

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

January 7, 2022

Zoom Online Meeting Minutes

PRESENTATION: School Street/Lanakila Senior Housing Project, Anders Plett, Vice President of Acquisitions and Project Development, Retirement Housing Foundation (RHF); Kevin Auger, Redevelopment Officer, Hawaii Public Housing Authority.

RHF is the master developer for the three affordable senior housing towers planned on the Hawaii Public Housing Authority's Liliha - Palama administrative campus. The three towers will include 800 rental apartments. Phase 1 is the construction of the first tower, which will include 250 rental apartments. Phases 2 and 3 are the construction of the two additional towers, which will include an additional 550 rental units and retail space. Amenities planned in the first tower include a community room, internet cafe, arts and crafts room, exercise room, and a library. Operations will coordinate health and wellness activities and events with Lanakila Multi-Purpose Senior Center. A health and wellness coordinator will be on site to promote aging in place. Phase 1 construction will begin in July/August 2022 and is expected to be completed in 2024. The entire project (phases 1, 2, and 3) will be complete in approximately ten years. Cable and internet access will be paid by each tenant to the provider, i. e. "bundled" service will not be provided. Anders will send his PowerPoint presentation to Gary for PABEA minutes and records.

CALL TO ORDER:

Gary Simon called the meeting to order at 12:00 noon

ROLL CALL:

Present:

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

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

Ex-officio Members: Kathy Ishihara, DHS; Keith Ridley, DOH; David Rodriguez, DOT; and Tetine Sentell, University of Hawaii

EOA Staff and AAA Staff Present: Aaron Arakaki, Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Norma Kop, Josephine Lum, James Mariano, John McDermott, Lisa Nakao, Lani Sakamoto, Debbie Shimizu, and Kealoha Takahashi.

Guests: Kealii Lopez, AARP Hawaii.

Members of the Public: Alan Ahn.

APPROVAL OF MEETING MINUTES:

The minutes of the October 19, 2021, November 19, 2021 and December 3, 2021 Zoom online PABEA meetings were approved as circulated.

CHAIR'S REPORT

Gary announced that several new rules became effective this new year, but compliance with the new rules is not difficult. The Governor has also suspended the requirement for remote meetings to have at least one in-person meeting location.

The Healthcare Association of Hawaii healthcare workforce initiative committee will reconvene on January 24, 2021. Gary will attend.

The Administration for Community Living (ACL) announced that the 2022 Older Americans Month theme is "Age My Way." ACL will be focusing on aging in place and how older adults can plan to stay in their homes and live independently in their communities for as long as possible.

LEGISLATIVE COMMITTEE

The January Legislative Committee meeting has been rescheduled from Thursday, January 6, 2022, to next week Thursday, January 13, 2022.

PLANS AND PROJECTS REVIEW COMMITTEE (PPRC)

Shelly reported that the Committee met this morning. Senator Stanley Chang provided the Committee a presentation on affordable housing and his proposed legislation to solve the acute lack of affordable housing. Shelly suggests an encore presentation at PABEA or at a joint meeting of the Legislative Committee and PPRC. Barbara Yamashita recommends collecting data on seniors needing housing, homeless seniors, and near-homeless seniors. Derrick announced that the City and County is undertaking an initiative to collect data on housing needs.

RECOGNITION AND AWARDS COMMITTEE (RAC)

Kathy reported that the Committee met on January 6, 2022. The Older Americans Month celebration will be virtual via Olelo. Honoree ballots have been sent. Planning for the three additional 2022 events (honoring caregivers in August, honoring grandparents in September, and honoring veterans in November) will begin in February.

EXECUTIVE OFFICE ON AGING

Attached is Caroline's report, which she also provided orally at the meeting.

Caroline thanked PABEA for its support and work. The EOA annual report for FY 2021 covering EOA's activities and initiatives in State Fiscal Year 2021 is available on the ADRC website. An important focus of 2022 will be conducting a robust needs assessment. Caroline will be seeking assistance and support from PABEA. She also is working on situating EOA in a strong position before a new administration takes office in December 2022. She intends to strengthen the LTCOP and the orientation program. EOA is advocating for an additional \$1.5 million for Kupuna Care for the proposed merged Kupuna Care/Kupuna Caregivers Program. The \$1.5

million request supplements the \$9 million in the Governor's budget for Kupuna Care. DOH is reviewing the Alzheimer's disease and related dementias coordinator's job description.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION (EAD)

Attached is Derrick's report.

