

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

October 1, 2021

Zoom Online Meeting Minutes

CALL TO ORDER:

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

PRESENTATION: Rachael Reynon, Joni Domingues, and Caroline Conlan; Kupuna Legal Aid Services, Legal Aid Society of Hawaii (LASH). (Presentation attached.)

Prior to the presentation, Gary commented that the provision of legal services is one of the priorities of the Older Americans Act and that EOA receives federal funding to provide legal services statewide. EOA distributes the federal funding to Hawaii's Area Agencies on Aging to contract with legal services providers.

ZOOM ROOM PHOTO:

Attendees who decline to participate in the photo were reminded to turn off their videos. Jazlyn Wandasan took screen shots of the Zoom room.

ROLL CALL:

Present:

Appointed Members: Shelly Abe Ogata, Poki'i Balaz, Colette Browne, Beverly Gotelli, William Kinaka, Stephen Lung, Roberta Murray, Barbara Service, Gary Simon, Rick Tabor, Leslie Tanoue, Raelene Tenno, and Kathy Wyatt.

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

Ex-officio Members: Alan Burdick, DLIR; Victoria Fan, University of Hawaii; Kathy Ishihara, DHS; and Keith Ridley, DOH.

EOA Staff & AAA Staff: Wanda Anae-Onishi, Aaron Arakaki, Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Josephine Lum, James Mariano, Lisa Nakao, Lani Sakamoto, Debbie Shimizu, Kealoha Takahashi, and Cristina Valenzuela

Guests: Audrey Suga-Nakagawa, AARP Hawaii.

MEMBER INTRODUCTIONS

On behalf of PABEA, Gary welcomed William “Bill” Kinaka on his video attendance to the meeting.

APPROVAL OF MEETING MINUTES:

The minutes of the September 3, 2021 Zoom online PABEA meeting were approved as circulated.

CHAIR’S REPORT:

Gary announced that the Recognize, Assist, Include, Support, and Engage (RAISE) Act Family Caregiving Advisory Council submitted its Initial Report to Congress on September 22, 2021. The report is at <https://acl.gov/RAISE/report>. In the report, the Council provides twenty-six recommendations on how the federal government, states, and communities in partnership with the private sector can better recognize, assist, include, support, and engage family caregivers.

Gary asked Caroline to query the Attorney General on the status of the PABEA by-laws.

Caroline reported that training by the Office of Information Practices (OIP) will need to provide training on the sunshine law before polling PABEA members on scheduling a strategic planning meeting. Caroline will coordinate the sunshine law training session with OIP.

Gary was unable to find the UH workforce report to the Legislature completed by Peggy Perkinson. Victoria Fan will follow-up with Peggy.

LEGISLATIVE COMMITTEE:

Barbara reported that the Committee met on September 30, 2021.

The Committee discussed the Kupuna Caucus bills and other aging related bills which failed in the last legislative session, including:

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

The Kupuna Caucus requests that bill ideas and proposals be submitted to Kupuna Caucus by November 2, 2021.

PLANS AND PROJECTS REVIEW COMMITTEE:

No report offered. The Committee did not meet this morning. The next committee meeting will be in November.

RECOGNITION AND AWARDS COMMITTEE:

The Committee met on September 30, 2021. The Committee will begin planning the Older Americans Month celebration in January. The Committee will also be planning three additional events with Senator Sharon Moriwaki: An event in August honoring caregivers, an event in September honoring grandparents, and an event in November honoring veterans.

EXECUTIVE OFFICE ON AGING

Attached is Caroline's report.

Discussion ensued on the Hawaii State Crisis Standards of Care Triage Allocation Framework (attached). Colette commented that the inclusion of age as a tiebreaker is appalling and that the kupuna community was not involved in the development of the standards. Gary reported that AARP has been advocating strongly for the removal of age as criteria. Audrey reported that AARP Hawaii has been advocating for the removal of both age and life-cycle as considerations in triage. AARP has sent letters to both Governor Ige and DOH Director Dr. Libby Char requesting the removal of the discriminatory language. Neither the Governor nor Dr. Char have replied to the letters. Caroline commented that EOA was not consulted regarding the Standards. Rick reported that Kokua Council has been very active in requesting that the age discrimination be removed from the Standards. As a former medical corpsman, he commented that age was not a factor in triage. Alan Burdick suggested that AARP follow-up with Dr. Char and that the issue is personal for him. Roberta remarked that the Standards (1) outline that the Governor can immunize clinicians from legal liability during a public health emergency; (2) state that families may not manually ventilate their loved ones; (3) state that novel medications will not be sanctioned. Stephen reported that the process used to develop the Standards needs to be fixed to prevent a bad outcome, i.e., flawed standards. Colette hopes that PABEA voice its opposition to the discriminatory language. Rick reiterated that the kupuna community needs to be included in the revision of the Standards. Gary and Caroline will schedule a PABEA meeting to be held before the November PABEA meeting to address the Standards and develop and approve a course of action for PABEA.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION:

Attached is Derrick's report.

