

POLICY ADVISORY BOARD FOR ELDER AFFAIRS (PABEA)  
IN-PERSON AND VIA ZOOM  
No. 1 Capitol District | 250 South Hotel Street | Conference Room 410  
Friday, October 3, 2025 | 12:00 p.m.

**CALL TO ORDER**

Beverly Gotelli called the meeting to order at 12:00 p.m.

**ROLL CALL**

Appointed members present: Beverly Gotelli, Louise Johnson, William Kinaka, Stephen Lung, Barbara Service, Marilyn Seely, Gary Simon, Rick Tabor, and Raelene Tenno.

Appointed members excused and absent: Poki'i Balaz, Sara Lenzer Medeiros, Shelly Ogata, Suzie Schulberg, Lisa Spencer, and Leslie Tanoue.

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

Ex-officio members present: Alan Burdick, Department of Labor and Industrial Relations (DLIR) Office of Community Services (OCS); Paula Cerio, Department of Health (DOH); Kathy Ishihara, Department of Human Services (DHS); and Jordan Lewis, University of Hawai'i at Mānoa Center on Aging (COA).

Executive Office on Aging (EOA) staff and Area Agencies on Aging (AAA) staff present: Derrick Ariyoshi, Candice Bryant, Caroline Cadirao, Rowena Dagdag-Andaya, James Davenport, Kauionalani Fukuda, Emily Ishida, Norma Kop, Josephine Lum, James Marchant, Jan Mori, Candace Nakamoto, Deborah Niyongabo, Leigh Rasa-Pierce, Lani Sakamoto, Tani Salazar, Cristina Valenzuela, Jazlyn Wandasan, Joy Windham, Jason Wong, and Jeffrey Woodland.

Guests present: Audrey Suga-Nakagawa, Advocacy Associate Director, AARP Hawaii.

**ZOOM DISRUPTION**

At 12:04 p.m., the Zoom platform was disrupted by a Zoom bomber and Zoom immediately was terminated. Zoom was relaunched and the Zoom attendees rejoined the meeting. The hybrid PABEA meeting resumed at 12:06 p.m.

**APPROVAL OF MEETING MINUTES**

The draft minutes of the September 10, 2025 in-person and Zoom PABEA meeting were approved as circulated.

**EXECUTIVE OFFICE ON AGING (EOA) DIRECTOR'S REPORT**

Caroline reported that EOA is closely monitoring developments related to the Federal government shutdown. The Federal Fiscal Year 2026 began on October 1, 2025, but no budget has been approved. EOA and the Area Agencies on Aging (AAAs) have a limited amount of

money from the past budget that can be used for support services. A majority of both the Administration for Community Living (ACL) staff and the CMS staff have been furloughed during the shutdown. EOA is able to draw older monies from ACL. Medicare and Medicaid currently are not impacted by the shutdown. Medicare and Medicaid funding is mandatory (rather than discretionary). The Hawaii Dementia Initiative (HDI) hosted its in-person coalition meeting on September 4, 2025. Approximately 80 coalition members attended. The HDI dementia awareness campaign has been underway for approximately two months with TV ads, radio spots, and social media posts. Caroline was interviewed live on Hawaii Now Daily for the campaign. EOA has hired 89-day staff members to assist Candace, Jazlyn, and the Hawaii State Health Insurance Assistance Program (SHIP) volunteers. Some of the EOA staff received new laptops and new desktop computers. EOA is transitioning from its standalone server to the Department of Health (DOH) server. EOA staff can access their files on the DOH server via VPN access, eliminating the need for flash drives.

Rick suggests continuing a PABEA with only in-person attendance and no Zoom access in the event of a future disruption, interruption, or Zoom bombing. Cristina will ask OIP whether such is permissible under Sunshine Law.

Beverly strongly encourages PABEA members to attend PABEA meetings in person.

#### CHAIR'S REPORT

Beverly thanked those who attended the Hawaii Pacific Gerontological Society Biennial Conference. The conference presenters were fantastic. Beverly strongly encourages PABEA members to attend the next conference in 2027. Beverly has been in touch with Caroline regarding today's PABEA meeting and future PABEA meetings. Beverly had been in touch with the Public Access Room (PAR) and Cristina regarding the presentation from PAR this morning.

#### LEGISLATIVE COMMITTEE

Beverly reported that no Legislative Committee meeting was held today.

#### PLANS AND PROJECTS REVIEW COMMITTEE (PPRC)

Beverly reported that no PPRC meeting was held today.

#### RECOGNITION AND AWARDS COMMITTEE (RAC)

Beverly reported that no RAC meeting was held today.

Rick reported that RAC will resume meeting on November 6, 2025 via Zoom. He welcomes all to attend the RAC meeting to help with the planning of the 2026 Older Americans Act celebration.

Rick thanked Caroline, Norma, and Candace for their presentations at the Hawaii State Lay Association Convention.

#### DEBORAH NIYONGABO, EOA BOLD COORDINATOR

Caroline introduced Deborah Niyongabo, who recently was hired as the EOA BOLD Coordinator, Debbie Shimizu's former position. The in-person attendees and PABEA members attending virtually introduced themselves to Deborah.

## UNFINISHED BUSINESS

Review proposal on Homelessness and determine PABEA's role in this proposal.

A motion to refer the issue to the Legislative Committee to explore the initiative further was approved.

Approval of abbreviated agenda for December 5, 2025 meeting

A motion to abbreviate the December PABEA meeting agenda was approved. Reports for December from the ex-officio members and the AAA executives will be accepted by EOA and will be disseminated by EOA to the PABEA members via email.

Hawaii Revised Statutes 349-4 Policy Advisory Board for Elder Affairs

Caroline is seeking clarification from the Attorney General and the Office of Information Practices on potential alternatives to revising the statutes to decrease the required minimum of 12 PABEA meetings per year to a required minimum of 7 PABEA meetings per year.

