

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

December 3, 2021

Zoom Online Meeting Minutes

CALL TO ORDER:

Gary Simon called the meeting to order at 11:37 a.m.

ROLL CALL:

Present:

Appointed Members: Shelly Abe Ogata, Colette Browne, Beverly Gotelli, William Kinaka, Stephen Lung, Roberta Murray, Marilyn Seely, Barbara Service, Gary Simon, Rick Tabor, Raelene Tenno, Kathy Wyatt, and Barbara Yamashita.

(A quorum was established as thirteen 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; Kathy Ishihara, DHS; and Keith Ridley, DOH.

EOA Staff and AAA Staff Present: Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Josephine Lum, James Mariano, Lisa Nakao, Lani Sakamoto, and Kealoha Takahashi.

APPROVAL OF MEETING MINUTES:

The minutes of the November 5, 2021 Zoom online PABEA meeting were approved as circulated.

LEGISLATIVE COMMITTEE

Barbara reported that the Committee met on December 2, 2021. Wanda Anae Onishi and Candace Nakamoto provided a presentation on SHIP and proposed legislation to add State funding to SHIP.

The Committee reviewed proposals for the Kupuna Caucus package:

- Amendments to the Our Care, Our Choice Act
- Merging the Kupuna Care and Kupuna Caregivers Program
- Establishing and funding five new positions for the Long-Term Care Ombudsman Program.
- Extending the Driver's License Renewal Period for Seniors
- Funding for the Healthy Aging Partnership Program
- Hawaii Retirement Savings
- Long Term Rental Assistance for Seniors
- DOH Office of Health Care Assurance (OHCA) Nursing Home Inspections
- Broadband

The Kupuna Caucus legislative proposals were emailed to Kupuna Caucus participants last week. Recipients of the email were asked to submit their vote for their five priorities by last Friday, November 26, 2021.

Barbara will contact Senator Moriwaki for clarification on the proposed legislation for long term rental assistance for seniors.

Regarding hearing aids, Barbara will contact Suzie Schulberg and Kirby Shaw of the Disability and Communication Access Board to inquire whether legislation will be introduced in the 2022 session.

#### PLANS AND PROJECTS REVIEW COMMITTEE:

Shelly reported that the Committee met this morning. The Committee requests that strategic planning occur sooner rather than later in order to provide the Committee direction. The Committee will be examining affordable housing as an issue to advance.

#### RECOGNITION AND AWARDS COMMITTEE:

Kathy Wyatt reported that the Committee met on December 2, 2021. Planning for the Older Americans Month celebration will begin in January 2022. Planning for the three additional 2022 events (honoring caregivers in August, honoring grandparents in September, and honoring veterans in November) will begin in February 2022.

#### EXECUTIVE OFFICE ON AGING:

Attached is Caroline's report.

Caroline reported the passing of former PABEA members Bruce McCullough and Eudie Schick.

#### CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION (EAD):

Attached is Derrick's report.

Derrick expressed his gratitude on behalf of EAD to PABEA for their work in promoting the well-being of kupuna and their families and to those who worked for kupuna before us. Derrick reported that a budget meeting was held today. Budgeted increases include investments in age-friendly Honolulu and broadband. The budget for interpreter and translation services increases slightly. Proposals for City and County of Honolulu Grants in Aid (GIA) Program were due in November. Proposals that align with the vision and goals of the Age-Friendly Honolulu initiative are awarded priority scoring. EAD has multiple vacant positions, including chief planner, staff planner, and frontline positions. EAD is coordinating and supporting COVID-19 vaccination booster shots at senior properties. EAD is working with the YMCA on a contract for congregate dining and wellness programs. Derrick will coordinate housing meeting with Caroline and Antone Krucky, the City and County of Honolulu Director of Community Services.

#### HAWAII COUNTY OFFICE ON AGING:

Attached is Horace's report.