EAD staff continue an alternating telework schedule. EAD continues active recruitment for vacant positions, particularly vacant frontline positions. EAD is preparing its 2023

budget. RSVP Director Kim Itagaki launched a pen pal project that includes a half a dozen schools and a cadre of kupuna. A kupuna concierge program has been launched at satellite city halls. The City and County administration is strongly encouraging EAD to continue its work in the vaccination program. Solicitation for service providers ended on September 30, 2021. A handful of new providers submitted bids. EAD is a member of the AARP broadband steering committee.

HAWAII COUNTY OFFICE ON AGING:

Attached is Horace's report.

Horace reported that HCOA is performing its budget process. He also reported that units of some services decreased in the last two years because of the pandemic. HCOA is exploring ways to increase the number of service units provided.

KAUAI AGENCY ON ELDERLY AFFAIRS:

Attached is Kealoha's report.

Kealoha highlighted the September 11th day of Service and Remembrance project, a partnership with RSVP and the Department of Education. In a spirit of unity, all Kauai elementary schools participated. Students created more than 1,000 cards expressing their love and appreciation to the staff and residents of long-term care facilities to let them know that they are appreciated and loved. The RSVP September 11th committee and volunteers did a wonderful job with beautifully wrapped presentations of the cards for each facility and a collage of photographs of students creating their artwork. The cards and the collages were received very favorably by the long-term care facilities staff members and residents.

MAUI COUNTY OFFICE ON AGING:

James reported that MCOA continues to struggle with recruiting and hiring. Two new employees have been hired, but a third candidate declined a position. Sharon Nobriga will be taking leave for three months. MCOA has three new service contractors. MCOA is performing no home visits except for veterans' patient directed services. EnhanceFitness continues virtually. MCOA is working on a family caregivers month special project. The 40th annual senior fair will be held virtually on October 22. MCOA will be providing MREs and PPE via a drive through.

KUPUNA CAUCUS:

Gary announced that today's Kupuna Caucus agenda includes a presentation by Sam Trad of Compassion & Choices and a presentation by Caroline on proposed changes to the Kupuna Care Program and the Kupuna Caregivers Program.

APPOINTED AND EX-OFFICIO MEMBERS' REPORTS:

No reports were offered.

STATEMENTS FROM THE PUBLIC:

No statements were offered.

OLD BUSINESS:

Victoria Fan will follow-up with Peggy Perkinson regarding Peggy's report to the Legislature on workforce development.

NEW BUSINESS:

No new business was presented.

ANNOUNCEMENTS

- November 5, 11:30 a.m., PABEA monthly meeting (via Zoom)
- [Upcoming AARP Hawaii Events](#)
- Effective October 24, 2021, dial area code 808 + telephone number to make local calls.
- [Gerontological Society of America Annual Meeting](#), November 10 – 13, 2021, Phoenix, Arizona.
- Hawaii Family Caregiver Coalition Annual Members and Friends Luncheon, Friday, November 12, 2021
- [American Society on Aging Annual Conference](#), April 11 – 14, 2022, New Orleans, Louisiana

ADJOURNMENT OF PABEA MEETING:

Gary adjourned the meeting at 1:30 p.m.

