

## POLICY ADVISORY BOARD FOR ELDER AFFAIRS

November 5, 2021

### Zoom Online Meeting Minutes

#### CALL TO ORDER:

Gary Simon called the meeting to order at 11:31 a.m.

#### PRESENTATION: Nicole Coglietta, CEO and Co-founder, CareSift

Roberta Murray introduced Nicole Coglietta, CEO and Co-founder of CareSift, a local support service for seniors and their families that helps find the most appropriate senior care services according to the needs of the senior. CareSift is a statewide support service for families faced with finding appropriate elder care settings for their loved ones. CareSift is completely free for families and seniors in need of care and is a free long-term care navigation service. CareSift has worked with hundreds of families in Hawaii and with care facilities of all sizes. The company is paid by elder care providers and facilities but is not affiliated with any of them.

#### CareSift:

- Educates clients on long-term care resources;
- Educates clients on special offers, discounts, and promotions;
- Advocates for clients;
- Provides follow-up;
- Assists with respite care and hospice care; and,
- Works with only licensed facilities.

CareSift helps those who are seeking care. Examples of events and signs indicating that someone might need services include:

- Missed appointments
- Loss of spouse
- Steady decline
- Living alone
- Limited support
- Caregiver burnout

CareSift is a purpose driven organization:

*“Our purpose is to improve the quality of life for seniors in our community and to ease the burden on family and health care professionals needing to find safe senior care for them.”*

CareSift Senior Advocates are available 24/7 at 808-400-9992 or via message at [www.CareSift.com](http://www.CareSift.com).

#### ROLL CALL:

Present:

Appointed Members: Shelly Abe Ogata, Poki'i Balaz (arrived 12:08 p.m.), Colette Browne, Beverly Gotelli, William Kinaka, Stephen Lung, Roberta Murray, Marilyn Seely, Barbara Service, Gary Simon, Rick Tabor, Leslie Tanoue, and Kathy Wyatt.

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

Ex-officio Members: Alan Burdick, DLIR; Victoria Fan, UH; Kathy Ishihara, DHS.

EOA Staff and Interns and AAA Staff: Aaron Arakaki, Caroline Cadirao, Horace Farr, Josephine Lum, James Mariano, Ethan Miyamoto, Sharie Nagatani, Candace Nakamoto, Lisa Nakao, Debbie Shimizu, Kealoha Takahashi, and Cristina Valenzuela

Guests: Alan Ahn, Project Dana intern; Nicole Coglietta, CareSift; Savy Makalena, Gimme a Break; Audrey Suga-Nakagawa, AARP Hawaii; and Michiyo Tomioka, Project Coordinator, University of Hawaii Center on the Family

## INTRODUCTIONS

Two Hawaii State Health Insurance Program (SHIP) interns introduced themselves:

- Sharie Nagatani is a second year University of Hawaii MSW student and is specializing in gerontology.
- Ethan Miyamoto is also a second year University of Hawaii MSW student and is specializing in health.

Savy Makalena introduced herself. Savy is the CEO and founder of Gimme a Break, a non-profit that provides services and care to family caregivers.

Alan Ahn introduced himself. Alan is a final semester human development student interning at Project Dana.

## APPROVAL OF MEETING MINUTES:

The minutes of the October 1, 2021 Zoom online PABEA meeting were approved as circulated.

## CHAIR'S REPORT:

The crisis standards of care and workforce development will be discussed under agenda item unfinished business.

Gary yielded to Michiyo to provide clarification on the funding to be requested from the legislature for the Hawaii Healthy Aging Partnership. Michiyo reported that Kauai Agency on Elderly Affairs and Maui County Office on Aging offer the program. Group exercise classes are offered two to three times per week. Seated exercises are offered.

Michiyo and her project team conducted a survey to assess the impact of the pandemic on physical activity among kupuna enrolled in the EnhanceFitness program.

Key findings include:

- The pandemic has affected kupuna in the EnhanceFitness program negatively.
  - The health of participants has declined.
  - Participants engage in fewer physical activities.
- However, a majority of the kupuna have found ways to stay active.
- Remote exercise is an option for kupuna, but one format does not work for all.