Horace continues to perform the work of the database manager (Horace's former position) while serving as the county executive. Service providers continue to find recruitment and retention of staff difficult, affecting capacity. Care Resources is exiting as a provider. Staff retention and wages have been difficult for them. A meal provider also is exiting. However, the two case management providers have stabilized. In-person programming and services can begin on January 10, 2022 with new safety protocols. Congregate dining is anticipated to be fully operational by the end of calendar year 2022.

Caroline is examining and exploring utilizing ARPA funds to incentivize hiring.

Derrick reported that the staffing issue is complicated and multi-layered. He remarked that he also is examining and exploring educational pathways and career pathways with state and community partners to overcome the workforce shortage.

Horace remarked that increase in reimbursements for unit rates might not result in corresponding wage rate increases.

Kathy Wyatt provides CNA training. She is advocating for funding for scholarships.

Gary announced that the Healthcare Association of Hawaii Healthcare Workforce Development steering committee will meet in January 2022.

#### KAUAI AGENCY ON ELDERLY AFFAIRS (AEA):

Attached is Kealoha's report.

Kealoha thanked all for their support and contributions. Workforce remains an issue for AEA and its providers. AEA has secured two providers for personal homemaker services, but both providers have worker shortages resulting in a waiting list for services. The County has allocated \$183,000 of American Rescue Plan Act (ARPA) funds to AEA to serve 43 consumers on its waitlist for home-delivered meals. Additional ARPA funds will be used for mental health counseling services. Malama Kauai will be awarded a contract for food security services, delivering fresh produce. Contracts are in place with other providers for services, including homemaker services, personal care, in-home respite, home delivered meals, and adult day care. AEA sponsored a retreat for staff on November 10, 2021 in Koke'e. The retreat included yoga for staff and staff sharing life accomplishments. Kealoha read the Mayor's Proclamation at the FitLot Ribbon Cutting Program at Kauai Kupuna Place in Princeville. The FitLot is sponsored by Rotary Club of Hanalei Bay, the AARP FitLot Program, and the Princeville at Hanalei Community Association.

#### MAUI COUNTY OFFICE ON AGING:

James reported that MCOA continues to experience hiring difficulties. Two new employees have been hired for the outreach section. They are in orientation and training. Three others have been hired and will begin in January. Lanai has no case manager, but a Maui employee will be relocating to Molokai. MCOA is considering ideas to entice job seekers to apply for positions with MCOA. MCOA continues to receive calls inquiring about COVID-19 vaccinations and boosters, but the number of inquiries is decreasing. In November, MCOA began providing mahalo meal voucher coupons to caregivers and their family members and friends. The program will continue through December.

### KUPUNA CAUCUS:

As Barbara reported, the full list of suggested Kupuna Caucus legislative priorities was emailed to Kupuna Caucus participants last week. Recipients of the email were asked to submit their vote for their five priorities by last Friday, November 26, 2021.

The Kupuna Caucus will not meet in December. The next meeting will be in January.

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

On behalf of DOH Director Dr. Libby Char, Keith extended best wishes to all. He encourages all to obtain the COVID-019 vaccination booster. He reminded all to be safe during approaching storm.

Dr. Fan announced that a healthcare workforce development initiative has convened within UH. Work will include aligning curriculum with need (shortages). Additional discussion will include the broader health workforce beyond healthcare facilities. Approaches include examining workforce development from a system level. Dr. Aimee Grace is leading the initiative. Dr. Fan thanked the DOH an EOA for the partnership on the SHIP course. SHIP videos were produced in five different languages. Dr. Fan is collaborating with staff in other UH Departments on the aging certificate curriculum. At Gary's behest, Stephen will consider participating in the UH workforce development initiative. Dr. Fan will connect Stephen and Dr. Grace.

On behalf of DHS, Kathy Ishihara wished all happy holidays.

Rick shared in the Zoom chat a [link](#) to a Civil Beat article on the possibility of reform of the Hawaii laws governing occupational and professional licensing.

### STATEMENTS FROM THE PUBLIC:

No statements from the public were offered.

