

POLICY ADVISORY BOARD FOR ELDER AFFAIRS

May 7, 2021

ZOOM ONLINE MEETING MINUTES

CALL TO ORDER:

Linda Axtell-Thompson called the meeting to order at 11:30 a.m.

PRESENTATION: Norma Kop, Senior Medicare Patrol (SMP).

Caroline introduced Norma, Director of SMP Hawaii. SMP helps Medicare beneficiaries prevent, detect and report health care fraud; helps preserve the integrity of the Medicare program; and relies on volunteers to help perform SMP work. Attached is a PDF of Norma's PowerPoint presentation.

ROLL CALL:

The roll was called at 11:55 a.m.

Members Present: Shelly Abe-Ogata, Linda Axtell-Thompson, Colette Browne, Beverly Gotelli, William Kinaka, Roberta Murray, Suzie Schulberg, Marilyn Seely, Barbara Service, Gary Simon, Kathy Wyatt, and Sarah Yuan.

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

Ex-officio: Alan Burdick, DLIR; Kathy Ishihara, DHS; Keith Ridley, DOH.

EOA Staff & AAAs: Aaron Arakaki, Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Norma Kop, Josephine Lum, John McDermott, Lani Sakamoto, Debra Shimizu, Deborah Stone-Walls, Kealoha Takahashi, and Cristina Valenzuela.

Public: Rick Tabor, Raelene Tenno, and Stephen Lung

Guests: Keali'i Lopez, State Director for AARP Hawaii; Audrey Suga-Nakagawa, Director of Advocacy for AARP Hawaii; Colby Takeda, Blue Zones; and Pam Witty-Oakland.

APPROVAL OF MEETING MINUTES:

The minutes of the April 9, 2021 Zoom online PABEA meeting were approved as circulated.

### CHAIR'S REPORT:

Caroline will report on the CDC BOLD Public Health Core Capacity Grant to promote a strong public health approach to Alzheimer's disease and related dementias (ADRD). Linda is a work group member and attended the kickoff this past Wednesday.

Linda announced that only current PABEA members can vote in the election for PABEA officers.

### LEGISLATIVE COMMITTEE:

Sarah reported that the Committee met on May 6, 2021 and discussed PABEA priority bills and other bills related to the elderly and to EOA:

Kupuna Caucus Kupuna Caregivers bill SB838 SD1 HD2 died in conference committee. Gary contacted the offices of Representative Ryan Yamane and Senator Joy San Buenaventura to schedule meetings with them to determine reasons for the bills' failure and overcoming those reasons in the next legislative session.

The final version of State Budget bill HB200 that was passed includes the one full-time equivalent (1.0 FTE) permanent position for the Alzheimer's Disease and Related Dementia (ADRD) Services Coordinator.

The allocation for Kupuna Care has been reduced by \$1,881,447 to \$6.85 million.

The allocation for the Aging and Disability Resource Center has been reduced by \$806,437 to \$2.3 million.

EOA will be receiving \$1,223,791 of CARES Act funds.

EOA also will be receiving \$1.5 million for senior centers' purchase of services.

Kupuna Caucus Crimes against Seniors bill HB490 passed. HB490 makes the commission of certain criminal offenses against a senior's person or property applicable if the perpetrator knows or reasonably should know the senior victim's age.

Cristina reported that SB 82, which requires each new member of a board or commission to participate in an orientation and training session with the head of the department with jurisdiction of that member's board or commission or their designee, did not pass. Sunshine Law Boards bill SB1034, which authorizes boards to use interactive conference technology to conduct remote meetings under the State's open meetings law and amends requirements for public notices of board meetings and for in-person board meetings held by interactive conference technology, passed.

Sarah reported that this legislative session was difficult as access was limited and means to engage legislators were limited. Sarah encourages attendees to speak with their legislators on improving access.

Sarah encourages others interested in legislative advocacy to join the Legislative Committee.

Linda thanked Sarah and Committee members for their work during the legislative session.