The Program did not receive funding in the last two legislative sessions. Michiyo will be advocating the 2022 legislature for an allocation of \$500,000 for the Program. Michiyo will be asking the Kupuna Caucus to prioritize the funding bill.

#### LEGISLATIVE COMMITTEE:

Barbara reported that the Committee met on November 4, 2021. John McDermott provided a presentation on his Long-Term Care Ombudsman Program (LTCOP) Transition Plan. The plan outlines a request for \$225,000 for five full-time ombudsman positions for Kauai, Oahu, Maui, Hilo, and Kona and operation costs of \$75,000 for a total request of \$300,000. John will be retiring sometime after August 5, 2023. After John retires, the LTCOP will have only a staff of one, Lynn Niitani, Volunteer Coordinator. Ian Ross of the Alzheimer's Association also provided a presentation on Alzheimer's Association activities and events, current developments, legislative priorities, and news. The Committee discussed potential 2022 priorities: Kupuna Care and Kupuna Caregiver's Program, Kupuna Caucus Package (including failed 2021 bills, i. e. long-term care (LTC) insurance cancellation notification and nursing home inspection posting), Hawai'i Saves, Hearing Aid Bill, Long-Term Care Ombudsman positions. The next meeting of the Kupuna Caucus will be on November 19, 2021. Senator Moriwaki has rejected as Kupuna Caucus priorities for 2022 LTC insurance cancellation notification legislation and posting nursing home inspections within a reduced time frame legislation. Tentatively, the Committee will be supporting Hawaii Saves, hearing aid insurance coverage, funding for LTC ombudsman positions, and funding for the Healthy Aging Partnership Program. Raelene is inviting the developer of the North School Street redevelopment to provide PABEA a presentation at the January 2021 PABEA meeting. Raelene and Gary are concerned that the occupants of each individual unit in the new senior housing will pay for Wi-Fi services for their own individual units (versus less expensive bulk billing for all units).

#### PLANS AND PROJECTS REVIEW COMMITTEE:

Shelly reported that the Committee met this morning. Caroline will report on the current status of vaccinations and boosters for kupuna and will report on the status of responding to the Crisis Standards of Care. Lisa presented a template of the 2023 – 2027 State Plan (attached). The Plan will include action plans in five topic areas: Core OAA/Title III Programs, COVID-19, Equity, Expanding Access to HCBS, and Caregiving. Caroline will schedule information practices (sunshine law) training for PABEA. Polling PABEA members for scheduling a strategic planning session will follow the sunshine law training.

#### RECOGNITION AND AWARDS COMMITTEE:

Kathy Wyatt reported that the Committee met on November 4, 2021. The largest event being planned by the Committee is the Older Americans Month celebration. The Committee also is planning three additional events: An event in August honoring caregivers, an event in September honoring grandparents, and an event in November honoring veterans. The Committee will be including the participation of grandchildren in the events.

EXECUTIVE OFFICE ON AGING:

Attached is Caroline's report. Caroline thanked everyone for their contributions to the aging network. Caroline reported that Medicare's open enrollment is October 15 to December 7. During open enrollment, advertisements can be confusing and misleading. SHIP constantly provides public education and outreach on Medicare and Medicare related topics to Medicare-eligible individuals, their families, caregivers, and soon-to-be retirees. Candace encourages PABEA members to visit the SHIP website (<https://hawaiiship.org/>) and its resources page.

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

EAD Administrator Derrick Ariyoshi is unavailable today. No other representative from EAD was in attendance. No report was offered.

HAWAII COUNTY OFFICE ON AGING:

Attached is Horace's report.

KAUAI AGENCY ON ELDERLY AFFAIRS:

Kealoha thanked all in attendance for their efforts, work, and support. Attached is Kealoha's report. Kealoha highlighted the launch on Kauai of the Mon Ami telephone reassurance program targeting kupuna who are living alone. The Mon Ami system includes automatic call tracking and reporting and protects personal information by masking phone numbers.