COVID-19 areas of Impact

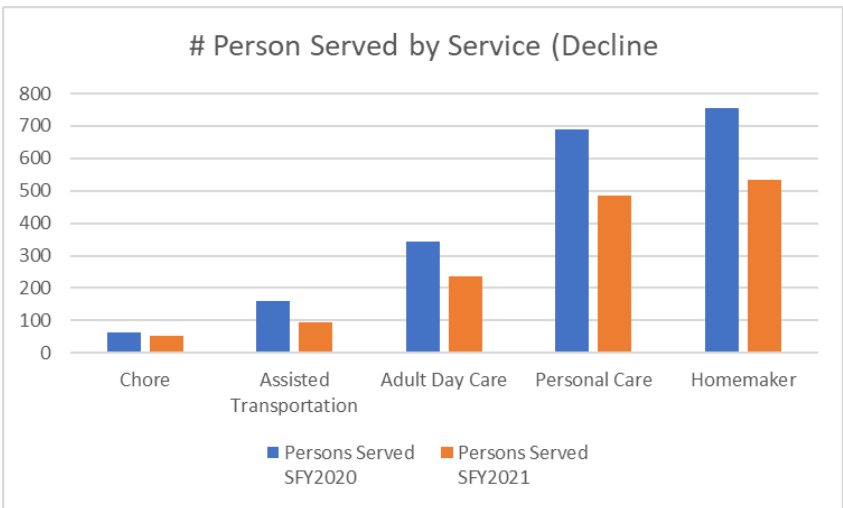
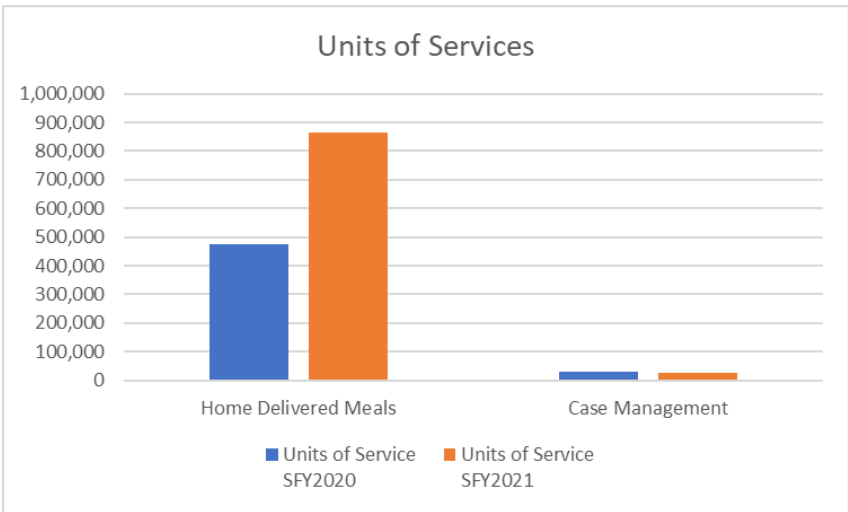
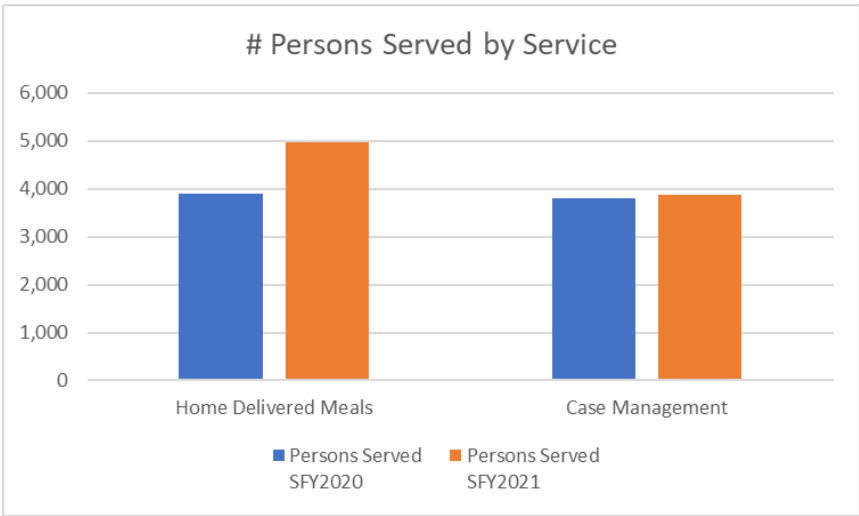
- EOA has supported EAD to take the lead with the booster vaccines in senior housing projects in the C/C Honolulu.
- Evaluation report that covers the timeframe of January 1, 2021, thru June 30, 2021 is on track with the scope. The purpose of the report is to catalog the statewide efforts of the vaccinations for older adults and what strategies proved successful.
- Social isolation due to the long duration of the pandemic is still an issue. EOA is utilizing some of the COVID-19 funding to address social isolation by expanding the 808 Kupuna Fit programming on KHON2.

Hawaii State Crisis Standards of Care Triage Allocation Framework

- Developed through collaboration with the HI Critical Care Collaborative committee and the Chief Medical Officers, in coordination with DOH
- The document is a living document intended to be updated and revised.
- Provides guidance for clinicians during a pandemic, mass casualty situation, and/or a natural disaster
- Where the demand for critical care resources outstrips supply and triage and allocation of resources becomes paramount to the well-being of its People
- Framework
 - Grounded in ethical obligations that include the duty to care, duty to steward resources to optimize population health, distributive and procedural justice, and transparency
 - Consistent with current recommendations for how to allocate scarce critical care resources during a public health emergency.
- Triage Allocation Plan includes the essential components needed to operationalize a plan across the State, including:
 - The triage/prioritization algorithm
 - The process of implementation of the triage algorithm by a triage officer/team at the hospital level which may vary depending on the individual hospital workflow;
 - An Appeals process available who disagree with the triage decisions to ensure procedural fairness and to resolve disputes
 - A Triage Review Committee to adjudicate appeals
- Allocation Framework applied in a consistent manner
 - Ensure that like cases are treated alike, and that no person receives better or worse treatment due to factors that are not relevant to **medical prognosis** such as race, ethnicity, gender, sexual orientation, disability status, limited English proficiency, perceptions of societal worth, immigration status, religion, insurance status, and socio-economic and housing status.
- Age was not included in the list of ethical considerations to ensure all cases are treated alike and that age discrimination does not occur.
 - Age (65 and older) is the tiebreaker when rationing care.