## NEW BUSINESS

No new business was introduced.

## PUBLIC TESTIMONY

No public testimony was offered.

APPOINTED MEMBERS REPORTS: Raelene Tenno – Definition of a condominium.

Raelene clarified the definition of a condominium: A condominium property regime (CPR) is not limited to apartments in buildings. A CPR, commonly referred to as a condominium, can be single family homes, townhouses, and housing communities. The designation as a condominium is determined during the planning and development of the housing.

## EX-OFFICIO MEMBERS' REPORTS

Kathy Ishihara reported that eligible Med-QUEST members continue to be covered during the Federal government shutdown. Applications for Med-QUEST benefits continue to be accepted and processed.

Jordan Lewis reported that University of Hawai'i at Mānoa Center on Aging (COA) is hosting an Age-Friendly University Initiative event, *Generations in Conversation*, on October 21, 2025, from 12:00 noon to 1:30 p.m., in Krauss Hall. He will email the flyer for the event to EOA for distribution to PABEA members. For more information, please contact Jordan.

Paula reported that DOH Office of Health Care Assurance (OHCA) has suspended Medicare certification surveys during the Federal government shutdown. However, OHCA staff will continue to investigate situations involving immediate jeopardy or imminent harm to a nursing home resident.

Attached is Alan's report. Alan provided highlights from his report:

- The Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of people with low income by providing them with emergency food assistance at no cost. USDA provides 100% American-grown USDA Foods and administrative funds to states to operate TEFAP. However, the emergency is not abating. TEFAP serves approximately 400,000 Hawaii residents. TEFAP has been serving people for approximately 40 years.
- HB 428 (Hawaii Farm to Families Program) passed the House and the Senate in the 2025 Legislature but died in Conference Committee. The bill passed the House with 41 cosponsors. The bill was intended to establish a program administered by the Department of Agriculture. The Program would purchase local produce in bulk to provide to low-income residents. DLIR OCS is in the process of asking the food banks to work with DLIR OCS to ask the Legislature to introduce and pass a bill creating a farm to families program administered by DLIR OCS. DLIR OCS is recommending an appropriation of \$3 million.

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

Attached is Derrick's report.

Derrick reported that EAD has received the keys to their new offices on the fourth floor of the building at 222 North School Street. EAD has \$2.5 million in earmarked Federal funding which can be used for the relocation. EAD will be developing its relocation project plan and budget. The building will require renovations to comply with universal design and accessibility requirements. EAD has hired a halftime project manager, Aaron Arakaki. He is familiar with Aging and Disability Resource Centers. Aaron will assist with coordinating the project grant and budget, HUD monies, environmental reviews, and construction plans. A large portion of one of the floors in the building will be dedicated to establishing a community-accessible, universally designed Aging and Disability Resource Center (ADRC). The ADRC will be operational in one to two years. Other divisions within the Department of Community Services will also relocate to the building. EAD's new offices will be ready in approximately two months. The Kupuna Resource Handbook has been translated into Korean. A significant percentage of limited English-speaking populations on Oahu are Vietnamese, Korean, Marshallese and Chuukese. EAD will translate the handbook into Vietnamese, Marshallese, Chuukese, Ilocano, and Hawaiian. The handbook is also available online.

#### HAWAII COUNTY OFFICE OF AGING (HCOA)

Attached is Kauionalani's September 2025 HCOA Executive Report.

Kauionalani reported that HCOA is working on filling its vacant positions. HCOA recently completed interviews for one of its vacant positions. HCOA has had meetings with Hawaii County Mass Transit and Hawaii County Office of Housing to work better with these departments to more effectively address homeless issues.

#### KAUAI AGENCY ON ELDERLY AFFAIRS (KAEA)

Attached is Emily's September 2025 KAEA Executive Report.

Emily reported that a staff member from KAEA was picked for a 10-month leadership coaching program. The staff member was tasked to identify a project. She had a project idea to build a garden for people living with memory loss. She was further inspired by the HPGS Conference presentation on *Ho'ola `Aina Pilipili, Accessible Community Garden and "Dementia-Friendly"*

Policy Advisory Board for Elder Affairs  
Director's Report  
October 2025

**Government Shutdown:** As of November 2, the Government was still shut down. Senators appear to be moving toward bipartisan negotiations to pass a short-term CR and final FY26 appropriations bills, with Senate Majority Leader Thune (R-SD) telling reporters on Oct 30th that a deal to advance final appropriations bills would move forward only after a short-term CR is passed to end the shutdown.

**SNAP Benefits:** We continue to monitor the impact of the cut off to 42 million Americans. In Hawaii, that is about 165,000 people (11.2%) population. The Dept of Human Services has made efforts to support individuals losing benefits thru a relief program for families with at least one dependent under 18yrs old. Unfortunately, single and older adults are not eligible.

SNAP beneficiaries who receive cash assistance thru SNAP EBT will receive \$250 for financial assistance thru the State. These funds will go directly into beneficiaries' EBT cards by Nov. 14. Older adults who receive SNAP cash assistance thru EBT will receive \$250. There is no application process as it goes directly to their card.

EOA and the Area Agencies on Aging are strategizing on how to support older adults without a dependent who may be impacted. We are looking at use of both state and federal funding and reviewing if flexibility can be granted for supporting these individuals.

Director's Corner

1. EOA will be transitioning to a new database as of April 1, 2026. We are currently working with our new vendor, Mon Ami, to review and assess the process for migration. The system is very user friendly and had features that our legacy system did not offer and offered the best price.
2. EOA is taking part in the DOH Project Hire pilot. The DOH provides a list of names of individuals who have not been screened. In turn, EOA needs to offer interviews to those interested. If we find a candidate for a position, then the individual's name is submitted and DOH will examine if they meet the minimum qualifications before we move forward with hiring.