### HAWAII CRISIS STANDARDS OF CARE TRIAGE ALLOCATION FRAMEWORK:

Gary apologized for inadvertently omitting Roberta's edits in PABEA's letter to the Governor. The Governor has received PABEA's letter. Last week, the Governor forwarded the letter to DOH Director Dr. Libby Char for her to respond to PABEA. Gary recommends that we wait for approximately two weeks for Dr. Char's response. In the interim, Gary asks PABEA members to contemplate possible next courses of actions.

Roberta remarked that the timing of the op-ed was perfect (before news of the omicron variant became the headline and garnered everyone's attention).

William Kinaka moved that PABEA send to the Department of Health for its consideration the following proposed amendment to replace Section 8(b) of the Crisis Standards of Care:

- 1. A PRIORITY ADMISSIONS LIST shall be created by each health care provider to register all COVID-19 patients who have had their vaccine shots. The patients on the PRIORITY ADMISSIONS LIST shall be promptly treated and cared for on a first come first serve basis according to the date and time that they were registered and admitted.*

2. *A second ADMISSIONS LIST shall be created by said health care provider to register all COVID-19 patients who choose not to be vaccinated and are not vaccinated at the time of their admission. The patients on this list shall be treated after all the vaccinated patients on the PRIORITY ADMISSIONS LIST have been accommodated. The individuals on this list shall be treated on a first come first serve basis according to the date and time that they were registered and admitted.*
3. *No exceptions to the foregoing guidelines shall be considered or granted by any health care provider or health care institution.*

Stephen Lung seconded the motion.

Rick commented that his unvaccinated mother was hospitalized with COVID-19 and that he would have had difficulty if her treatment was based on her vaccination status. As a former medical corpsman, he commented that treatment was based upon medical need. Roberta recommended that we not comment on the medical aspects of the Crisis Standards of Care. Stephen commented that the scope of PABEA is aging. Barbara Yamashita commented that PABEA's interest in the Crisis Standards of Care should remain on eliminating agism. After no further comments were offered, Gary called for the vote. The motion failed with PABEA member William Kinaka voting in favor and PABEA members Shelly Abe Ogata, Beverly Gotelli, Stephen Lung, Roberta Murray, Barbara Service, Gary Simon, Rick Tabor, Raelene Tenno, Kathy Wyatt, and Barbara Yamashita voting against.

#### ANNOUNCEMENTS:

- December 8, 2021, 10:00 a.m., Senate Committee on Health, Human Services, and Homelessness and House Committee on Human Services briefing on Kupuna Care, Kupuna Caregivers, and Older Americans by Caroline Cadirao, Horace Farr, James Mariano, Kealoha Takahashi, and Derrick Ariyoshi via [live stream](#).
- January 7, 2022, 11:30 a.m., PABEA monthly meeting (via Zoom)
- [Upcoming AARP Hawaii Events](#)
- [American Society on Aging Annual Conference](#), April 11 – 14, 2022, New Orleans, Louisiana

#### ADJOURNMENT OF PABEA MEETING:

Gary adjourned the meeting at 1:15 p.m.

## EOA Director's Report to PABEA – December 2021

### COVID-19

- I continue to participate in the VIPC meetings monthly. However, I did miss the Dec 1, 2021 meeting so besides what is being reported in the news regarding boosters, vaccinations for the 5 to 11 years old, and the emergence of Omicron variant, I don't have more to report.
- I was a key informant and participated in the DOH evaluation of their vaccination efforts.
- The evaluation report of our kupuna vaccination strategies conducted by the University of Hawaii (Dr. Kathryn Braun and Miquela Ibrao) will be presented to the KVOG on Wednesday, December 8, 2021 at 3:00 p.m.