Statewide services and supports 2-year comparison

Client Summary	SFY2020	SFY2021	% Diff.
Total Clients	126,121	90,324	-28.38%
Total Registered Clients	8,406	8,836	5.12%



Units for Services proportionately declined between SF20 and SFY21 in relationship to the decline in # persons served.

Other Areas of Importance

- Continue to support the Developmental Disabilities Council with the implementation and roll out of the ABLE Savings Program.
- EOA has begun its planning process for the 2023-2027 STATE PLAN ON AGING.
- **EOA Budget Requests**
 - Governor's Legislative proposal for Kupuna Caregiver Program – language to integrate Kupuna Caregivers Program with Kupuna Care. We have received positive feedback that this is a good recommendation.
 - The purpose of this act is to incorporate the kupuna caregivers' program into the kupuna care program by amending Chapter 349, part II, entitled Kupuna Care and Caregiver Support Services, sections 349-16, 349-17 and deleting 349-18.
 - Benefits
 - The combined program model will eliminate confusion and the silos created by having two programs.
 - Having one program will provide an array of seamless services and supports to meet the holistic and comprehensive needs of both the older adults and their caregivers.
 - DOH request
 - Increase the KC budget by \$1.5 million additional funding for Kupuna Care to support caregivers and older adults
 - Request 2 FTE for additional Ombudsman for our Long-Term Care Ombudsman program.
 - Conversion of a Temp Position to a Permanent Position

Summary of Calls

EAD logged **4,274 contacts**, of that 2,321 were incoming calls and 1,759 were outgoing calls, 6 were home visits, and 37 were fax referrals. EAD logged **185 calls** regarding the Kupuna Caregiver Program.

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

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
147	6	2,321	1	37	1,759	3	4,274

Top 5 Call Topics

Home Delivered Meals	1205
Transportation - Non-Medical	938
Transportation - Medical	618
Personal Care	457
Homemaker	341

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

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

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

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

Summary of Service Delivery

EAD provided at least one registered service (all services) to **3,101 clients**.

EAD provided at least one in-home service, main KC services, to **1,522 clients**. (Includes both state and federal funding.)
Data reflects the time period of July 1, 2020 - October 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	23	395.00	\$15,405.00
		1 Hour	Kokua Kalihi Valley	9	254.00	\$12,809.22
		1 Hour	Palolo Chinese Home - Provider	1	10.00	\$300.00
		1 Hour	St. Francis Health Services	129	2,677.00	\$120,465.00
	02S Homemaker (Authorized)	1 Hour	Hookele Care at Home	41	592.00	\$21,312.00
		1 Hour	Palolo Chinese Home - Provider	8	15.00	\$1,425.00
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	136	4,897.00	\$51,418.50
		1 Meal	Keiki To Kupuna	70	3,507.00	\$33,597.06
		1 Meal	LMOW LRC Home Delivered Meals	287	13,255.00	\$132,550.00
		1 Meal	Palolo Chinese Home - Provider	13	634.00	\$5,706.00
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	2	126.00	\$1,858.50
	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	8	829.56	\$12,236.02
		1 Hour	Family Living Treasure	2	195.00	\$3,042.00
		1 Hour	Franciscan Care Services	9	1,952.00	\$19,520.00
		1 Hour	Hale Hauoli Hawaii	4	1,015.00	\$17,255.00
		1 Hour	Hawaii Health Systems	2	108.57	\$1,519.98
		1 Hour	Lunalilo Home	4	974.53	\$9,501.66
		1 Hour	Malama Adult Day Care	5	1,032.50	\$14,455.00
		1 Hour	Palolo Chinese Home - Provider	4	488.33	\$9,668.94
1 Hour		Windward Seniors	4	675.00	\$8,775.00	
10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	155	1,785.00	\$71,400.00	