Caroline Cadirao  
Director, Executive Office on Aging



City and County of Honolulu  
AAA Executive Report  
Submitted by Derrick Ariyoshi  
Date: 10/21/2025

### **Mission Statement**

*Develop a comprehensive and coordinated system of services that assists older adults in leading independent, meaningful and dignified lives in their own homes and communities for as long as possible.*

### **Vision Statements**

#### **Philosophy**

We value all people all people and believe that they have the right to be treated with respect, to make their own choices, and to live with dignity in supportive communities.

Note: The listed goals are drawn from the Hawai'i State Plan on Aging 2023–2027. All headings and objectives are taken directly from each respective Area Plan on Aging.

### **Goal 1: Hawaii's older adults have opportunities to live well.**

***Objective 1: Increase awareness of available resources and supports to age in place.***

Achievements (SEPTEMBER):

- ***Website Redesign:*** EAD was provided with a development link for the new website for testing and an opportunity to provide feedback. Vendor is currently working with other counties. EAD continues working on updating resources.
- ***Outreach Events:*** I&A staff conducted 5 outreach events, engaging a total of **1,320 participants**:
  - 9/6/2025 – Shine A Light for Caregivers! (4 Participants)
  - 9/13/2025 – Kailua Emergency Preparedness Fair (35 Participants)
  - 9/20/2025 – Be Ready Manoa Disaster Preparedness Fair 2025 (89 Participants)
  - 9/20/2025 – Imagine a Day Without Water (98 Participants)
  - 9/26/2025-9/27/2025 – Young at Heart Expo (1,094 Participants)
- ***Presentations:*** I&A staff presented information on EAD and Kupuna resources to 2 groups.
  - 9/25/2025 Bayada Home Health (97 Participants)
  - 9/26/2025 Hoopono (22 Participants)

***Objective 2: Develop new programs and/or increase existing programmatic capacity so older adults, caregivers, and individuals with disabilities are able to participate in programs that support their ability to live well.***

Achievements (SEPTEMBER):

- Funding that was allocated from Title III -B has been provided to Child and Family

Services to provide additional sessions for Health Promotion (No Updates).

**Goal 2: Hawai'i's older adults are prepared for health threats and disasters (COVID-19).**

***Objective 1:** Provide information and resources to older adults and their caregivers to be better prepared for emergencies (natural, man-made, health).*

Achievements (SEPTEMBER):

- **Emergency Kits:** Ordering water bags to go with Emergency Kits, once the emergency planner is printed, we will start distribution (No updates).
- **Person-Centered Emergency Planner:** Final review of draft book, before sending to printshop (No updates).

**Goal 3: Hawaii's underserved populations have equitable access to programs and services.**

***Objective 1:** Increase accessibility of programs and services to underserved populations.*

Achievements (SEPTEMBER):

- **Website Accessibility:** The redesigned website will include language translation and adjustable font functions to better serve individuals with limited English proficiency and vision impairments (No updates).
- **Senior Handbook Translation:** In partnership with The United Korean Association of Hawaii, the Kūpuna Information & Assistance Handbook has been translated into the Korean language. **2,000 copies were printed on 9/26/2025.**
- **Disability Resource Handbook:** Drafting plain-language content with input from DCAB and community partners, building on an earlier version initiated by a former EAD staff member (No updates).
- **Kupuna Resource Center:** Confirmed \$2.5 million in HUD Congressional Directed Spending for the development of a universally designed ADRC. The City is finalizing property acquisition on North School Street and will open solicitations for design and conceptual planning.

**Goal 4: Hawaii's older adults and people with disabilities will age in place (HCBS).**

***Objective 1:** Increase accessibility of Home Care Based Services (HCBS) for older adults and person with disabilities to age in place.*

Achievements (SEPTEMBER):

- **Post Discharge Nutrition Referrals:** Established direct referral partnerships with Kuakini Hospital and Rehab Hospital of the Pacific; since January, we have received 17 referrals for kupuna living alone with nutritional needs. 1 new referral in September
- **Participant-Direct Program:** No new referrals for the program.

**Goal 5: Hawai'i's caregivers have a broad array of services and supports to effectively care for their loved ones.**

***Objective 1:** Increase awareness of services and support for caregivers.*

Achievements (SEPTEMBER):

- **Caregiver Training Course:** Surveyed City and County employees on interest in a caregiver training course; positive feedback received. Training scheduled for fall 2025 (No Updates)
- **Caregiver Resource Handbook:** Began reviewing existing materials and drafting updated handbook content (No updates)

**Objective 2:** *Increase access to services and support for caregivers.*

Achievements (SEPTEMBER):

- **Media Campaign:** The Alzheimer's Association commercial has been completed and added to the rotation on September 16, 2025, along with the three other EAD-sponsored caregiver commercials.



## Report Month: September

### Updates

EAD partnered with the University of Hawai'i Athletics Department to host *Kupuna Night* on Sunday, September 7, during the Wahine volleyball match against St. John's. Kupuna (ages 65 and older) received 50% off Senior Citizen tickets. EAD, with the support of RSVP hosted an informational table at the arena entrance before the game, distributing resources and materials — including the *Kupuna Information Handbook*.

EAD joined AARP and SBP in their webinar, *Creating Disaster Preparedness Plans for Independent Kūpuna Housing*, presented to Honolulu County kūpuna housing property management agencies. Co-presented information with DEM on emergency preparedness information and kūpuna resources.

**Service Provider Transition.** At the end of August 2025, EAD was notified that a service provider decided to terminate services and permanently close certain programs. The GM team has been working with other service providers, where capacity allows, to reassign affected clients and minimize service disruption. In addition, efforts are underway to onboard new providers, which will help meet the needs of displaced clients and support moving individuals off the waitlist.