Two staff members have tested positive from community contact. 90% of the staff telework. No operational disruptions have resulted from teleworking by the staff. EAD continues to support and coordinate booster shot efforts. Residents of 30 kupuna properties have been vaccinated. EAD booster activities will phase down this month. Aedward Los Banos has been appointed Deputy Director of the City and County of Honolulu Department of Community Services. He was the Associate Vice President for Administration for UH. Prior to UH, Aedward was with the Hawaii Community Development Authority (HCDA), Catholic Charities of Hawaii, and OHA. EAD has finalized the contract with the YMCA of Honolulu for congregate meals and recreation at five YMCA sites. YMCA offers a significant geographical footprint. The Hale for Kupuna Home Modifications Resource Guide developed by Christy Nishita of Age-Friendly Honolulu in partnership with EAD is available on the Age-Friendly Honolulu website at <http://agefriendlyhonolulu.com/wp-content/uploads/2021/09/Hale-4-Kupuna-Booklet.pdf>. Service capacity continues to be challenging. EAD is procuring a contract for home services, including bathing. Candidates for the EAD secretary position will be interviewed next week. EAD will be a participant in a job fair scheduled for the end of January. EAD will be recruiting for case manager positions. The new EAD Senior Information and Assistance Handbook is available on the EAD website at https://www.elderlyaffairs.com/Portals/AgencySite/DCS%202021%20Senior%20Handbook_vD2FINAL.pdf. Those who would like print copies can email Derrick.

HAWAII COUNTY OFFICE ON AGING

Horace reported that some HCOA staff are out with omicron. County staff also are affected, including the fire department. MCOA continues to promote vaccinations and boosters. Demand for testing is great. Three candidates applied for the database analyst position, but only one responded for an interview. MCOA will continue to recruit. The position has been vacant for two years. Senior programs resume on January 10, 2022. Capacity is challenging for home and community-based services. A provider for meals has not reapplied. The County's Committee on Aging is all set and in order. HCOA has oriented members of the Committee to the legislative process. Horace thanked EOA, the AAAs, and PABEA for their support.

KAUAI AGENCY ON ELDERLY AFFAIRS (AEA):

Attached is Kealoha's report.

A landslide across a road in Waimea has affected access to 14 seniors living in the area. AEA is monitoring their needs and welfare.

One AEA staff member has tested positive. AEA staff have been granted the option to telework.

MAUI COUNTY OFFICE ON AGING:

Attached is James's report.

James reported that many areas of Maui have been affected by the December and January rains and floods. MCOA is working with Emergency Management and the Red Cross to assist affected families. Cleanup continues. Two MCOA staff members have tested positive. Staff are not permitted to telework for now. The Maui Mayor is implementing a booster mandate effective January 24, 2022. Eight candidates have applied for the MCOA Executive position. James did not apply for the position. Interviews begin next week. James thanked EOA, the AAAs, and PABEA for their support of MCOA and its work.

Marilyn offered condolences to James, MCOA, and the people of Maui on the passing of Hospice Maui CEO Greg Lagoy.

KUPUNA CAUCUS

Gary announced that the five legislative proposals receiving the most numbers of votes will be reviewed at this afternoon's Kupuna Caucus meeting. The five are:

- Amend Our Care Our Choice Act.
- Long Term Care Ombudsman Program: add five positions.
- Establish long-term rental assistance for seniors.
- Extend driver license renewal period for seniors: extend the renewal period from two years to four years for licensees who are seventy years of age or older but younger than eighty years of age.
- Add State funding to the Hawaii State Health Insurance Assistance Program (SHIP).

APPOINTED AND EX-OFFICIO MEMBERS' REPORTS

Keith entered in the Zoom chat that COVID-19, the Red Hill water contamination, and legislative session preparation are the current priorities for DOH.

STATEMENTS FROM THE PUBLIC

No statements were offered, and no testimony was submitted to EOA.