MAUI COUNTY OFFICE ON AGING:

James reported that he has been the MCOA Executive for three months. MCOA celebrated its 48<sup>th</sup> Annual Senior Fair – "Communities of Strength" on October 22, 2021. 500 viewers watched the event on Facebook and AKAKU. Another 2,000 viewers watched the recording. EnhanceFitness continues virtually with a cap of 12 participants to ensure participant safety. MCOA is donating six furry friends (both cats and dogs) to those experiencing social isolation. The furry friends were purchased with CARES Act funds. Furry friends are available online for \$124 each. MCOA also will be providing clients and customers meals ready to eat (MREs) and PPE purchased with CARES Act funds. MCOA will be recognizing all family caregivers with an ad in Maui News in celebration of National Family Caregivers Month. MCOA will be providing aloha meals and meal vouchers to caregivers and their family members and friends.

## KUPUNA CAUCUS:

The next Kupuna Caucus meeting is scheduled for November 19, 2021.

## APPOINTED AND EX-OFFICIO MEMBERS' REPORTS

Rick reported that the Kokua Council legislative priorities forum will be on November 22, 2021 beginning at 11:30 a.m. Legislators have been invited to learn about the legislative priorities of community advocates, agencies, and organizations.

Audrey reported that the Hawaii Retirement Savings Task Force continues to meet. Kathy Wyatt is the Chair of the Task Force. This December, the Task Force is required to provide a set of recommendations on specific policy proposals for the Hawaii legislature to consider in the 2022 legislative session. On November 10, 2021, the Task Force is hosting a virtual small business leader roundtable on retirement security in Hawaii to hear from Hawaii leaders and advocates, especially small business and nonprofit leaders whose businesses do not currently offer retirement benefits, on potential policy solutions to promote retirement security in the Islands.

Marilyn reported that the budget reconciliation package currently under negotiation in Congress includes funding of \$190 billion for home and community-based services. Marilyn encourages PABEA members to call Congressman Ed Case to ask him to support the package. Audrey reported that the package also includes provision that will allow Medicare to negotiate lower drug prices.

## STATEMENTS FROM THE PUBLIC:

Savy reported that Gimme a Break is offering services and support to caregivers, including respite and meals. The Gimme a Break Caregiver of the Year 2021 Gala will be on December 18, 2021 beginning at 6:00 p.m. at the Pearl Country Club. Tickets are available at the Gimme a Break website, <https://gab808.com/>. Savy welcomes PABEA to attend.

## WORKFORCE DEVELOPMENT

Gary reported that Hilton Raethel of the Healthcare Association of Hawaii (HAH) has invited Gary to represent PABEA on the HAH Workforce Initiative Workgroup. The pandemic has delayed the progress of the workgroup. The workgroup will be relaunching in January 2022 and will be implementing the initiatives described in the HAH Hawaii Healthcare Workforce Initiative 2019 Report. Initiatives include developing and retaining paraprofessionals, personal care attendants, and certified nurse aides.

## HAWAII CRISIS STANDARDS OF CARE TRIAGE ALLOCATION FRAMEWORK:

Gary reported that he wrote the draft of the letter to Governor Ige requesting the removal of age and life cycle as factors in healthcare triage decisions. Caroline had informed Gary that Dr. Char is not in favor of Caroline as a signatory of the letter. Gary suggested that Caroline imbed her text of the specific changes to be made to the standards into Gary's letter. Attached is the current version of the letter. The second paragraph of the letter is awkward. Roberta volunteered to improve the paragraph. A motion to send the letter to the

Governor and an identical letter to the standards Core Development Team was made, seconded, and approved unanimously.

Gary reported that he is strongly identified as the AARP State President. An op-ed authored by Gary to the Star Advertiser might be confusing and might diminish the possibility that the op-ed would be published as the Star Advertiser frequently publishes op-eds from AARP. Gary suggests that Roberta author the Op-ed. Roberta is willing.

The letter to the Governor will be sent to the Governor before the op-ed is submitted to the Star Advertiser.

NEW BUSINESS:

No new business was presented.