EAD has transitioned a little over 50% of the affected clients to other service providers, ensuring continuity of care with minimal disruption. Three new service providers have completed the onboarding process within the past couple of months, including two newly onboard providers, Always Best Care, which offers Personal Care services and has absorbed most of the affected clients, and Above and Beyond, which provides Transportation services for medical appointments or other basic necessary needs such as grocery shopping. These ongoing efforts continue to strengthen service capacity and further reduce the number of clients on the waitlist.

**Service Provider Outreach** – EAD is engaged in ongoing conversations with various organizations, both through outreach events and by organizations reaching out directly. These discussions focus on potential contracts with EAD for service provision, particularly in the areas of Caregiver Services and in-home care.

## PABEA MONTHLY REPORT FISCAL YEAR 2026

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EAD has been targeting providers that offer support for caregivers, including caregiver education, training, and respite services. We've also had service providers reach out to EAD to explore contracting opportunities for services they were not previously contracted for, as well as to expand their current family of services. These ongoing discussions continue to identify areas of opportunity that strengthen the network of support for caregivers and enhance access to essential services for kūpuna and their families.

**Evaluating Expansion of Services** – Discussions have been held to assess opportunities for expanding services to help address gaps in service needs. These conversations have also included brainstorming potential programming for the Pauahi Community Center.

As a next step, EAD will continue working with interested providers and community partners to identify feasible service expansions and pilot opportunities. This includes developing a framework for potential programs at the Pauahi Community Center that align with identified community needs and available resources. The goal is to ensure that any new or expanded services are sustainable, responsive, and enhance support for kūpuna and caregivers.

## PABEA MONTHLY REPORT FISCAL YEAR 2026

### Summary of Calls

EAD recorded **3,777 contacts**, including **1,946 incoming calls**, **1,437 outgoing calls**, **139 home visits**, and **33 referrals**. Furthermore, EAD engaged with **636 participants through outreach events**

*Data reflects the period July 1, 2025, to June 30, 2026*

Month	Email	Home Visit	Incoming	Mail/Fax	Outgoing To	Referral	Text	Walk-In	Total
July 2025	87	50	713	6	473	15	0	2	<b>1346</b>
August 2025	68	46	608	1	458	12	0	4	<b>1197</b>
September 2025	47	43	625	1	506	6	0	6	<b>1234</b>
<b>Total</b>	<b>202</b>	<b>139</b>	<b>1946</b>	<b>8</b>	<b>1437</b>	<b>33</b>	<b>0</b>	<b>12</b>	<b>3777</b>

### Top 5 Call Topics

Topic	# Calls
Home Delivered Meals	667
Transportation - Non-Medical	459
Transportation - Medical	287
Personal Care	257
Homemaker	252

## PABEA MONTHLY REPORT FISCAL YEAR 2026

### Summary of Service Delivery

Between July 1, 2025, and September 30, 2025, EAD provided at least one registered service to **2,849 participants**. Additionally, in-home services, including primary core services funded by state and federal sources, were delivered to **1,047 participants**.

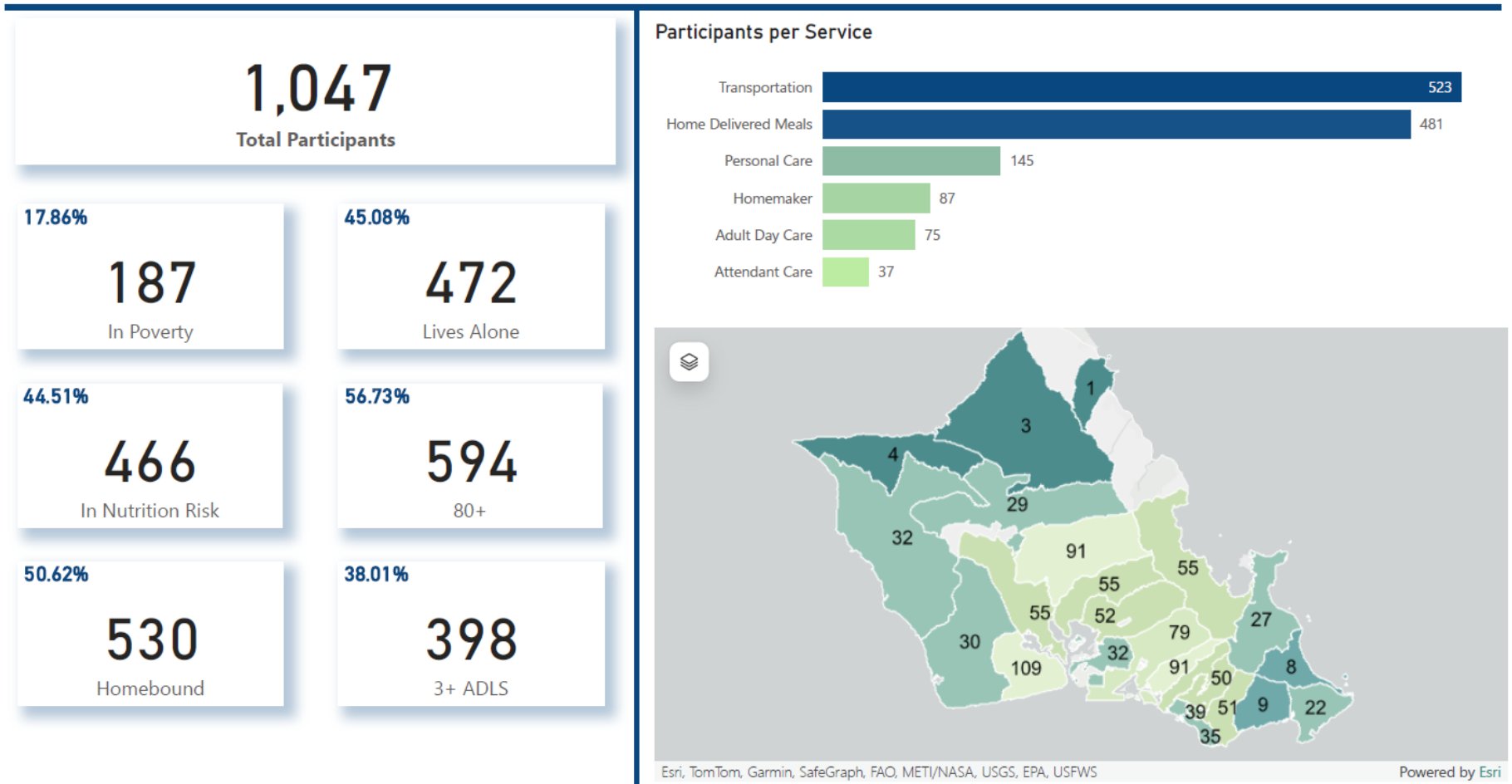
Funding Source	Service	# Participants	Units
Kupuna Care	Personal Care	115	2,438.75
	Homemaker	87	1,043.50
	Home Delivered Meals	309	16,912
	Adult Day Care	75	25,944
	Transportation	103	864
	Check-in Care - 15 Minute Visit	3	35
	Attendant Care/Supervision	37	550.5
Title III	Home Delivered Meals	175	10,703
	Transportation	428	3,435
<b>Total</b>		<b>1,047</b>	<b>61,925.75</b>