#### PLANS AND PROJECTS REVIEW COMMITTEE:

Shelly reported that the Committee met last month. One area in the bylaws remains to be updated. The Committee also discussed budget priorities at the meeting. The Committee asks EOA to consider presenting a status update on the impact of the budget on each county and how any unmet needs will be addressed and prioritized. The Committee also asks that the next State Plan on Aging address disparate populations, including the older population.

#### RECOGNITION AND AWARDS COMMITTEE:

Kathy announced that the OAM celebration will be intergenerational. Students from Kaimuki Christian School will sing three songs, including Hawai'i Pono'ī. Mayor Blangiardi issued a proclamation in honor of OAM. Arcadia and Kahala Nui are sponsors of the event.

#### NOMINATIONS AD HOC COMMITTEE:

Marilyn reannounced the recommendation of the Committee for its slate of nominees for Chair, First Vice Chair, and Second Vice Chair:

- Nominee for Chair: Gary Simon
- Nominee for First Vice Chair: Roberta Murray
- Nominee for Second Vice Chair: Beverly Gotelli

Linda solicited nominations from the floor. None were offered.

The slate was approved by a majority vote of 10 ayes. (PABEA currently has 14 members. 12 members are present at this meeting.)

The new officers will select Chairs of the PABEA Committees.

#### EXECUTIVE OFFICE ON AGING:

Attached is Caroline's report.

Caroline thanked the new officers for their willingness to serve. Caroline also thanked Cristina for her work in helping to plan and coordinate World Elder Abuse Awareness Day activities and events in Hawaii.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION:

Attached is Derrick's report.

Derrick reported that EAD's intake and assessment section will be fully staffed as of next week Monday with the hiring of Sasha Dimond, former Assistant Administrator of the Plaza at Moanalua, and Stacey Honma, former Administrator of Salvation Army Hawaii.

EAD continues to support the food security initiative and the kupuna COVID-19 vaccination initiative. EAD now is targeting the marginalized and disparate populations for food security. The Hawaii Public Health Institute has applied to the Weinberg Foundation to fund a food security project. In addition, Christy Nishita of Age Friendly Honolulu is seeking funding from ACL for a food innovation project.

COVID-19 vaccinations have been completed at eighty senior housing properties in the City and County of Honolulu. The Kupuna Vaccination Outreach Group (KVOG) is targeting parts of the population that might be under-supported, including those who might be vaccine hesitant, vaccine apathetic, or distrustful of the government.

Kimberly Itagaki of the RSVP Program launched a poster and letter writing campaign with students. The posters and letters are distributed to seniors.

HAWAII COUNTY OFFICE OF AGING:

Attached is Horace's report.

HCOA will hold its first Committee on Aging (COA) meeting in the latter half of this month. The task for our first meeting will be organizing the committee and providing orientation for members.

HCOA is working with Human Resources to repost two positions for which interviews were performed for two months ago. HCOA is beginning the hiring process for the Database Manager position (Horace's former position). The position has been vacant for the past twenty months. Horace has been performing the work of the position.

During the month of April, HCOA distributed 300 emergency information kits assembled by HCOA staff. Demand for the kits is great. Individuals who received a kit were required to register with HCOA. After registering and receiving the kits, individuals were encouraged to view the Aging and Disability Resource Center (ADRC) free training program hosted on HCOA's website. The training program videos assist kupuna in developing a person-centered emergency plan.

Demand for disabled parking placards did not decrease during the pandemic.

#### KAUAI AGENCY OF ELDERLY AFFAIRS:

Attached is Kealoha's report.

Kealoha reported that RSVP volunteers continue to provide support in delivering food and produce boxes in partnership with Queen Lili'uokalani Trust and Kauai Independent Food Bank. Each food bag distributed by an RSVP volunteer includes a letter/drawing from the kindergarten class of Wilcox Elementary School.

Kauai's Outstanding Older Americans honorees were recognized this past Thursday. The celebration included a drive-through ceremony at the Lihu'e Civic Center. Video of the Kauai OAM events is currently being edited.

#### MAUI COUNTY OFFICE ON AGING:

Deborah thanked Kathy for her work in planning and coordinating the OAM celebration. MCOA is working with Akaku to broadcast the Maui OAM event. Honorees will be videoed as they receive their awards and gifts at their homes.