### Executive Office on Aging

- EOA has 5 vacancies
  - We have been actively recruiting for vacancies within the office. These include the Oahu Ombudsman position, the Participant Directed Program Manager, and the Grant Manager V position.
  - We have a request to fill for the SMP Volunteer Coordinator position since Norma Kop has been hired into the SMP Director's position.
  - We have a 5<sup>th</sup> vacancy which is the EOA evaluation analyst position.
- EOA new norm with telework
  - Per a DOH directive, all telework staff were given an extension to telework thru January 31, 2022. All those teleworking have to follow the telework guidelines and report to the office (permanent work site) twice a week. If a holiday falls on a permanent site date, they have to make that day up on an alternate day within that week.

### Collaboration

- County Executives and EOA director met on November 19, 2021. It was a good chance to collaborate and provide direction and share information. We had a presentation by Dr. Steve Lutzky on how the Medicaid Administrative Claiming monies could be used by the ADRCs
- I am part of the Kupuna Digital Inclusion Steering Committee led by AARP as they received a grant to support the development of a roadmap for digital literacy. EOA provided feedback on the roadmap being developed and shared additional resources.

### Upcoming Activities

- Young at Heart Expo is today and tomorrow, December 3 and 4.

- By invite only: Advocacy Education and Outreach Section will recognize the ongoing contributions of the volunteers in the LTCO volunteer Program, SHIP and SMP on December 16, 2021.
- Offices will be closed on Friday, December 24 and Friday, December 31 in observance of the Christmas and New Year's Day Holidays which falls on Saturday.

*On behalf myself and the staff of the Executive Office on Aging, Happy Holidays.*

*Caroline Cadirao*

*Director*

## HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

### Summary of Calls

EAD logged **6,719 contacts**, of that 3,528 were incoming calls and 2,883 were outgoing calls, 6 were home visits, and 46 were fax referrals. EAD logged **232 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2021- December 02, 2021

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
250	6	3,528	1	46	2,883	5	6,719

### Top 5 Call Topics

Home Delivered Meals	1916
Transportation - Non-Medical	1371
Transportation - Medical	970
Personal Care	747
Homemaker	530



Summary of Executed Contracts

Contracts are effective as early as October 1, 2020 until September 30, 2022

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

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

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 **3,855 clients**.

EAD provided at least one in-home service, main KC services, to **1,596 clients**. (Includes both state and federal funding.)  
Data reflects the time period of July 1, 2021 - December 02, 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	26	805.00	\$31,395.00
		1 Hour	Kokua Kalihi Valley	10	554.00	\$27,938.22
		1 Hour	Palolo Chinese Home - Provider	1	23.00	\$690.00
		1 Hour	St. Francis Health Services	132	5,257.00	\$236,565.00
	02S Homemaker (Authorized)	1 Hour	Hookele Care at Home	45	1,170.00	\$42,120.00
		1 Hour	Palolo Chinese Home - Provider	12	56.50	\$5,367.50
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	145	8,910.00	\$93,555.00
		1 Meal	Keiki To Kupuna	79	7,012.00	\$67,174.96
		1 Meal	LMOW LRC Home Delivered Meals	306	32,526.00	\$325,260.00
		1 Meal	Palolo Chinese Home - Provider	15	1,381.00	\$12,429.00
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	2	280.00	\$4,130.00
	04S Home Delivered Meals-Special 7xwk (Authorized)	1 Meal	Mom's Meals	1	70.00	\$1,102.50
	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	10	2,890.04	\$42,628.11
		1 Hour	Family Living Treasure	3	584.75	\$9,122.10
		1 Hour	Franciscan Care Services	9	3,840.00	\$38,400.00
		1 Hour	Hale Hauoli Hawaii	4	1,920.00	\$32,640.00
		1 Hour	Hawaii Health Systems	2	108.57	\$1,519.98
		1 Hour	Kahala Senior Living Community	1	114.28	\$1,599.92
		1 Hour	Lunalilo Home	4	2,449.49	\$23,882.54
1 Hour		Malama Adult Day Care	5	2,062.50	\$28,875.00	
1 Hour		Palolo Chinese Home - Provider	6	1,158.88	\$22,945.82	
1 Hour		Windward Seniors	4	1,225.00	\$15,925.00	

## HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	161	2,423.00	\$96,920.00
		1 One-way trip	Franciscan Care Services	4	77.00	\$3,080.00
		1 One-way trip	Kokua Kalihi Valley	32	936.00	\$37,440.00
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	23	595.00	\$19,040.00
		1 Hour	Palolo Chinese Home - Provider	1	23.00	\$598.00
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	2	543.29	\$2,851.03
		1 Hour	Franciscan Care Services	3	1,136.00	\$5,320.00
		1 Hour	Hale Hauoli Hawaii	3	1,454.11	\$8,399.87
		1 Hour	Kahala Senior Living Community	1	613.75	\$3,570.00
		1 Hour	Lunalilo Home	3	637.53	\$2,939.91
		1 Hour	Malama Adult Day Care	4	2,220.00	\$11,130.00
		1 Hour	Palolo Chinese Home - Provider	2	1,165.85	\$6,055.84
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	50	3,688.00	\$38,724.00
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	184	2,898.00	\$115,920.00
		1 One-way trip	Franciscan Care Services	1	2.00	\$80.00
		1 One-way trip	Kokua Kalihi Valley	19	671.00	\$26,840.00
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	296	22,645.00	\$237,772.50
		1 Meal	Keiki To Kupuna	162	16,914.00	\$162,036.12
		1 Meal	Lanakila Meals on Wheels Program	56	6,101.00	\$61,010.00
<b>TOTAL</b>				1,596	139,141.54	\$1,904,992.92

Waitlist

For the period of July 1, 2021 - December 02, 2021

<b>Service</b>	<b>No. of Clients</b>	<b>Average Wait Time (in Days)</b>
01S Personal Care (Authorized)	27	269
02S Homemaker (Authorized)	88	830
05S Adult Day Care (Authorized)	7	373
F06 Attendant Care/Supervision (Authorized)	26	683

## 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**.

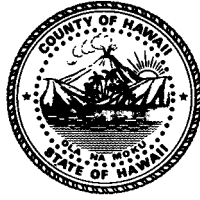
## Demographics of Caregivers Assessed

The average age of caregivers is **65 years**.

Lives With	Count
	77
No	54
Sometimes	9
Yes	220
Total	344

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	200
CR 60+ - Husband	11
CR 60+ - Non-Relative	2
CR 60+ - Other Relative	25
CR 60+ - Son/Son-In-Law	69
CR 60+ - Wife	32
CR<19 - Grandparent	5
Granddaughter	1
Grandson	5
Relationship Missing	1
Total	344

GENDER	Count
	4
F	245
M	95
Total	344



# 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

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

1. HCOA continues to participate in the weekly COVID-19 taskforce for Hawaii County. We continue to focus on encouraging our Kupuna and Caregivers to get vaccinated and also get their booster shots. Hilo Medical Center (HMC) closed their vaccination center located at the ARC of Hilo on November 30, 2021. HMC was one of the larger vaccination sites and were operating Mondays to Fridays. Also, the National Guard which has been assisting in all areas of operations during the pandemic is in the process of de-mobilizing operations. The pharmacies have stepped in and are picking up the load as the transition takes place among agencies.
2. We continue to struggle with recruitment and hiring. We are not the only department in the County facing this challenge. It is a county wide issue. We continue to experience capacity issues with our service providers. Service providers continue to find it difficult to recruit and retain staff. HCOA received notice that one of service providers, providing HCBS will be closing operations at the end of January. On a bright note, our Case Management providers have settled in and are beginning to accept more cases. Also, our PHN's have begun to accept more of our vulnerable cases.
3. HCOA is happy to report that under the latest COVID-19 declaration, our County Administration is allowing the re-opening of our senior centers and congregate meal-sites on January 10, 2022. During the month of December, HCOA is encouraging and working with our nutrition and transportation programs to begin planning and preparing to transition back to normal operations. HCOA is anticipating that it will take, at least one year to bring a number of our Kupuna programs back to full operation.
4. HCOA ADRC Calls Summary – Report Period November 1, 2021 to November 30, 2021