ANNOUNCEMENTS:

- A. December 3, 11:30 a.m., PABEA monthly meeting (via Zoom)
- B. [Upcoming AARP Hawaii Events](#)
- C. [Gerontological Society of America Annual Meeting](#), November 10 – 13, 2021, Phoenix Arizona.
- D. Hawaii Family Caregiver Coalition Annual Members and Friends Luncheon, Friday, November 12, 2021, 12:00. Featured speaker: Mike Wittke, Vice President, National Alliance for Caregiving. Contact Kathy Wyatt at [kwyatt01@aol.com](mailto:kwyatt01@aol.com) to register.
- E. [American Society on Aging Annual Conference](#), April 11 – 14, 2022, New Orleans, Louisiana

ADJOURNMENT OF PABEA MEETING:

Gary adjourned the meeting at 1:43 p.m.

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

### COVID-19 areas of impact

- EOA continues to support the Kupuna Vaccination Outreach Group
- EOA participated in the Vaccination Implementation Planning Committee on 11/3/2021
- EOA is finalizing the evaluation report.

### EOA Administration

- EOA is transitioning staff back to the office while continuing to telework moving forward. DOH set up guidelines effective on Monday, Nov. 8, 2021. Guidelines require staff with telework agreements must report to the permanent worksite (EOA) twice (2) times a week. Purpose is to strengthen its public health workforce through innovation and collaboration, one of which is integrating telework into its operations where management determines it is feasible.
- We have 3 positions going thru internal recruitment at DOH. These include the LTCOP-Oahu position, the Participant Directed Program manager, and the Program Specialist in Grants Management.
- The ADRD coordinator is still being worked on.

### Programs

- Grants Management issued an RFP for the Senior Centers (Honolulu). Hawaii, Kauai, and Maui are going thru the AAAs.
- SHIP is in the heat of open enrollment. High volume of calls and increase over previous years.
- LTCOP is finalizing the curriculum for volunteers.

### Director's corner

- Participating on the Kūpuna Digital Inclusion Steering Committee.
- Presentation on legislative requests to the Kokua Council.
- Presentation regarding the Kupuna Caregivers program to the Unified Caregiving Strategy Policy Webinar: Financial Security and Caregiver-Friendly Workplaces
- Collaboration meeting with DHS to see where we can overlap efforts and not recreate the wheel.

**Mitchell D. Roth**  
Mayor



**William H. Farr**  
Executive on Aging

# County of Hawai'i

## OFFICE OF AGING

Aging and Disability Resource Center, 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720-3872  
Phone (808) 961-8600 • Fax (808) 961-8603 • Email: hcoa@hawaiiantel.net  
West Hawai'i Civic Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona 96740  
Phone (808) 323-4390 • Fax (808) 323-4398

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

1. During the month of October HCOA completed our budget reports to finance for fiscal year 2022/2023. Departments were to submit status quo budgets, and be prepared to justify any supplemental items. HCOA also completed and submitted our Budget Goals and Outcome Measures, and Annual Budget reports for fiscal year 2022/2023. HCOA is now preparing for our first budget review scheduled for December 10, 2021.
2. In support of fraud prevention month, HCOA took several initiatives to remind our Kupuna not to fall victim to different types of elder abuse. Through our Silver Bulletin, Caregiver Newsletter, and Newspaper Advertisement, we attempted to focus our broadest coverage on the last week designated as Kupuna Fraud Prevention Week. We also took the opportunity to educate our Committee on Aging members on elder abuse presented by Laron Kageyama, East Hawaii District Supervisor, Adult Protective Services (APS), State Department of Human Services (DHS). Though many of the pictures he shared were graphic, it reminds us that elder abuse is very real in our community.
3. HCOA continues to monitor the re-opening of our Senior Centers and Congregate meal sites. The planned re-opening of those facilities is schedule for some time in January of 2022 according to Parks and Recreation administration. We are encouraging the Nutrition Program to start planning for a transition back to the meal sites. We are also concerned that the vendor in West Hawaii providing the meals for our program will end their contract on December 31, 2021 and plans not to renew. If a vendor is not available in West Hawaii, all meals must come from East Hawaii.
4. HCOA ADRC Calls Summary – Report Period October 1, 2021 to October 31, 2021

Calls	Email	Incoming	In Office/App	Mail/Fax	Outgoing To	Walk-In	Total
576	0	493	0	0	74	9	576