HAWAII CRISIS STANDARDS OF CARE TRIAGE ALLOCATION FRAMEWORK

Gary reported that the Governor has sent a response (attached) to the PABEA letter. Gary reported that retired Kaiser geriatrician Warren Wong, M.D., has joined the Core Development Team. PABEA members are unaware of any kupuna stakeholders who reviewed the framework during its development. Kealii reported that the Core Development Team would like to work with PABEA and the Developmental Disabilities Council and that the framework is being revised to address all disasters with a special section for COVID-19. A motion to appoint an ad hoc committee of three PABEA members to work with the Core Development Team was made, seconded, and approved. Gary will serve on the ad hoc committee and appoint two other members from PABEA. Shelly commented that PABEA is required to state the scope of the committee clearly as a permitted interaction group in order to comply with sunshine laws and rules and that the members will need to be announced for inclusion in PABEA records (i. e. minutes).

ANNOUNCEMENTS

- February 4, 11:30 a.m., PABEA monthly meeting (via Zoom)
- Hawaii State Legislature
 - Wednesday, January 19: Opening Day
 - Monday, January 24: State of the State Address
 - Wednesday, January 26: Bill Introduction Cutoff
 - Friday, February 18: First Lateral
- 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 1:45 p.m.

Executive Office on Aging Director's Report to PABEA – December 2021

COVID-19 areas of impact

- The Hawaii's Kupuna Covid 19 Vaccination Efforts Evaluation Report can be viewed at www.hawaiiadrc.org under Reports and Publications. The report covered the period of January thru July 31, 2021, when vaccinations were initiated by reversed age and vax supplies were at a premium. The following are the summary of key barriers, success strategies, and recommendations:
 - Key barriers to vaccinating kūpuna included:
 - Cumbersome online systems for scheduling vaccination appointments
 - Difficulties posed to many kūpuna by mass vaccination sites, such as transportation
 - Rapid need for health education materials and consent forms in multiple languages
 - Key success strategies included:
 - Coalitions and advocacy efforts
 - County- and language-specific calls centers for information and vaccination scheduling
 - Translation and interpreter services
 - Community mobile and pop-up clinics in locations where kūpuna congregate
 - Mechanisms for in-home vaccinations
 - Funding for community-based coalitions and groups
 - Recommendations. Based on the findings, these three recommendations should help leaders and planners prepare for future education and vaccination efforts targeting kūpuna in the state:
 - Engage all relevant state and county agencies in pandemic response efforts.
 - Increase early support for community-based vaccination sites, along with mass vaccination sites.
 - Incorporate and fund community coalitions and organizations in state response efforts.
- Kupuna Vaccination Outreach Group (KVOG) will transition to a working group in 2022.

Administration for Community Living

- December 5 – 11, 2021 was national Influenza Vaccination Week. Vaccination is particularly important for people who are at higher risk of developing serious flu complications, including people with certain chronic conditions such as asthma, diabetes,

and heart disease. In fact, in past flu seasons, 9 out of 10 adults hospitalized for flu had at least one underlying medical condition. Since flu viruses are constantly changing and protection from vaccination decreases over time, getting a flu vaccine every year is the best way to prevent flu. Flu vaccines are the only vaccines that protect against flu and are proven to reduce the risk of flu illness, hospitalization, and death.

- The Administration for Community Living and Administration on Aging announced the release of their first ever [Older Americans Act Title III Summary Highlight](#). The [Older Americans Act Title III Summary Highlight](#) shares new information and insights on Older Americans Act (OAA) services, reveals major OAA milestones, and key information on the impact and necessity of services for older adults.

EOA Administration

- PD position – We are filling the PD position which has been vacant since July 2017.
- Continuing recruitment for the LTCOP Oahu position.

Director's Corner

December was a very busy month at EOA. Activities did not slow down just because of the Holidays.

- Participated in the BOLD Advisory Council on December 1. Updates be the workgroups were presented to the council.
- Participated in the Kūpuna Digital Inclusion Steering Committee to assist with the development of the roadmap for kupuna with necessary resources.
- Information briefing about EOA's program and how the monies are spent, and number of individuals served was held on December 8, 2021.
- Advocacy Education and Outreach Section annual Recognition event was held on December 15, 2021.
- Continue to work with Lisa Nakao on moving forward the State Plan. Still recruiting for a consultant to lead the needs assessment. We are reworking our timeline allowing for a richer, more comprehensive needs assessment.
- 2022 list of goals
 - Develop and leverage new and existing partnership to increase capacity for long-term services and supports.
 - Build quality assurance into our long-term services and supports
 - Create opportunities for growth among EOA staff
 - Build opportunities to engage PABEA members
 - Conduct a robust needs assessment