### Waitlist

**124 participants** are waiting for services.

Service	#Participants	Average Wait Time in Days
Personal Care	55	227
Homemaker	82	317
Adult Day Care	4	422
Attendant Care	12	214
Housing	10	205

## ELDERLY AFFAIRS - DEMOGRAPHIC REPORT - STATE FISCAL YEAR 2026



*Initiative.* Her project was voted number one by the leadership coaching program. She obtained approval from the Mayor's Office. The Mayor's Office located a site on the west side of Kauai, for which she is responsible for intake and referral. She has been working with a planning coordinator and has been assigned a plot. KAEA is supportive of the project. Emily reported that KAEA is partnering with Habitat for Humanity in KAEA's fall prevention programs. Habitat for Humanity has agreed to install grab bars in consumers' homes as KAEA receives numerous requests for grab bars. Eventually, KAEA hopes that Habitat for Humanity will also agree to install ramps at consumers' homes. KAEA will refer requests for grab bars to Habitat for Humanity and will provide funding to Habitat for Humanity. Emily reported that KAEA currently contracts with only one provider for congregate meals. 60 percent of the provider's food is sourced locally.

#### MAUI COUNTY OFFICE ON AGING (MCOA)

After the HPGS Conference presentation on *Ho'ola 'Aina Pilipili, Accessible Community Garden and "Dementia-Friendly" Initiative*, one of MCOA's program specialists reached out to his former colleagues in the Maui County Department of Agriculture. They are working together to develop a program for community gardening, which the Lahaina community is including in the rebuilding of Lahaina. MCOA has reached out to Tani for a presentation on the Dementia Champion Program. She will be providing the presentation to MCOA and the Maui County Council on Aging. MCOA is examining implementing an evidence-base stress reduction program for family caregivers by the end of 2025 as part of MCOA's four-year plan goals. MCOA has identified the Savvy Caregiver Program and the Positive Tools for Caregivers Program for implementation. MCOA previously implemented these programs approximately five years before the COVID pandemic. During the pandemic, these programs were discontinued. MCOA looks forward to resuming these programs.

#### ANNOUNCEMENTS

- PABEA Monthly Meeting: Friday, November 7, 2025, 12:00 p.m.
- Kupuna Caucus Meeting: Friday, October 3, 2025, 2:00 p.m. via Zoom. Debbie Kim Morikawa, DOH Deputy Director of Health Resources will provide a presentation on Restructuring Community-Based Living. Marilyn Seely will provide a presentation on 3-Year LTC Financing Agenda & Timetable at the November Kupuna Caucus Meeting.
- Rick announced that the National Alliance on Mental Illness Walk (NAMIWalks 2025) is scheduled for October 11, 2025, from 9:00 a.m. to 1:00 p.m. at the Frank F. Fasi Civic Grounds.

#### ADJOURNMENT OF PABEA MEETING

Beverly adjourned the meeting at 12:59 p.m.



Hawaii County AAA Executive  
Report Submitted by  
Kauionalani Fukuda  
Date: September 2025

### **Mission Statement**

*To assist older individuals to live independently and with dignity at home, while remaining active and engaged in their communities for as long as possible. The AAA's serve as leaders on aging by planning, developing, funding, and implementing through the local aging network a coordinated system of aging and home and community-based services (HCBS) for older individuals who reside in their Planning and Service Area's (PSA's).*

### **Vision Statements**

Note: The listed goals are drawn from the Hawai'i State Plan on Aging 2023–2027. All headings and objectives are taken directly from each respective Area Plan on Aging.

#### **Goal 1: Hawaii's older adults have opportunities to live well.**

##### **Nutrition: Health & Well Being**

***Objective 1:** Improve the health and well-being of older individuals by reducing hunger, food insecurity, and malnutrition among older individuals.*

##### **Achievements:**

In October 2025, HCOA provided home-delivered meals and congregate meals to older adults across Hawai'i Island. These meals ensured kupuna maintained consistent nutrition despite mobility or financial challenges. Participants reported that regular meal access supported their independence and overall health.

##### **Nutrition: Social Well-Being & Reduced Isolation**

***Objective 1:** 50% of program participants will maintain or improve their social well-being and reduce feelings of isolation through nutrition socialization, recreational, and educational activities.*

##### **Achievements:**

Congregate dining programs in October welcomed kupuna at community centers and meal sites. Alongside meals, participants engaged in cultural activities and group discussions. These interactions directly reduced feelings of isolation for older adults, especially in rural communities.