Calls	Email	Incoming	In Office/App	Mail/Fax	Outgoing To	Walk-In	Total
524	0	497	1	9	17	0	524

Unduplicated Calls – 147



An Area Agency on Aging

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

(Self)	Agency	Brother/Sis	Daughter/DIL	Friend/Neighbor	Husband	Hospital	Organization
313	45	0	65	17	0	2	0

Other	Other relatives	Grandchild	Partner/Significant Other	Son/SIL	Wife	Service Provider	Total
21	2	17	0	17	25	0	524

<b>Top 10 Topics 10/1/2021 to 10/31/2021</b>	<b>Number of Calls</b>
Options Counseling	70
In-Home Care Needs	40
Legal Aid / Referral / Consultation	37
Referral to Kupuna Care Program	27
Homemaker	25
Transportation – Non-Medical	20
Caregiver Support / Respite	21
Chore	16
Falls Prevention	13
Kupuna Caregiver Program	11





November 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 Recognition Event committee – planning underway, drive thru format will be used again – only two locations this year.
  - \*Convention Hall – Friday, December 10, 2021, at 9am-11am
  - \*Waimea ballpark parking lot – Tuesday, December 14, 2021, at 9:30am-11:30am
- Telephone Reassurance Program – Seven RSVP volunteers were trained for the program on November 5th. Only five clients at the moment.
- RSVP partnerships:
  - Eight Lions from the East Kauai and Kauai Lions Clubs have helped with mobile food distributions this month.
  - Staff from Kauai Endodontics reached out to ask for ideas for their 9 staff to assist in a holiday project.

**Better Choices, Better Health**

- No report

**EnhanceFitness**

- Continuing with Zoom 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*

- Case Manager accomplished a goal of forming Interdisciplinary meetings with case managers at Wilcox Hospital, Regenerative Services Kauai, Master Care, VA, Caresift Hawaii and Mental Health services.
- Case Manager met with a company called Caresift Hawaii and with Mental Health Services re: two common consumer who needed help w/placement into an ARCH. It was a great way to collaborate a safe placement for two consumers who are no longer able to live on their own.

*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

- Attended the Kauai Developmental Disabilities Committee (KDDC) Meeting on 11/2/2021.

ADRC Website

- Program Coordinator was very excited to hear from a tourist vacationing on Kauai this month. She had used the ADRC website to find information and contacted our office.
- Responses to the email blast for updating the providers' information quickly came to a halt. A total of thirteen (13) responded to the email. Program Coordinator currently contacting the rest of the providers on the site to get their update information and have progressed halfway through the list of providers.
- Comparing the County Fiscal Year period 7/1/2021 to 11/19/2021 to previous year's period:
  - Unique visitors to site increased 23%.  
There were an additional 265 unique visitors to the site during this current period.
  - Unique visits to site increased 6.5%.  
There were an additional 119 unique visits to the site during this current period.
  - Pageviews increased 25.8%.  
There were over 1,000 additional pageviews during this current period.
- Comparing the Federal Fiscal Year period 10/1/2021 to 11/19/2021 to previous year's period:
  - Unique visitors to site increased 24.2%.  
There were an additional 112 unique visitors to the site during this current period.
  - Unique visits to site increased 8.1%.  
There were an additional 59 unique visits to the site during this current period.
  - Pageviews increased 19.4%.  
There were an additional 467 pageviews during this current period.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2021 to November 19, 2021

- Total Calls:2,126 (average 16 min. per call)

Consumer Age Group	No. of Calls
60-74	724
75-84	682
85-99	536

- **Top 5 Topic Categories**

No. of Calls	Topic Categories
569	Nutrition
484	Miscellaneous
281	Home and Community Based Services
242	Health and Wellness
163	Transportation

State Health Insurance Assistance Program (SHIP)

- AEA Associates assisting with Medicare open enrollment.