*An Area Agency on Aging*

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

## Unduplicated Calls – 170

(Self)	Agency	Brother/Sis	Daughter/DIL	Friend/Neighbor	Husband	Hospital	Organization
264	62	11	109	34	20	6	0

Other	Other relatives	Grandchild	Partner/Significant Other	Son/SIL	Wife	Service Provider	Total
9	14	0	0	24	17	6	576

Top 10 Topics 10/1/2021 to 10/31/2021	Number of Calls
Options Counseling	64
In-Home Care Needs	45
Legal Aid / Referral / Consultation	44
Referral to Kupuna Care Program	29
Homemaker	28
Medicaid	27
Caregiver Support / Respite	22
Personal Care	17
Power of Attorney	17
Other	17

## Financial Signs of Elder Abuse



Fraudulent signatures  
on financial documents



Unpaid bills



Unusual or sudden changes  
in spending patterns, will, or  
other financial documents

To learn more, visit [ncea.acl.gov](http://ncea.acl.gov)

**DON'T** give personal information:  
date of birth or social security  
number over the phone.

**STOP** do not provide credit card or bank  
information to incoming callers.

**BYE** Hang up on telemarketers and don't  
make verbal agreements with  
people you don't know.

**GO** to the National Do Not Call Registry.  
[www.donotcall.gov](http://www.donotcall.gov) or call:  
1-888-382-1222 to register.

**HAWAII COUNTY OFFICE OF AGING**  
Hilo: 961-8600 Kona: 323-4390



October 2021 Executive Report  
Submitted by Kealoha Takahashi

**Vision**

*The people of Kaua`i will live well and age well.*

**Mission Statement**

*The Kauai Agency on Elderly Affairs, as the designated lead County agency, plans, implements, supports and advocates for the well-being of Kauai's older adults; and serves as a one stop source of information on long term care support options and services for all residents.*

**Vision Statements**

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

**Goals:**

**1. Maximize opportunities for older adults to age well, remain active and enjoy quality lives while engaging in their communities.**

*Strategy 1-1: Promote Healthier living through evidence-base programs and volunteerism.*

**RSVP**

- RSVP Recognition Event committee – planning underway, drive thru format will be used again – only two locations this year.
  - \*Convention Hall – Friday, December 10, 2021
  - \*Waimea ballpark parking lot – Tuesday, December 14, 2021
- During this period, 19 new volunteers enrolled. Total of 121 volunteers served 5600 hours.
- Newsletter distribution brought a few volunteers back!
- Partnerships with other organizations such as Lions clubs who will assist with food deliveries.

**Better Choices, Better Health**

- Completed two six-weeks Chronic Disease Self-Management Program workshops via telephone. There were three participants.

**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)

- ADRC Operations Workgroup meeting on October 26 reviewed the intrastate Funding Formula methodology use to distribute federal and state dollars, discussion of the updates to the privacy policy.

Aging Network

- Attended the Kauai Developmental Disabilities Committee (KDDC) Meeting on 10/5/2021.

ADRC Website

- Program Coordinator sent an email blast to the organizations on kauaiadrc.org website to update their information. The website received nine (9) provider updates or confirmation of information almost immediately. Sadly, one provider of in-home care announced that their organization would be leaving the island on November 15, 2021.
- Program Coordinator reported that the Public has been able to browse the website at their leisure to discover Agency services, gather information and contact the Agency when they are ready to speak to a representative. This is a great convenience to caregivers (especially family caregivers) who have little to no spare time. Long distance caregivers, also, have found the website very informative. They use it to help manage needed services for their loved ones on the island. This allows their loved ones to continue to thrive in their home and community environment
- Comparing the County Fiscal Year period 7/1/2021 to 10/20/2021 to previous year's period:
  - Unique visitors to site increased 20%.  
There were an additional 180 unique visitors to the site during this current period.
  - Unique visits to site increased 6.7%.  
There were an additional 91 unique visits to the site during this current period.
  - Unique keywords used for searching the website increased 122.7%.
  - Downloads decreased 14%.  
Pageviews increased 33.9% and total searches increased 212%. Although download numbers decreased the increase in other reported numbers for this period is an indication that visitors are spending longer times (16.9% increase of time per visit) exploring the contents of the website.
- Comparing the Federal Fiscal Year 2022 period to previous year's period:  
A new Federal Fiscal Year has begun October 1st, and the numbers submitted reflect this short period of time.
  - Unique visitors to site increased 5.6%.  
There were an additional 10 unique visitors to the site during this current period.
  - Unique visits to site increased 10%.  
There were an additional 11 unique visits to the site during this current period.