Anticipating an increase in participation given the federal government ongoing shutdown and cessation of SNAP benefits Nov 1.

##### **Health Promotion: Fall Prevention**

***Objective 1: Improve the health and wellbeing of our older individuals through promotion of Fall Prevention Awareness.***

Achievements:

Working through staffing shortage

***Objective 2: 50% of seniors who receive information and/or training on fall prevention awareness and practices will decrease their risk of falls by making changes to their environment.***

Achievement:

Working through staffing shortage

***Objective 3: 50% of seniors who received fall prevention awareness will be able to increase their feeling of safety.***

Achievements:

### **Legal Services**

***Objective 1: Eligible older individuals requesting legal services will be referred for legal assistance.***

Achievements:

In October, HCOA referred older adults to legal aid for support with wills, housing, and consumer protection issues. These referrals provided timely access to legal protections that help safeguard seniors' rights.

***Objective 2: 50% of older adults referred for legal services will report satisfaction with the legal services provided.***

Achievements:

Client satisfaction surveys collected by Legal Aid Hawai'i reflected strong positive feedback. Older adults reported greater confidence navigating legal challenges after receiving assistance.

### **Healthy Aging**

***Objective 1: Conduct outreach and marketing activities to increase awareness of BCBH program.***

Achievements:

Continuation of BCBH

***Objective 2: Identify and refer potential trainers to increase the level of BCBH Lay Leaders.***

Achievements:

### **Transportation**

***Objective 1: Older individuals will receive transportation to medical health services,***



*shopping assistance, and access to other community resources, including congregate meal sites and recreation activities.*

Achievements:

HCOA supported kupuna to medical appointments, shopping, and congregate meal sites.

Transportation services reduced missed medical visits and improved access to essential resources for homebound seniors.

### **Outreach**

***Objective 1:*** *Older adults and/or caregivers who receive outreach services and resources will be registered.*

Achievements:

ADRC conducted several outreach events for the month of October.

### **Goal 2: (COVID-19) Hawai'i's older adults are prepared for health threats and disasters.**

***Objective 1:*** *HCOA/ADRC will increase access to emergency preparedness and response information via the website so older adults and people with disabilities will be better informed of disaster preparedness protocols and procedures, and how to be safe in the event of a natural or man-made disaster.*

Achievement:

### **Goal 3: (Equity) Hawaii's underserved populations have equitable access to programs and services.**

***Objective 1:*** *Annually increase by 25% HCOA/ADRC outreach activities focused towards reaching diverse older adults.*

Achievements:

The ADRC promoted resources and services at Lapahoehoe Library, Pepeekeo Sr. Club, Kona Senior Housing complex and Papa'aloa congregate meal site. ADRC participated in the Akamai Senior Living Fair on September 6th in Hilo and provided information and materials to over 200 kupuna and/or caregivers.

The ADRC is currently communicating with rural areas to secure sites we can hold monthly counseling's, application support and training. Currently finalizing plans to be available monthly at Honoka'a Library and Mountain View and Kau Senior club/nutrition sites.

***Objective 2:*** *HCOA/ADRC will increase language options for educational and informational written materials by 35%.*

Achievements:

***Objective 3:*** *By the end of FFY24, ADRC will create and implement a need assessment questionnaire designed to capture the needs of diverse older adults.*

Achievements:

ADRC updated needs assessment and is working on sending it out for updated information.

***Objective 4:*** *By the end of FFY27, 75% of materials produced and/or distributed by the HCOA/ADRC will be revised to include an ADRC Equality Statement.*

Achievements:

**Goal 4: (Expanding Access to HCBS: Home and Community-Based Services are fundamental to making it possible for older adults to age in place) Hawaii's older adults and people with disabilities will age in place.**

***Objective 1:*** *ADRC will host, market, and/or participate in a minimum of seven (7) outreach activities each year across Hawai'i Island.*

Achievements:

***Objective 2:*** *ADRC will gather information on outreach topics preferred by ADRC's target population and create outreach efforts in accordance with desired topics.*

Achievements:

Aging and Disability Specialists are finalizing development of Aloha 'Oe: Planning for Your Sunset, a new educational presentation on end-of-life planning, created in response to feedback from kūpuna and caregivers.

***Objective 3:*** *ADRC will facilitate collaboration between ADRC and outside entities to enhance connections to services and resources for individuals.*

Achievements:

The ADRC continue to host Kupuna Task Force to collaborate with other entities.

### **Home and Community Based Services**

***Objective 1:*** *The ADRC will provide Option Counseling sessions to seniors, caregivers, and disabled individuals to provide awareness of LTSS and HCBS programs and services.*

Achievements:

Ongoing options counseling have been conducted, especially during government shutdown to help provide information and resources to the community.

***Objective 2:*** *ADRC practices will support the connection of individuals to LTSS and HCBS for eligible individuals.*

Achievements:

ADRC staff directly connected dozens of kupuna to Kupuna Care and Medicaid waiver programs. This linkage improved access to personal care, homemaker, and respite services.

***Objective 3:*** *HCOA will provide Kupuna Care services to eligible seniors requiring HCBS to promote their ability to age in place safely and with dignity.*

Achievements:

In October, HCOA delivered Kupuna Care services such as homemaker and personal care to seniors across Hawai'i County. These supports allowed kupuna to remain safely at home.

***Objective 4:*** *Authorized Kupuna Care cases will meet internal performance and quality standards as referenced in the Kupuna Care Guidelines.*

Achievements:

All authorized Kupuna Care cases in September met quality standards outlined in program guidelines. Regular monitoring ensured services were delivered effectively and safely.