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

Summary of Calls

EAD logged **8,173 contacts**, of that **4,187** were incoming calls and **3,618** were outgoing calls, **7** were home visits, and **48** were fax referrals. EAD logged **271 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2021- January 07, 2022

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
307	7	4,187	1	48	3,618	5	8,173

Top 5 Call Topics

Home Delivered Meals	2317
Transportation - Non-Medical	1661
Transportation - Medical	1191
Personal Care	904
Homemaker	614

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
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 YMCA of Honolulu
Home Delivered Meals	Hawaii Meals on Wheels Lanakila Pacific Palolo Chinese Home
Nutrition Education	Lanakila Pacific
Health Maintenance	Child and Family Services YMCA of Honolulu
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 **4,255 clients**.

EAD provided at least one in-home service, main KC services, to **1,648 clients**. (Includes both state and federal funding.)
Data reflects the time period of July 1, 2021 - January 07, 2022.

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	28	1,029.00	\$40,131.00
		1 Hour	Kokua Kalihi Valley	10	698.00	\$35,200.14
		1 Hour	Palolo Chinese Home - Provider	1	34.00	\$1,020.00
		1 Hour	St. Francis Health Services	136	6,408.00	\$288,360.00
	02S Homemaker (Authorized)	1 Hour	Hookele Care at Home	46	1,423.00	\$51,228.00
		1 Hour	Palolo Chinese Home - Provider	15	107.00	\$10,165.00
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	154	12,891.00	\$135,355.50
		1 Meal	Keiki To Kupuna	81	9,069.00	\$86,881.02
		1 Meal	LMOW LRC Home Delivered Meals	307	41,798.00	\$417,980.00
		1 Meal	Palolo Chinese Home - Provider	15	2,095.00	\$18,855.00
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	2	350.00	\$5,162.50
	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	10	3,802.98	\$56,093.99
		1 Hour	Family Living Treasure	3	984.75	\$15,362.10
		1 Hour	Franciscan Care Services	9	5,536.00	\$55,360.00
		1 Hour	Hale Hauoli Hawaii	7	2,590.00	\$44,030.00
		1 Hour	Hawaii Health Systems	2	108.57	\$1,519.98
		1 Hour	Kahala Senior Living Community	1	264.28	\$3,699.92
		1 Hour	Lunalilo Home	4	3,186.97	\$31,072.98
1 Hour		Malama Adult Day Care	5	2,572.50	\$36,015.00	
1 Hour		Palolo Chinese Home - Provider	6	1,468.31	\$29,072.53	
1 Hour		Windward Seniors	5	1,670.00	\$21,710.00	

HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	175	3,412.00	\$136,480.00
		1 One-way trip	Franciscan Care Services	6	133.00	\$5,320.00
		1 One-way trip	Kokua Kalihi Valley	33	1,292.00	\$51,680.00
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	24	738.00	\$23,616.00
		1 Hour	Palolo Chinese Home - Provider	1	34.00	\$884.00
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	2	543.29	\$2,851.03
		1 Hour	Franciscan Care Services	3	1,284.00	\$5,950.00
		1 Hour	Hale Hauoli Hawaii	3	1,732.82	\$10,009.94
		1 Hour	Kahala Senior Living Community	1	778.00	\$4,550.00
		1 Hour	Lunalilo Home	3	637.53	\$2,939.91
		1 Hour	Malama Adult Day Care	4	2,703.00	\$13,580.00
		1 Hour	Palolo Chinese Home - Provider	2	1,358.27	\$7,093.76
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	51	5,305.00	\$55,702.50
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	197	4,338.00	\$173,520.00
		1 One-way trip	Franciscan Care Services	1	2.00	\$80.00
		1 One-way trip	Kokua Kalihi Valley	19	867.00	\$34,680.00
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	306	33,983.00	\$356,821.50
		1 Meal	Keiki To Kupuna	163	21,030.00	\$201,467.40
		1 Meal	Lanakila Meals on Wheels Program	56	6,101.00	\$61,010.00
TOTAL				1,648	184,428.27	\$2,533,613.20