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

		1 One-way trip	Franciscan Care Services	4	59.00	\$2,360.00
		1 One-way trip	Kokua Kalihi Valley	24	370.00	\$14,800.00
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	21	293.00	\$9,376.00
		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	680.00	\$3,220.00
		1 Hour	Hale Hauoli Hawaii	3	836.12	\$4,830.04
		1 Hour	Kahala Senior Living Community	1	309.00	\$1,820.00
		1 Hour	Lunalilo Home	3	637.53	\$2,939.91
		1 Hour	Malama Adult Day Care	4	1,170.00	\$5,880.00
		1 Hour	Palolo Chinese Home - Provider	2	704.74	\$3,657.86
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	50	1,930.00	\$20,265.00
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	173	2,278.00	\$91,120.00
		1 One-way trip	Franciscan Care Services	1	2.00	\$80.00
		1 One-way trip	Kokua Kalihi Valley	15	277.00	\$11,080.00
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	280	11,570.00	\$121,485.00
		1 Meal	Keiki To Kupuna	159	8,225.00	\$78,795.50
		1 Meal	Lanakila Meals on Wheels Program	56	2,504.00	\$25,040.00
	TOTAL			1,522	67,640.75	\$963,922.77

Waitlist

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

Service	No. of Clients	Average Wait Time (in Days)
01S Personal Care (Authorized)	37	245
02S Homemaker (Authorized)	143	863
04S Home Delivered Meals (Authorized)	1	161
05S Adult Day Care (Authorized)	10	242
10S Transportation (Authorized)	1	144
F06 Attendant Care/Supervision (Authorized)	46	743

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	50
Sometimes	9
Yes	213
Total	322

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	185
CR 60+ - Husband	11
CR 60+ - Non-Relative	1
CR 60+ - Other Relative	24
CR 60+ - Son/Son-In-Law	67
CR 60+ - Wife	28
CR<19 - Grandparent	5
Granddaughter	1
Grandson	5
Relationship Missing	1
Total	322

GENDER	Count
	3
F	226
M	93
Total	322

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@hawaiiantel.net
West Hawai'i Civic Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona 96740
Phone (808) 323-4390 • Fax (808) 323-4398

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

1. Hawaii County Office of Aging (HCOA) continues the process of fill position. Our Database Managers position, which has been vacant for the past 24 months closed on August 24, 2021, and we finally received a list of applicants at the end of last month. We were a little disappointed as we only received three applicants.
2. Due to the rise in COVID-19 Delta cases, we continue operations under Emergency Proclamations and Administrative Rules. We continue to monitor our congregate meal sites. Due to the long closure of the sites, we are noticing a declining interest in participants desiring to return should sites reopen. We are anticipating that it may take a whole year to bring site participation back to pre-COVID participation.
3. HCOA continues to meet every Thursday with the Civil Defense COVID Task Force. Tasked with monitoring the vulnerable population group, HCOA continues to collaborate with Fire, Housing, Parks and Recreation, and the Department of Health. We continue to discuss strategies to disseminate information, provide transportation, and to educate on testing, vaccination, and booster shots. We are also working with Housing to promote the Emergency Rent Assistance Program (ERAP) to Kupuna who may qualify.
4. HCOA closed out State Fiscal Year 2021 (SFY21) on June 30, 2021, and has submitted our year-end report to the State Executive Office on Aging (EOA). The following tables present a comparison of our Case Management services over the past two fiscal years. The tables display the current political districts of Hawaii County. The following legislative bodies represented are as follows: County Council, State House of Representatives, and State Senate.



An Area Agency on Aging

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

State Fiscal Year 2020
July 1, 2019 to June30, 2020

	☒ 06S Case Management		
Council Districts			
1	43	540.50	\$32,340.00
2	86	1,036.25	\$61,838.00
3	69	794.25	\$47,523.00
4	49	705.03	\$41,974.80
5	28	473.50	\$28,186.00
6	41	642.50	\$38,384.00
7	26	354.75	\$21,125.00
8	26	341.00	\$20,291.00
9	40	552.75	\$33,071.00
Total	408	5,440.53	\$324,732.80

	☒ 06S Case Management		
S House Rep District			
1	77	962.50	\$57,517.00
2	93	1,037.53	\$61,934.80
3	64	975.00	\$58,249.00
4	54	766.50	\$45,629.00
5	36	541.75	\$32,339.00
6	43	587.75	\$35,024.00
7	41	569.50	\$34,040.00
Total	408	5,440.53	\$324,732.80

	☒ 06S Case Management		
S Senate Districts			
1	160	1,783.03	\$106,566.80
2	95	1,473.00	\$87,777.00
3	75	1,058.00	\$63,175.00
4	78	1,126.50	\$67,214.00
Total	408	5,440.53	\$324,732.80