**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

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

Vendor Pool/Multi-Contract

- Request for Proposal for homemaker, personal care, chore, in-home respite and assisted transportation services had two bidders - Mastercare and Regenerative Services Kauai. Recommendation of Award has been submitted to Purchasing for processing. Contracts are being prepared. We are hoping to have the contracts fully executed before end of the year.
  - Mastercare will be awarded all of the five services – personal care, homemaker, chore, in-home respite and assisted transportation
  - Regenerative Kauai will be awarded for homemaker, chore and assisted transportation services.
- Current contract with Mastercare for homemaker, personal care and in-home respite has been extended.
- Small purchase for Regenerative Kauai to do homemaker services for our clients was approved. They will be serving our 30 consumers.
- New contract with Child & Family Services for Grandparents Raising Grandchildren for fiscal year 2022 is now fully executed.
- Contract amendment to add funding to serve everybody in the waitlist for home-delivered meals is now fully executed with KEO. Our 43 consumers in the waitlist will be starting with their meals until the \$183,000 (County allocated American Rescue Plan) funding will run out.
- Request for Bids for Food Security and Mental Health Counseling services using the County American Rescue Plan funding were done.

- We had one bidder for the Food Security Services-Prepared Meals which is Kauai Economic Opportunity, Inc. They will be serving 2 meals per week to qualified consumers with priority for Wainiha residents. The contract with them is now fully executed.
- One bidder for the Mental Health Counseling services, Child and Family Service. Recommendation of Award has been forwarded to Purchasing for processing and the Contract to County Attorney for review.
- There were no bidders for Food Security-Fresh Produce and Meal Kit. An alternative procurement method to procure these services was approved by Purchasing. Recommendations of Award is with Purchasing for processing and contracts are ready for Attorney's review.
  - Malama Kauai will be awarded to do Food Security Services-Fresh Produce
  - Crossroads Christian Fellowship (Nourish Kauai) will be awarded for Food Security Services-Meal Kit.
- Additional funding for the contract with Mom's Meals for home-delivered meals in the amount of \$50,000 is completed.
- Additional funding for the Kupuna Caregivers Program with Adult Day Care in the amount of \$62,815 has also been completed.
- Request for exemption and multi-term for the Senior Center Program has been approved. Contract is with the County Attorney for review while we are waiting for the contract with EOA.

**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 November 16, 2021, 748 individuals served (617 homes)

Service Options-Private Hire

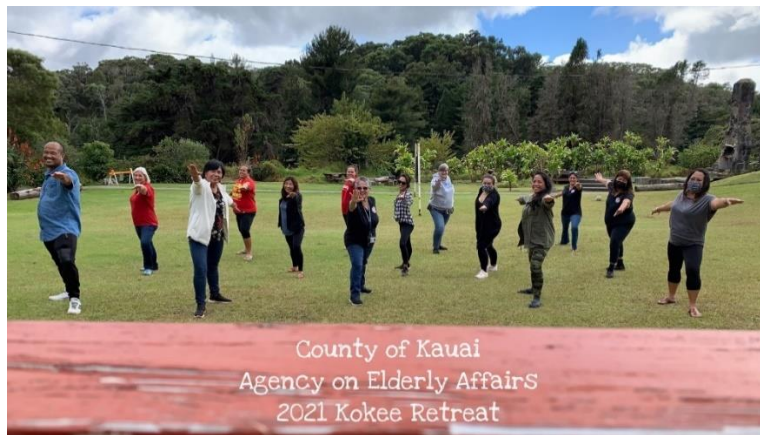
- Shortage of homemakers, personal care workers and respite care workers not only for AEA services but for ARCH homes, as well as LTC facilities. Shortages has an effect on our Waitlist.

Elder Abuse Awareness

- No report

***Administrative:***

- Staff Retreat on November 10; much needed time to destress with Coach Stacy; beautiful sunny day to enjoy surroundings at Koke'e; meditation session led by Emily; associates sharing life's accomplishments.