Waitlist

For the period of July 1, 2021 - January 07, 2022

Service	No. of Clients	Average Wait Time (in Days)
01S Personal Care (Authorized)	24	298
02S Homemaker (Authorized)	83	869
05S Adult Day Care (Authorized)	4	496
F06 Attendant Care/Supervision (Authorized)	23	732

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
	76
No	54
Sometimes	9
Yes	221
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	70
CR 60+ - Wife	31
CR<19 - Grandparent	5
Granddaughter	1
Grandson	5
Relationship Missing	1
Total	344

GENDER	Count
	5
F	243
M	96
Total	344

Maui County Office on Aging
 Service Delivery Summary Report for PABEA
 (by Service)
 November 2021

Service	Participants Served	Consumer Group	Units Delivered
Adult Day Care	102	0	6,518.00
Assisted Transportation	26	0	107.00
Attendant Care	39	0	353.25
Caregiver Counseling	16	0	24.50
Caregiver Legal Assistance	0	1	2.89
Caregiver Respite	47	0	726.75
Caregiver Support Groups	17	0	17.00
Chore	13	0	32.25
Congregate Meals	477	0	6,754.00
Food Truck Meals	276	0	923.00
Home Delivered Meals	673	0	13,382.00
Homemaker	135	0	444.00
Kupuna Caregiver Adult Day Care	33	0	3,096.00
Kupuna Caregiver In-Home Respite	1	0	5.00
Kupuna Caregiver Personal Care	2	0	21.00
Legal Assistance	0	45	187.75
Participant Case Management	237	0	212.00
Participant Information and Assistance	243	39	431.00
Personal Care	96	0	861.00
Robotic Furry Friend	5	0	5.00
Transportation	55	0	400.00
Total	1,869	85	34,503.39

* 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.

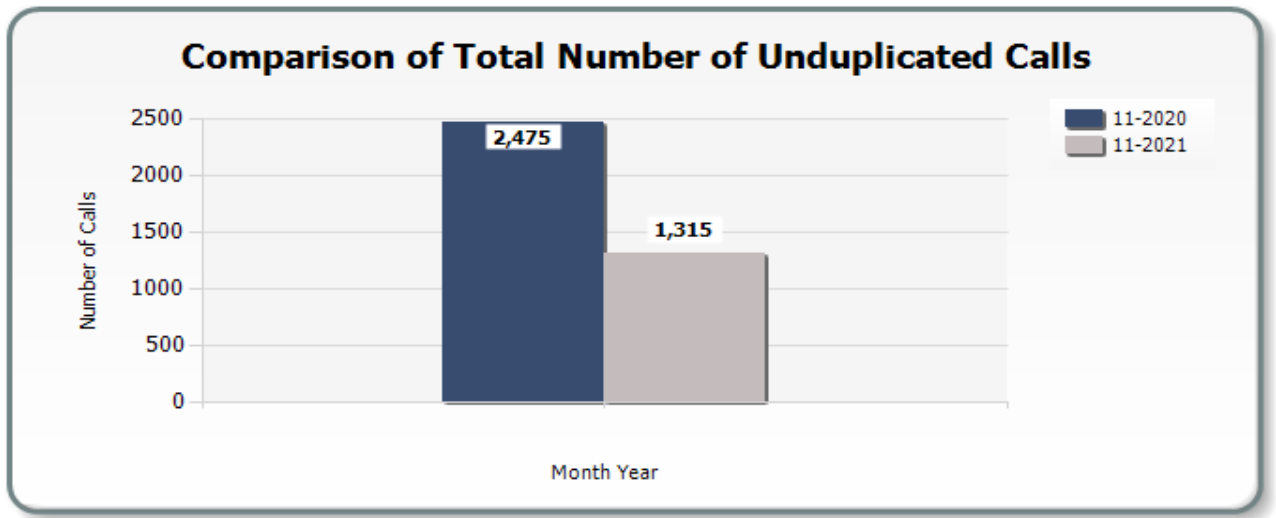
Maui County Office on Aging Call Summary Report for PABEA November 2021

Summary of Contacts

The Maui County Office on Aging logged **1,315** unduplicated calls in the reporting period. The following tables provide more details regarding Top 10 Call Topics and Call Types that were completed during the month of November.