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++Data Source: Hawai'i County Office of Aging HarmonyIS Database
++Data Compiled by: William Farr, Executive on Aging, Hawai'i County Office of Aging

State Fiscal Year 2021
July 1, 2020 to June30, 2021

	☒ 06S Case Management		
Council Districts			
1	42	553.25	\$33,195.00
2	75	930.25	\$55,815.00
3	76	908.25	\$54,495.00
4	56	840.25	\$50,415.00
5	34	435.50	\$26,130.00
6	55	776.00	\$46,560.00
7	29	335.25	\$20,115.00
8	27	280.25	\$16,815.00
9	34	547.50	\$32,850.00
Total	428	5,606.50	\$336,390.00

	☒ 06S Case Management		
S House Rep District			
1	66	807.00	\$48,420.00
2	102	1,264.50	\$75,870.00
3	65	945.00	\$56,700.00
4	61	906.25	\$54,375.00
5	53	618.00	\$37,080.00
6	47	518.25	\$31,095.00
7	34	547.50	\$32,850.00
Total	428	5,606.50	\$336,390.00

	☒ 06S Case Management		
S Senate Districts			
1	153	1,824.25	\$109,455.00
2	108	1,662.00	\$99,720.00
3	92	1,057.00	\$63,420.00
4	75	1,063.25	\$63,795.00
Total	428	5,606.50	\$336,390.00

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++Data Source: Hawai'i County Office of Aging HarmonyIS Database
++Data Compiled by: William Farr, Executive on Aging, Hawai'i County Office of Aging



September 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

- September 11th day of Service and Remembrance project, a partnership with RSVP and Department of Education. In a spirit of unity, all elementary schools participated, and students created over 1,000 cards expressing their love and appreciation to staff and residents of long-term care facilities, to let them know they are appreciated and loved. RSVP 9/11 committee & volunteers did a wonderful job with a beautifully wrapped presentation of the cards for each facility including a collage of photos of students creating their artwork. (see attached Collage of Keiki and picture of presentation made at Kauai Veterans Memorial Hospital Long Term Care with staff and residents)
- Additional food distribution from Aina Ho'okupu o Kilauea (AHK)
*50 bags of fresh produce every other Friday started on Sept. 10
- Continuation of Kauai Independent Food Bank (KIFB) monthly distribution
*100 bags of non-perishable food items – on occasion, includes 1 lb. frozen local ground beef, sweet potato, mango, etc.
- Challenges in recruitment and retainment of volunteers due to COVID mandates (Some are not vaccinated and do not want to test, a few do not want to volunteer because of rise in cases)

Better Choices, Better Health

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

EnhanceFitness

- Providing Zoom senior fitness 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 met with Mastercare regarding taking on 40 more clients due to BAYADA Home Health Care and Regenerative Living Private Duty Inc. opted not to renew their contracts.

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 9/7/2021.

ADRC Website

- The Public has been able to receive information via the website; answers to their submitted questions to assist them in planning and providing services for themselves and others.
- Emails to the www.kauaiadrc.org website were all processed; continued goal is to respond to emails within 48 hours of receiving the request.
- Comparing the County Fiscal Year period 7/1/2021 to 9/20/2021 to previous year's period:
 - Unique visitors to site increased 34%.
There were an additional 321 unique visitors to the site during this current period.
 - Unique visits to site increased 25%.
There were an additional 250 unique visits to the site during this current period.
Total searches on the website increased 172%.
 - Unique keywords used for searching the website increased 22%.
 - Downloads increased 46%.
- Comparing the Federal Fiscal Year period 10/1/2020 to 9/20/2021 to previous year's period:
 - Unique visitors to the Site increased 33%.
There were an additional 969 unique visitors to the site during this current period.
 - New visits to the site increased 33%.
There were an additional 961 new searches to the site during this current period.
The website did not offer the unique visits statistic for this comparison.
Total searches on the website increased 61%.
 - Unique keywords used for searching the website increased 9%.

- Downloads increased by 24%.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2021 to September 24, 2021

- Total Calls: 1,140 (average 15 min. per call)

Consumer Age Group	No. of Calls
60-74	345
75-84	396
85-99	288

- Top 5 Topic Categories

No. of Calls	Topic Categories
316	Nutrition
172	Home and Community Based Services
167	Miscellaneous
139	Health and Wellness
113	Transportation

State Health Insurance Assistance Program (SHIP)

- AEA Associates followed up with a frequent caller on the helpline.