- Unique keywords used for searching the website increased 128%.
  - Downloads decreased by 70%.
- Less than a month into the new FFY pageviews increased 61% and total searches increased 314%. Although download numbers decreased the increase in other reported numbers for this period is an indication that visitors are spending longer times (22% increase of time per visit) exploring the contents of the website.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2021, to October 22, 2021

- Total Calls: 1,543 (average 19 min. per call)

Consumer Age Group	No. of Calls
60-74	518
75-84	507
85-99	385

- Top 5 Topic Categories

No. of Calls	Topic Categories
402	Nutrition
278	Miscellaneous
229	Home and Community Based Services
194	Health and Wellness
141	Transportation

State Health Insurance Assistance Program (SHIP)

- AEA Associates assisting with Medicare open enrollment.

**4. Enable older adults to live in their communities through the availability of and access to high quality long-term services and supports, including supports for their families and caregivers.**

*Strategy 4-1: Promote and expand innovative programs that meet the needs of older adults and their caregivers.*

Educational Opportunities/Caregiver Training

- No report

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

Vendor Pool/Multi-Contract

- Request for Proposal for homemaker, personal care, chore, in-home respite and assisted transportation services were received and reviewed by selection committee.
- Small Purchase to fill the gap in services until contract is executed in January was awarded to Regenerative Services Kauai.
- Request for Bids for Food Security services were received; and Mental Health Counseling in process.

**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 October 22, 2021, 736 individuals served (609 homes)

### Service Options-Private Hire

- No report

### Elder Abuse Awareness

- No report

### ***Administrative:***

- Result of Transportation Services Survey is attached.
- Meeting with County Executives and Data Administrators on Older Americans Act Performance System (OAAPS), a new data reporting system for Title III on October 12.
- County Council approved \$111,870.00 for Senior Center Programs.
- County Executives met with Landon Leu and Harris Nakamoto of One Community discussing concerns and issues with broadband accessibility among elderly.
- Executive attended the Oahu Elder Justice Team Meeting on October 21; webinar on “Understanding Chronic Fraud Victimization.”
- Met with State Executive Office on Aging’s Legal Services Developer, Cristina Valenzuela regarding new Legal Services Data Reporting Form.

### ***Training:***

- AIRS National Conference October 12-14

### ***Personnel:***

- Aging Program Planner vacancy
- SCSEP (Sr. Community Service Employment Program – job training program for older adults) worker (Lita Bucat) has been working out very well, comes in three days/week. Works maximum allowable of 19 hours per week. Assists with COVID safety screening measures before/after food distribution/hygiene kit packing, as well as office support for both Elderly Affairs & RSVP.

### ***Media:***

- No report

PROGRAM: TRANSPORTATION SERVICES  
PROVIDER: Kauai Bus  
October 2021

**Outcome:**

- 68% of the survey was done by participants themselves, higher than 56% from the last survey. This shows that more and more of the participants are able to do the survey themselves. 94% indicated that they prefer to continue doing the surveys on paper.
- 100% are satisfied with the transportation services, with 84% as Very Satisfied.
- Most of the participants are new consumers-less than 1 year (32%) or long-time participants-more than 5 years (29%)
- 71% of the new clients indicated that their transportation service began 1-2 weeks after their initial contact with the AEA worker.
- Most of the participants use the bus daily at 29% or several times a month at 35%.
- Main use of the bus is for medical appointments – 58% and to go to Adult Day Care - 29%. There is a decrease in the use for Adult Day Care because of limited participants due to the pandemic.
- 87% indicated that trips take too long
- 23% need help in getting into and out of their homes
- 39% need help in getting into and out of the bus
- 91% indicated that the vehicles are comfortable
- 97% indicated that vehicles are easy to get in an out of
- 100% indicated that they would recommend Kauai Bus to others