Top 10 Call Topics	Number of Calls
Home Delivered Meals	300
Transportation Services	121
Status Update	133
Homemaker	106
Adult Day Care	92
Personal Care	70
AAA Initial Intake	69
Medicaid	38
Caregiver Support / Respite	37
Senior Housing	35
Total Number of Unduplicated Calls:	1,315
Total Number of Unduplicated Callers:	662

Call Type	Number of Calls
Outgoing To	634
Incoming	561
Email	76
Mail/Fax	25
Walk-In	15
Home Visit	4





December 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 Drive Through Event at Kauai War Memorial Convention Hall on December 10th**



- RSVP Drive Through Event at Waimea on December 14th



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

- No report

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

Dementia Friendly Community

- No report

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

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

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

- No report

Aging Network

- I&R Program Specialist attended three separate shifts with Fire Captains and crew to promote and review Fall Prevention Program.
- Coordinate with KIUC (Kauai Island Utility Cooperative) Qualifying Member Appliance Replacement Program and assist seniors to register for the program. This program helps qualifying low-income seniors (60+) reduce their residential electricity use by replacing

older, less efficient refrigerators and defective electric water heaters with new, more efficient ones at no cost to the member.

ADRC Website

- The alpha numeric search on the website was not showing all available providers. An address was required for the provider to appear in the search results. During this pandemic period some providers relinquished their office space. They started operating out of their homes. A technical change was made to the website alpha numeric search function by Agis. Agis changed the function so that an address was not needed for the provider to appear in the search results. The provider could be listed with a website, email or telephone contact.
- The Public has been using the website. We had a total of ten (10) referrals through the ADRC website this month. Six (6) referrals for service this period were submitted by neighbors or relatives. There were four (4) self-referrals. Eight (8) of the referrals were requesting in-home services. One (1) referral requested assistance concerning fraud. One (1) referral requested information concerning Long Term Care. All these requests were referred to our team of Aging and Disability Services Technicians. This team responded within 24 hours (some same day) processing the referrals, engaging with the seniors and their loved ones, and assisting them with their concerns.
- Comparing the County Fiscal Year period 7/1/2021 to 12/19/2021 to previous year’s period:
 - Unique visitors to site increased 23.5%.
There were an additional 328 unique visitors to the site during this current period.
 - Unique visits to site increased 3.7%.
There were an additional 83 unique visits to the site during this current period.
 - Pageviews increased 25.1%.
There were over 1,803 additional pageviews during this current period.
- Comparing the Federal Fiscal Year period 10/1/2021 to 12/19/2021 to previous year’s period:
 - Unique visitors to site increased 24.2%.
There were an additional 171 unique visitors to the site during this current period.
 - Unique visits to site increased 2%.
There were an additional 223 unique visits to the site during this current period.
 - Pageviews increased 20.1%.
There were an additional 711 pageviews during this current period.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2021 to January 5, 2022

- Total Calls: 2,777 (average 15 min. per call)

Consumer Age Group	No. of Calls
60-74	932
75-84	903
85-99	712

- Top 5 Topic Categories

No. of Calls	Topic Categories
716	Nutrition
693	Miscellaneous

342	Home and Community Based Services
291	Health and Wellness
209	Transportation

State Health Insurance Assistance Program (SHIP)

- AEA Associates assisted 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

- Contracts for the following are being routed for signatures with execution date of January 1, 2022.
 - Mastercare is awarded all of the five services – personal care, homemaker, chore, in-home respite and assisted transportation
 - Regenerative Kauai is awarded for homemaker, chore and assisted transportation services.
- The following contracts are ending on December 31, 2021.
 - Mastercare for homemaker, personal care and in-home respite
 - Regenerative Kauai for homemaker services
- New contract with Child & Family Services (Work Life) for elderly mental health counseling is now fully executed.
- Contracts for Food Security:
 - Food Security Services-Prepared Meals with Kauai Economic Opportunity, Inc. is fully executed. They will be serving 2 meals per week to qualified consumers with priority for Wainiha residents. Only one resident is interested so we will be offering this service to consumers in other areas who are below poverty.
 - Food Security Services-Fresh Produce with Malama Kauai is fully executed. They will be delivering every other week on Wednesdays. We have 5 initial consumers from Wainiha.
 - Food Security Services-Meal Kit has been awarded to Crossroads Christian Fellowship (Nourish Kauai) but we are waiting for their Certificate of Insurance before it can be fully executed.
- Contract for the Senior Center Program with Department of Parks and Recreation is pending.
- Request for Small Purchase for mental health counseling for younger consumers went out and we had 2 bidders – Child and Family Service for \$180/session and YWCA for \$70/session.
- Sent out the last set of gift certificates to consumers for December with a letter indicating that this program will end because of the reopening of the Center in January as announced by Parks & Recreation: Mama Lucy-31, Wongs-20, Waipouli-16, Ishihara-16 and Gina's-9.