**Eligible Hawaii County residents have the opportunity to obtain a Disability Parking Placard**

***Objective 1:*** *Provide access for submittal of Parking Placard applications island-wide.*

Achievements:

In October, HCOA continued to process parking placard applications for kupuna and individuals with disabilities. This improved mobility access and community participation across the island.

**Goal 5: (Caregiving: Enhancing services and supports for caregivers) Hawai'i's caregivers have a broad array of services and supports to effectively care for their loved ones.**

***Objective 1:*** *Caregivers who receive support such as counseling, training, and information provided by HCOA/ADRC will indicate that they are better prepared to perform caregiver duties.*

Achievements:

In October 2025, caregivers received training and counseling support through ADRC's workshops in Hilo and Kona. Participants reported feeling more confident in managing caregiver duties.

***Objective 2:*** *Annually, caregivers who received caregiver respite services will be able to report they feel a decrease in caregiver burnout.*

Achievements:

Through the Kupuna Caregiver Respite program, families received respite support in October. Caregivers noted reduced stress and improved ability to continue providing care.

***Objective 3:*** *Caregivers served will be able to identify self-care needs and implement best practices to maintain personal self-care needs.*

Achievements:

**Grandparents Raising Grandchildren**

***Objective 1:*** *Older relative caregivers in Hawaii County will receive support services that provide a respite from caregiving.*

Achievements:



October 2025 Executive Report  
Submitted by Emily Ishida

**Mission Statement**

*The Agency on Elderly Affairs (AEA), as the designated lead County agency, plans, implements, supports and advocates for the well-being of older adults, and as the Aging and Disability Resource Center (ADRC) serves as a one stop source of information on long term care support options and services for all residents.*

**Vision Statements**

- *Older adults will live independently at home or in the community with dignity and respect.*
- *Family caregivers receive adequate support to care for their older adults.*
- *Older adults, persons with disabilities and family caregivers will make informed choices and have streamlined access to long-term care support.*

**Goal1: Hawaii's older adults have opportunities to live well.**

**Objective 1.1:** *Increase opportunities for older adults to live well by raising awareness of agency services and other resources through outreach events.*

- 10/4/2025 KFD Falls Outreach Event-Lihue
- 10/11/2025 Spectrum Sponsored Event/Kupuna Connections-Lihue
- 10/14/2025 Garden Island FCU-ICU week celebration-Lihue
- 10/18/2025, Saturday Alzhiemers Walk-Lihue

**Objective 1.2:** *Prevent elder abuse by forging new partnerships and collaborations with key stakeholders and strengthening AEA's Elder Abuse Education and Awareness Campaign.*

- 2<sup>nd</sup> Quarter Kauai Elder Justice Task Force meeting. Approximately 30 people were in attendance. There was representation from Kauai Fire Dept., Kauai Police Dept., banks, credit unions, hospitals, Adult Protective Services, State EOA, and guest speakers from Dept. Of Commerce and Consumer Affairs, and several County Agencies.
- We shared our SCAM video we made as well as encouraged agencies to share them in their businesses.

**Objective 1.3:** *Increase financial literacy among older adults to reduce incidents of financial fraud and scams and other forms of financial abuse by offering education and fraud prevention events.*

- Kupuna Connections classes held throughout the month that's open to kupuna to assist them with increasing their technological awareness and reduce their chances of becoming a victim to scams and fraud.

***Objective 1.4: Improve the well-being of older adults with chronic diseases through participation in self-management education programs.***

- **Better Choices Better Health:** Rice Camp graduates met twice a month in –person. Next BCBH workshop scheduled for the north side of the island at the Hanalei Neighborhood Center. It is every Wednesday at 11 a.m. Three people are currently enrolled for the second session. So far, we have three people enrolled.

***Objective 1.5: Improve the well-being of older adults through participation in the EnhanceFitness Program.***

- **EnhanceFitness:** Continue to have EF classes islandwide. There are Hanalei-15 enrolled, Lihue 1-15 enrolled, Lihue 2- 9 enrolled, Kapaa- 17 enrolled and Senior Zoom-13 participating. Between 9-1-2025 to 9-30-2025, 1 new participant enrolled.

The programs also had a proclamation on 9/24 for National Healthy Aging Month and National Senior Center Month. Various media outlets were used to highlight healthy aging.

***Objective 1.6: Improve the well-being of older adults by educating them, their families, and caregivers, on fall prevention and providing in-home fall prevention evaluations and home modifications.***

- Between September 17, 2025, and October 16, 2025, falls prevention home visits were completed at eight homes, serving a total of nine Kupuna.

***Objective 1.7: Identify and implement opportunities to strengthen the capacity of the Agency on Elderly Affairs as the designated Area Agency on Aging and ADRC, Aging and Disability Resource Center.***

- Partnership meetings between AEA-ADRC and Habitat for Humanity are ongoing to advance plans for launching a small home modification program focused on the installation of hard-mounted grab bars.
- One qualified Member Appliance Replacement Program referral has been verified and submitted to the Kaua'i Island Utility Cooperative for the replacement of a water heater.

***Objective 1.8: Improve home and community-based services by increasing capacity.***

- Strengthen relationships with current service providers by scheduling semi-annual meetings as a proactive approach to address challenges, share successes and monitor services being provided.

