the Houseless Mobile Shower Unit.
- Through the Senior Community Service Employment Program (SCSEP), Loreta "Leta" Buccat, Office Assistant, started work at the Agency on Elderly Affairs supporting RSVP.

Better Choices, Better Health

- Offering two six-week Chronic Disease Self-Management Program workshops starts September 8 and 9, 2021 and held via telephone conference call.

EnhanceFitness

- As COVID test positivity rate increases and the new delta variant spreading much more quickly, Agency on Elderly Affairs have decided to temporarily close in person EF classes at the neighborhood centers and Kapaa United Church of Christ. We will resume senior fitness class via Zoom.
- Instructors have reported that in person class attendance have been low. Going back to Zoom senior fitness classes is not only the safest route for now but also, gives some flexibility and creativity to instructors as well as provides convenience of working from home.

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)

- NWD Cross-Door Information Sharing meeting on August 10. Presentation by Access to Independence Transition and Diversion Program.

Aging Network

- No report

ADRC Website

- For the period of July 1, 2021 to August 30, 2021 – 777 visits.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2021 to August 27, 2021

- Total Calls:790 (average 20 min. per call)

Consumer Age Group	No. of Calls
60-74	240
75-84	281
85-99	212

- Top 5 Topic Categories

No. of Calls	Topic Categories
237	Nutrition
125	Home and Community Based Services
105	Miscellaneous
101	Health and Wellness
94	Transportation

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

- 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 August 24, 2021, 717 individuals served (594 homes)
- "I wanted to take some time to thank you for your kind service to my Mom and Dad which you provided at their home on August 3 in Kalaheo. I was unable to be there that day, however my Mom, my Dad, and my sisters all said what a wonderful experience they had. I know that most people think that "oh no problem, this is my job" however you should be recognized for your kindness and caring ways toward my Mom and Dad. Thank You."

Service Options-Private Hire

- No report

Elder Abuse Awareness

- Elder Justice Team met on August 16 to discuss case presented by APS and possibility of KPD receiving Information Only referrals from Honolulu APS Intake.

Administrative:

- Memo dated August 2, 2021 from State Executive on Aging, Intent to Award State Funds for Aging and Disability Resource Center (ADRC) in the amount of \$38,782.00. Received Council's approval to expend funds on August 18th.
- Memo dated August 3, 2021 from State Executive on Aging, Intent to Award State Funds for Kupuna Care services in the amount of \$187,843.00 and for Elder Abuse in the amount of \$22,610.00. Received Council's approval to expend funds on August 18th.
- Received notice from Christina White, Division Director of BAYADA Home Health Care that they will not be able to renew contract due to critical staffing shortage. Sent letters dated August 17th to 15 consumers regarding the discontinuation of services (homemaker, personal care and respite) and that Case Manager will be in contact to discuss other service options and programs.
- Training on the Older Americans Act Performance System to start October 1, 2021.
- Executive attended US Aging Board of Directors meeting on August 20th.
- Healthy Aging Partnership Steering Committee meeting on August 19th.

Training:


- Mediation-Constructive Conflict with Margaret M. Crowley, J.D.

Personnel:

- Aging Program Planner vacancy

Media:

- Get vaccinated radio ad.



**Six 6 Covid
Preparedness
Needs**

- 1) **Don't travel** unless necessary
- 2) **Don't gather** in large groups
- 3) If you must gather, **stay outdoors**
- 4) Please wear your **mask**
- 5) **Stay home** if you're sick and test
- 6) **Get vaccinated** if you are able to

Please Help Us Avoid
a Shutdown

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

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care (Authorized)	87	0	818.25
02S Homemaker - Na Puuwai Molokai (Authorized)	6	0	36.00
02S Homemaker (Authorized)	122	0	413.00
03S Chore (Authorized)	12	0	27.50
04S Home Delivered Meals	14	0	40.00
04S Home Delivered Meals (Authorized)	577	0	11,059.00
04S Home Delivered Meals-5xwk (Authorized)	1	0	22.00
04S Home Delivered Meals-7xwk (Authorized)	67	0	1,835.00
04S Home Delivered Meals-Special 7xwk (Authorized)	10	0	280.00
05S Adult Day Care (Authorized)	99	0	6,496.00
06S Case Management	312	0	280.50
07S Congregate Meals	220	0	2,909.00
09S Assisted Transportation - Non-Medical Medicaid	3	0	22.00
09S Assisted Transportation (Authorized)	21	0	83.00
10S Transportation - Non-Medical Medicaid	3	0	26.00
10S Transportation (Authorized)	59	0	386.00
11S Legal Assistance	0	34	164.25
12S Nutrition Education	0	1	402.00
13S Information and Assistance	434	67	660.25
COVID-19 Expanded Meals (Authorized)	108	0	2,183.00
COVID-19 Food Truck Meal to Go (Authorized)	380	0	2,724.00
COVID-19 Furry Friend	7	0	7.00
COVID-19 Meal Delivery (10S Transportation)	68	0	1,023.00
COVID-19 Meals	324	0	3,819.00
COVID-19 Meals (Authorized)	4	0	87.00
Emergency Meals - Meals Ready to Eat	1	0	5.00
F06 Attendant Care (Authorized)	37	0	388.50
FCG Counseling	19	0	30.50
FCG Respite - Sundowners	3	0	6.00
FCG Respite Adult Day Care (Authorized)	34	0	704.00
FCG Respite In-Home (Authorized)	8	0	33.50
FCG Supplemental Service - Legal Assistance	4	0	7.00
FCG Support Groups	16	0	16.00
Kupuna Caregiver Adult Day Care (Authorized)	20	0	1,680.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	5.00
Kupuna Caregiver Personal Care (Authorized)	2	0	15.00
Grand Total:	2,146*	102**	38,693.25

* 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.

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Summary of Contacts

The Maui County Office on Aging logged 1,603 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
Home Delivered Meals	403
Food Truck Meals	269
Status Update	243
Attempt to Contact	150
Unsuccessful	
Homemaker	149
Adult Day Care	128
Assisted Transportation (KC Transportation)	91
Personal Care	74
In-Home Care Needs	48
Caregiver Support / Respite	47
Total number of unduplicated calls:	1,603
Total number of unduplicated callers:	832

CALL TYPE	NUMBER OF CALLS
Outgoing To	794
Incoming	600
Email	159
Walk-In	17
Mail/Fax	28
Home Visit	5