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

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

Falls Prevention Program with Kauai Fire Department & AMR

- As of January 5, 2022, 762 individuals served (628 homes)

Service Options-Private Hire

- No report

Elder Abuse Awareness

- No report

Administrative:

- Home Delivered Meals Survey Results (see attached file)
- Information Briefing on Kupuna Care Services with Senator Buenaventura on December 8, 2021 via Zoom.
- Executive attended virtual USAging Board meeting and Membership Committee meeting on December 7&8, 2021.

Training:

- Training with WellSky on NAPIS in preparation for the year-end reports and the new OAPPS reporting.

Personnel:

- Aging Program Planner vacancy

Media:

- No report

PROGRAM: HOME-DELIVERED MEALS
PROVIDER: Kauai Economic Opportunity, Inc.
October 2021

Outcome:

- 52% of the participants completed the survey themselves, the rest was done by family members. This is a little bit higher from the previous result, 51% did surveys themselves. 92% still prefer the surveys to be done on paper. The rest want telephone or online surveys.
- 99% are satisfied with the home-delivered meals service, down from 100% the previous year
- 94% are receiving 5 meals per week
- 52% have been receiving meals for 1-2 years, 24% 3-5 years, 5% over 5 years and 19% less than a year.
- 82% of the new consumers indicated that their service began within 2 weeks after their initial contact with the AEA worker
- 70% indicated that the home delivered meal is their main source of nutrition compared to 53% the previous year.
- 97% are receiving their meals on-time. This is an improvement from the previous years.
- 82% are satisfied with the variety of food
- 99% indicated that the meal deliverers are pleasant. However, only 44% spend time talking to the clients. This is the same as the previous years and is an area for improvement for the Provider, to let the deliverers at least greet the consumers. This might also be attributed to the pandemic because no contact was allowed between the driver and the consumer.
- 86% are satisfied with the way food smells and looks, 88% with the way the food tastes and 89% with the way the food is cooked
- 81% indicated that the program helped them eat healthier food; 82% achieved or maintained a healthy weight; 84% improved or maintained health and 96% continued to live home
- Only 76% are aware of the voluntary donation. This is an area that could be improved to increase program income.

Effectiveness Measure:

- Client satisfaction survey for home-delivered meals were distributed to 263 participants. Return rate is 45%, with 118 responses received. Same return rate as previous years
- 99% of the participants expressed satisfaction on the service provided.
- 30% rated the quality of meals as excellent. This could also be an area for improvement with the different suggestions indicated.

Comments:

- Deliverer is very pleasant (Alvin was mentioned by some consumers)
- Recipient enjoys the food

- Now I can eat brown rice
- My mom sees the food and she will eat. Otherwise, she just snacks until dinner
- I live alone and meals really help
- Appreciate the meals
- I like the mac beef, turkey and gravy. Laulau is the best.

Suggestions:

- Instead of rice, some mashed potato or mac salad
- More varieties that look and taste better and edible to an elderly with difficulty in swallowing
- Use fresh vegetables, bigger portion, more variety and less pork
- Cook meat more tender
- Sometimes only 2 bite size pieces of meat
- Softer food for seniors
- Sometimes, portion of main course is small. Lately, some of the oranges are over ripe
- More careful when delivering
- More beef, less chicken
- Less pork with chunks of fat
- Make food more tasty
- Bigger portions
- More local foods, More flavor
- I often return home from medical appointments to find meal was not delivered 5 minutes ago, There should be a way to leave a note to signal a momentary return and okay to leave the meals briefly
- Be aware of consumers sensitivity to noise
- Randomly check milk for freshness
- Keep the gravy separate
- More salad