- County Executive read Mayor’s Proclamation at the FitLot Ribbon Cutting Program at Kauai Kupuna Place in Princeville. Sponsored by Rotary Club of Hanalei Bay and National AARP FitLot Program and Princeville at Hanalei Community Association.



- Staff continue to schedule appointments for booster/third shots for elderly, including children’s vaccine appointments.
- Executive attended various meeting including Kupuna Connectivity, State Policy Advisory Board for Elder Affairs, mandatory Leadership Training, Healthy Aging Partnership meetings, USAging Membership Committee meeting, Samuel Mahelona Memorial Hospital Revised Master Plan meeting, Get Fit Kauai, and County Executives meeting.

***Training:***

- No report

***Personnel:***

- Aging Program Planner vacancy
- TLC (Tender Loving Care) Facilitator (for Telephone Reassurance Program) Shehan “Kale” Uyeda started end of October and is contracted.

***Media:***

- Vaccination radio ads

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

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care - Non MADCC Client (Authorized)	1	0	1.00
01S Personal Care (Authorized)	95	0	845.50
02S Homemaker - Na Puuwai Molokai (Authorized)	7	0	38.00
02S Homemaker (Authorized)	133	0	435.50
03S Chore (Authorized)	8	0	9.75
04S Home Delivered Meals	15	0	50.00
04S Home Delivered Meals (Authorized)	600	0	11,141.00
04S Home Delivered Meals-7xwk (Authorized)	62	0	1,757.00
04S Home Delivered Meals-Special 7xwk (Authorized)	12	0	321.00
05S Adult Day Care (Authorized)	100	0	7,088.00
06S Case Management	298	0	227.05
07S Congregate Meals	347	0	5,005.00
09S Assisted Transportation - Non-Medical Medicaid	2	0	20.00
09S Assisted Transportation (Authorized)	25	0	124.00
10S Transportation - Non-Medical Medicaid	3	0	35.00
10S Transportation (Authorized)	54	0	427.00
11S Legal Assistance	0	102	201.00
13S Information and Assistance	225	42	384.25
14S Outreach	0	598	598.00
COVID-19 Expanded Meals (Authorized)	76	0	1,590.00
COVID-19 Food Truck Meal to Go (Authorized)	326	0	1,208.00
COVID-19 Furry Friend	7	0	7.00
COVID-19 Meals	56	0	575.00
COVID-19 Meals (Authorized)	3	0	62.00
F06 Attendant Care (Authorized)	36	0	345.00
FCG Counseling (Session)	11	0	22.00
FCG Respite - Sundowners	4	0	6.00
FCG Respite Adult Day Care (Authorized)	30	0	720.00
FCG Respite In-Home (Authorized)	9	0	38.50
FCG Supplemental Service - Legal Assistance	0	3	4.75
FCG Support Groups	15	0	15.00
FCG Training (Session)	15	0	15.00
Kupuna Caregiver Adult Day Care (Authorized)	32	0	2,728.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	4.00
Kupuna Caregiver Personal Care (Authorized)	2	0	21.00
<b>Grand Total:</b>	<b>1,916*</b>	<b>745**</b>	<b>36,069.30</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 October 2021

## Summary of Contacts

The Maui County Office on Aging logged 1,380 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
Home Delivered Meals	275
Homemaker	179
Attempt to Contact	143
Unsuccessful	
Status Update	124
Adult Day Care	110
Personal Care	90
Assisted Transportation (KC Transportation)	54
In-Home Care Needs	48
AAA Initial Intake	45
Caregiver Support / Respite	39
<b>Total number of unduplicated calls:</b>	<b>1,380</b>
<b>Total number of unduplicated callers:</b>	<b>697</b>

CALL TYPE	NUMBER OF CALLS
Outgoing To	717
Incoming	556
Email	74
Mail/Fax	16
Walk-In	10
Home Visit	6
In-Office/Appointment	1