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

- Healthy Living for Your Brain and Body – Aug. 20 2 PM
- Living with Alzheimer’s: For Care Partners Late-Stage Part 1– Aug. 27 2PM
Kauai Adult Day Health
- Living with Alzheimer’s: For Care Partners Late-Stage Part 2– Sept 10 2PM
Dr. Eugene Lao
- 10 Warning Signs of Alzheimer’s – Sept. 24 2:00 PM
Dr. Dennis Pezzato and Humberto Blanco
- Understanding Alzheimer’s and Dementia Sept. 28 2:00 PM
Dr. Dennis Pezzato and Humberto Blanco

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

Vendor Pool/Multi-Contract

- Grants Manager processed Request for Proposal for homemaker, personal care, chore, in-home respite and assisted transportation services which has been published last August 27. Called possible vendors including Mastercare and a new company, Regenerative Services, Kauai. Grants Manager also contacted possible assisted transportation service providers – A1 Lift Taxi and Tours, and Kauai Medical Transport.
- Extended contact with Mastercare until December 31, 2021.
- Completed a Small Purchase to fill the gap in services until contract is executed in January. Emailed four providers – Regenerative Services Kauai, Stay at Home Healthcare

Services, Kamaaina Health Care Services and Ohana Home Health LLC for bids. Only Regenerative Services Kauai responded.

- New contract with Child & Family Services for Grandparents Raising Grandchildren is routing for signatures.
- Request for Bids for Food Security services using the American Rescue Plan funding was published and deadline to apply is October 19th.
- Submitted the Request for Bids for Mental Health Counseling (American Rescue Plan funding).
- Successful Restaurant gift certificate program for congregate meal participants and senior center members will continue through October: Mama Lucy-31, Wongs-20, Waipouli-17, Ishihara-16 and Gina's-10.

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, 723 individuals served (600 homes)

Service Options-Private Hire

- No report

Elder Abuse Awareness

- No report

Administrative:

- Grants Manager mailed Customer Satisfaction Surveys to 197 consumers receiving Legal Aid Services and 67 consumers receiving Transportation Services.
- Provided Outreach service at the Senior Softball State Tourney in Hanapepe and Kekaha Senior Center for 172 older adults.
- July 2020 to June 2021 Utilization of Services (see attached report)

Training:

- Hawaii Pacific Gerontological Society Virtual Conference on Sept. 15-16, 2021

Personnel:

- Aging Program Planner vacancy

Media:

- Get vaccinated radio ad.

SERVICE UTILIZATION

1. Older Adult Consumers (SFY 2021 – July 1, 2020 to June 30, 2021)

Table 1. Utilization of Access Services

SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Information and Assistance ⁵	KAEA	3,389	10,501	\$526,769.11
Outreach ⁵	KAEA	990	1,725	\$131,692.28
Case Management ²	KAEA	206	787	\$77,728.54
Transportation ²	Kauai Bus	67	5,690	\$84,610.30

Table 2. Utilization of In-Home and Community-Based Services

KUPUNA CARE SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Personal Care ²	BAYADA	10	1,356.25	\$40,687.5
	Mastercare	4	189.42	\$ 5,303.76
	Regenerative	0	0	0
	TOTAL	14	1,545.67	\$45,991.26
Homemaker ²	BAYADA	15	547	\$14,222.00
	Mastercare	8	106.5	\$ 2,556.00
	Regenerative	34	2,447	\$61,175.00
	TOTAL	57	3,100.5	\$77,953.00
Adult Day Care ²	KADHC	10	4,834	\$33,354.50
Exercise Physical Fitness ⁹	KAEA	105	4,749	\$146,773.11

Table 3. Utilization of Nutrition Services

SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Home Delivered Meals⁶	KEO-Regular	343	54,906	\$754,407.50
	KEO-Covid 19	38	5,382	74,002.50
	Mom's Meals	33	3,600	\$ 61,512.50
	TOTAL	393	63,888	\$889,922.50
Congregate Meals¹	KEO	0	0	0
Restaurant Vouchers⁶	Mama Lucy	34	733	\$7,330.00
	Wong's	24	488	\$4,880.00
	Ishihara	16	316	\$3,160.00
	Waipouli	20	372	\$3,720.00
	Gina's	10	176	\$1,760.00
	TOTAL	104	2,085	\$20,850.00

Table 4. Utilization of Legal Services

SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Legal Assistance¹	Legal Aid Society of Hawaii	353	1,462.8	\$67,037.56

2. Caregivers

Table 5. National Family Caregiver Support Program (NFCSP) – Family Caregivers of Older Adults

SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Counseling, Support Groups, Training¹	Alzheimer's Association	160	316	\$40,308.64
Respite Care¹	BAYADA	2	141.5	\$ 4,245.00
	Mastercare	3	300.5	\$ 7,813.00
	Regenerative	2	32	\$864.00
	TOTAL	7	474	\$12,922.00
Kupuna Caregiver Program³	KADHC	5	622	\$43,540.00
Falls Prevention⁷	KAEA	125	1,029	\$20,493.13