**Effectiveness Measure:**

- Client satisfaction survey for transportation services were distributed to 66 participants
- Return rate is 47%, with 31 responses received. This is almost the same as the last survey done.
- 31 or all of the participants expressed satisfaction on the service provided.
- 90% expressed good to excellent service
- 90% continue to live at home because of the transportation service
- 97% indicated that they are picked up when they are supposed to, arrive at destination on time, get around more
- 90% said that Kauai Bus takes them to places they want or need to go to
- 84% they get rides on the days they need

**Comments/Suggestions:**

- Courteous and helpful drivers
- Very appreciative of this service for kupuna
- Good music would help during trips
- Tighten range of time for arrival/departure
- Drivers should monitor mask-wearing
- Air-conditioning too cold at times
- Some drivers are fast

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

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care (Authorized)	89	0	838.75
02S Homemaker - Na Puuwai Molokai (Authorized)	7	0	33.00
02S Homemaker (Authorized)	130	0	432.00
03S Chore (Authorized)	9	0	20.50
04S Home Delivered Meals	13	0	44.00
04S Home Delivered Meals (Authorized)	600	0	11,851.00
04S Home Delivered Meals-7xwk (Authorized)	55	0	1,519.00
04S Home Delivered Meals-Special 7xwk	13	0	345.00
05S Adult Day Care (Authorized)	99	0	6,808.00
06S Case Management	280	0	240.50
07S Congregate Meals	230	0	3,209.00
09S Assisted Transportation - Non-Medical Medicaid	2	0	18.00
09S Assisted Transportation (Authorized)	25	0	139.00
10S Transportation - Non-Medical Medicaid	3	0	29.00
10S Transportation (Authorized)	57	0	413.00
11S Legal Assistance	0	45	190.00
13S Information and Assistance	220	53	373.00
COVID-19 Expanded Meals (Authorized)	82	0	1,745.00
COVID-19 Food Truck Meal to Go (Authorized)	346	0	3,000.00
COVID-19 Furry Friend	3	0	3.00
COVID-19 Meal Delivery (10S Transportation)	15	0	15.00
COVID-19 Meals	162	0	2,241.00
COVID-19 Meals (Authorized)	3	0	65.00
F06 Attendant Care (Authorized)	39	0	344.75
FCG Access Assistance	0	168	168.00
FCG Counseling	16	0	30.50
FCG Respite - Sundowners	3	0	5.00
FCG Respite Adult Day Care (Authorized)	31	0	744.00
FCG Respite In-Home (Authorized)	7	0	28.25
FCG Supplemental Service - Legal Assistance	4	0	6.50
FCG Support Groups	20	0	21.00
FCG Training	20	0	21.00
Kupuna Caregiver Adult Day Care (Authorized)	29	0	2,680.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	4.00
Kupuna Caregiver Personal Care (Authorized)	3	0	26.00
<b>Grand Total:</b>	<b>1,918*</b>	<b>266**</b>	<b>37,650.75</b>

\* Consumer counts are distinct over group totals. Grand Total represents the distinct count of consumers served.

\*\*Consumer Groups track data for consumers who have something in common, such as training, a bus trip, or an event.

# Maui County Office on Aging Legislative Briefing Report September 2021

## Summary of Contacts

The Maui County Office on Aging logged 1,138 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
Home Delivered Meals	389
Status Update	167
Homemaker	165
Attempt to Contact	146
Unsuccessful	
Personal Care	84
Adult Day Care	81
Assisted Transportation (KC Transportation)	48
Caregiver Support / Respite	40
In-Home Care Needs	34
Food Truck Meals	30
<b>Total number of unduplicated calls:</b>	<b>1,138</b>
<b>Total number of unduplicated callers:</b>	<b>600</b>

CALL TYPE	NUMBER OF CALLS
Outgoing To	600
Incoming	443
Email	60
Mail/Fax	19
Walk-In	13
Home Visit	3