- 10 monitor visits have been scheduled. This monitor visit consists of facility tour, service shadow, budget items and discussing contractual information to ensure they are adhering to the contract requirements set with AEA.
- A meeting is scheduled with Conversations to Remember a 501(c)(3) nonprofit that has a focus on combating older-adult isolation by providing virtual friendly visits. The goal is to get a better idea on how this service works and how we can integrate it into our programs.
- In-Service Provider Waitlist:
  - Assisted Transportation: 13
  - Homemaker: 34
  - Personal care: 18
  - Respite: 19
  - Chore: 5

**Goal 2: *Hawaii's older adults are prepared for future health threats and disasters.***

**Objective 2.1:** *Ensure the safety of older adults and their caregivers during future disasters by having an emergency plan in place.*

- Nine Kupuna who participated in the Falls Prevention Program between 9/17/2025 and 10/16/2025 have either created new disaster plans or reviewed their existing ones. A copy of each plan was left with them for use in the event of a disaster, and another copy was attached to their Wellsky file.
- Between October 1 and October 16, a total of 19 consumers were assessed. Of these, 13 reviewed or updated their existing disaster plans, while 4 developed new disaster plans for themselves and their families.
- AEA has been working with personnel from Kauai Emergency Management Agency to provide updated maps and our Emergency Disaster Preparedness Guide with locations for kupuna to shelter in case of an emergency.

**Goal 3: *Hawaii's underserved populations have equitable access to programs and services.***

**Objective 3.1:** *Enable members of underserved populations to access more resources & services digitally, i.e., telehealth appointments, virtual activities.*

- Partnership with Laulima No Na Ohana – a Village to Village Network that offer services to the community dedicate to empowering kupuna to age in place and in their home and communities. An in-service was provided to the AEA staff to educate and bring awareness to their non-profit and provide opportunities for referrals in the Lihue area.
- Congregate site update:
  - Kaniko'o congregate site to provide information on their services as well as schedule a time for Kupuna Connections to come to their site to provide tech assistance.
- Kupuna Connection Classes

- 14 classes across the island including Lihue, Kekaha, Waimea, Hanapepe, Koloa, Kilauea, and Princville.
- Partnership with Laulima No Na Ohana to provide additional group class as well as 1:1 sessions

**Objective 3.2:** *Provide equitable opportunities for economically and geographically disadvantaged, those with limited mobility, limited transportation, and other underserved populations, to improve their physical and emotional well-being by increasing the number of RSVP volunteers from those target groups.*

- During this period, approximately 97 volunteers contributed approximately 1,259 hours of service at 19 different volunteer stations.

**Goal 4: Hawaii's older adults and people with disabilities will age in place.**

**Objective 4.1:** *Reduce social isolation in older adults and people with disabilities by providing participants with opportunities to have regular contacts with a trained RSVP volunteer.*

- During this period, RSVP volunteers provided approximately 15 hours dedicated to healthy futures: aging in place and access to care. Additionally, volunteers contributed approximately 498 hours dedicated to healthy futures: assisting soup kitchens, nutrition and food support.

**Objective 4.2:** *Increase access to nutrition services to promote the health and well-being of older adults.*

- Between October 1 and October 15, there have been 2 referrals for KIFB or HIFB food boxes. During this time, HIFB has also experienced some staffing transitions. The AEA point person is currently working with the new HIFB contact to get caught up and ensure both teams are aligned on the current referral process.
- A list of senior programs with congregate meal service was created to help with advertising the opportunity

**Objective 4.3:** *Enable older adults to age in place by supporting efforts to access or sustain housing and food.*

- Between October 1 and September 15, 2025 ADRC staff evaluated a total of 19 Kūpuna for services. Of these, 13 received reassessments to ensure continued access to vital nutritional and in-home support, 4 were new assessments for core services, and 2 were assessed for Case Management services.
- Between October 1 and October 15, there have been 2 referrals for KIFB or HIFB food boxes. During this time, HIFB has also experienced some staffing transitions. The AEA

point person is currently working with the new HIFB contact to get caught up and ensure both teams are aligned on the current referral process.

***Objective 4.4: Explore additional resources for person-centered options of transportation.***

- Case Manager provided assistance and coordination for Assisted Transport for 2 consumers.
- In-service provided by Laulima No Na Ohana a non-profit that offers services in the central area of our island that offer these services to our kupuna.

***Objective 4.5: Enable older adults and caregivers to live in their communities through the availability of and access to high quality, long-term services and supports (LTSS) through the Kupuna Care Program.***

- There are a total of 86 consumers are receiving Case Management (CM) services through KCP. The services provided include Personal Care (PC), Respite, Homemaker (HMMK), Assisted Transportation (ASST TRANS), and Chore services.
- In-Service totals:
  - ASST TRANS: 26
  - CHORE: 4
  - HMMK: 38
  - PC: 29
  - RESPITE: 11
- Reassessed:
  - 2 consumers with various CM services
- New assessment(s):
  - 4 new service for an existing consumer
- Removed:
  - 3 consumers who were receiving various CM services were removed due to being placed in LTC, deceased, or refused services.
- For the Community Living Program (CLP), offered through the State Executive Office on Aging, is also available to eligible participants, the CM conducted 3 new assessments.

***Goal 5: Hawaii's caregivers have a broad array of services and supports to effectively care for their loved ones.***

***Objective 5.1: Enhance support systems of caregivers through support groups and available resources.***

- Kauaiadrc.org website continues to be under construction however the "contact us" button is enabled. We received eighteen referrals through the ADRC website for this report period.
- A total of three caregiver support groups was held by the Alzheimer's Association during this report period. There was a total of twenty-four attendees.
- The Alzheimer's Association provided one training: The Road Ahead: Dementia and Driving Safely. It was attended by twenty-four individuals. Eight of these individuals were caregivers.



- Caregivers Corner with Doctor Dennis Pezzato provided counseling for four individuals during this period.
- Kupuna Corner with Doctor Dennis Pezzato provided counseling to three individuals during this period.

### ***Highlights***

#### ***Training***

- Several members of the ADRC Team completed the SHIP Open Enrollment Training on October 14, 2025, via Zoom. For those who are already certified SHIP counselors, this training fulfills the requirement for their annual recertification.
- We have held several in-person monitor meetings with our administrative team to help maintain standards of quality for our current contracts as well as enhance communication with our new staff.

#### ***Personnel***

- We hired a new Community Service Program Assistant to fill the South District area.