Table 6. NFCSP – Grandparents or Relative Caregiver 55+ Service Utilization

SERVICES		PERSONS SERVED (Unduplicated Count)	UNITS OF SERVICE	EXPENDITURES
Counseling, Support Groups, Training¹	Child & Family	9	12	\$1,653.50

Funding References for Tables 1-6:

¹Federal Title III Funded Service

²State Kupuna Care Funded Service

³State Kupuna Caregiver Program

⁴Federal Title III and State Kupuna Care Funded Service

⁵Federal Title III and County Funded Service

⁶Federal Title III, State Kupuna Care and County Funded Service

⁷Federal Supplemental services may include but are not limited to home modification, assistive technology, emergency response systems, and incontinence supplies.

⁸Federal Corporation for National and Community Service Senior Corps Grant

⁹County Funded

N/A = Not Available

IN SERVICE AND REMEMBRANCE



DENNIS FUJIMOTO/THE GARDEN ISLAND

Kaua'i RSVP director Donna Loo and Kealoha Takahashi, Kaua'i Executive on Aging, join the residents and staff of the Kaua'i Veterans Memorial Hospital in celebrating the 9/11 National Day of Service and Remembrance project by the Kaua'i RSVP that included cards of appreciation and gratitude created by HiDOE school students on Monday.



**Sept 11th National
Day of Service &
Remembrance
Project 2021**

Heart with rainbow

Sending You
Lots of LOVE

Lydia S. Jordan B. Josiah
Aloha

Smile!
You are important
to us and
have a great
day!

Love Lydia

you are LOVE!!
you are someone special
Have a great
day!
you are amazing
wishing you the best!

Aloha

You are LOVE!!
wishing the best

Have a great
day!
you are someone
special

Mahalo

Sending you
Lots of LOVE

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

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care (Authorized)	87	0	813.25
02S Homemaker - Na Puuwai Molokai (Authorized)	4	0	27.00
02S Homemaker (Authorized)	124	0	425.00
03S Chore (Authorized)	13	0	27.50
04S Home Delivered Meals	13	0	41.00
04S Home Delivered Meals (Authorized)	591	0	11,306.00
04S Home Delivered Meals-7xwk (Authorized)	62	0	1,766.00
04S Home Delivered Meals-Special 7xwk (Authorized)	12	0	348.00
05S Adult Day Care (Authorized)	95	0	6,872.00
06S Case Management	315	0	248.50
07S Congregate Meals	403	0	3,832.00
09S Assisted Transportation - Non-Medical Medicaid	3	0	18.00
09S Assisted Transportation (Authorized)	25	0	131.00
10S Transportation - Non-Medical Medicaid	4	0	25.00
10S Transportation (Authorized)	56	0	402.00
11S Legal Assistance	0	55	199.75
12S Nutrition Education	0	1	359.00
13S Information and Assistance	254	49	403.75
COVID-19 Expanded Meals (Authorized)	97	0	2,011.00
COVID-19 Food Truck Meal to Go (Authorized)	345	0	2,772.00
COVID-19 Furry Friend	4	0	4.00
COVID-19 Meals	174	0	1,252.00
COVID-19 Meals (Authorized)	4	0	80.00
Emergency Meals - Meals Ready to Eat	3	0	24.00
F06 Attendant Care (Authorized)	37	0	354.75
FCG Counseling	20	0	34.00
FCG Respite - Sundowners	3	0	5.00
FCG Respite Adult Day Care (Authorized)	33	0	720.00
FCG Respite In-Home (Authorized)	9	0	37.00
FCG Supplemental Service - Legal Assistance	4	0	15.50
FCG Support Groups	17	0	18.00
Kupuna Caregiver Adult Day Care (Authorized)	25	0	2,472.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	4.00
Kupuna Caregiver Personal Care (Authorized)	3	0	30.00
Grand Total:	2,041*	105**	37,080.00

* 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 August 2021

Summary of Contacts

The Maui County Office on Aging logged 1,196 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
Home Delivered Meals	350
Status Update	173
Homemaker	147
Adult Day Care	121
Attempt to Contact	119
Unsuccessful	
Assisted Transportation (KC Transportation)	67
Personal Care	57
COVID - 19	48
Food Truck Meals	40
Congregate Meals	35
Total number of unduplicated calls:	1,196
Total number of unduplicated callers:	684

CALL TYPE	NUMBER OF CALLS
Outgoing To	585
Incoming	491
Email	80
Walk-In	14
Mail/Fax	17
Home Visit	7
In-Office/Appointment	2