One third of the positions in MCOA are vacant due to retirements, resignations, and relocations. A new secretary began this week.

MCOA is addressing COVID-19 vaccination hesitancy. Pharmacy staff are visiting residences of the homebound to vaccinate them.

#### KUPUNA CAUCUS:

Today's Kupuna Caucus meeting begins at 3:00 p.m. via Zoom. Barbara Service suggests that we consider asking Senator Moriwaki to move the start time to 2:00 p.m. now that the legislative session has adjourned.

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

No appointed and no ex-officio members offered any additional reports.

#### STATEMENTS FROM GUESTS AND FROM THE PUBLIC:

Audrey announced that AARP Hawaii is hosting a fraud education workshop series this month, May. The series includes a movie night. The series is open to the public and registration is free. AARP Hawaii is hosting a telephone town hall meeting on gift card and imposter scams on Saturday, May 8, beginning at 9:00 a.m. Register for the town hall and for other sessions at <https://aarp.cvent.com/HIFraud>.

Audrey also announced that Emergency Broadband Benefit Program training is being

offered. AARP Hawaii is exploring partnerships to promote the program with seniors.

Linda will schedule the June PABEA meeting so as not to conflict with OAM celebration.

Rick announced that:

- Hawaii Meals on Wheels hosted a drive through gift basket pickup for HMOW volunteers.
- Generations Magazine radio show has vacancies for interviews. He encourages attendees to be interviewed.
- Generations Magazine hosts webinars on the third Wednesday of every month from 11:30 a.m. to 1:00 p.m.
- The virtual Hawaii Pacific Gerontological Society Biennial Conference will be held in September. A flyer will be forthcoming

NEW BUSINESS: Report on Closure of Dignity Senior Living at Oceanside Hawaii.

Keith reported that APS informed the DOH that the entire facility was found to have caused neglect against the entire facility. DOH and Dignity signed a consent order to relocate residents by end of May. Approximately half of the residents have been relocated. Dignity continues to be responsible for providing care to the residents before they are transferred. Dignity can appeal finding by APS.

John reported that he became aware of the closure on April 21 when he was contacted by Civil Beat for comment on the closure. On April 26, John visited Dignity, spoke with facility administration, and met with some of the residents. Some of the residents were panicking. Many of them cannot afford another facility. Many have household items that cannot be moved easily. The inspection report is not posted yet. Communication and the process could have been better.

ANNOUNCEMENTS:

The next PABEA monthly meeting will be on Friday, June 4, 2021 at 11:30 a.m. via Zoom. *Meeting will be changed to 12:00 to accommodate the OAM event.*

ADJOURNMENT OF PABEA MEETING:

Linda adjourned the meeting at 1:40 p.m. No Executive Committee meeting will follow the PABEA meeting today.

## May 2021 –Director’s Report to PABEA

### Administration on Community Living

**Recovery Act Funds** – Awards to EOA for Recovery Act funding thru the OAA is being allocated. We have received thus far – Title IIIB (access), Title IIIC Nutrition, Title VII – Ombudsman, and EOA applied for ADRC funding for vaccine access.

**Allison Barkoff** (Administrator for ACL) spoke at the Advancing States Spring Conference (May 4, 2021).

- Need to focus on expanding long term services and supports with the funding opportunities while at the same time
- Ensure that we have a focus on workforce development (Biden’s Job Act).
- State Units on Aging and the overall network needs to think BIG and **BOLD**.

### Vaccination Efforts

EOA continues to co-lead the efforts of the Kupuna Vaccination Outreach Workgroup (KVOG). Next Steps: Uncover the hard to reach older adults with extensive outreach and education to support these efforts.

Aloha United Way - 211 call center

- Slowed to about 60 calls a day
  - Of those we are registering and linking about 15 – 20 kupuna to vaccinations
  - Clear that there are a lot of questions regarding the different vaccinations. Denotes that many individuals are still on the fence.
- St. Francis partners are now going anywhere requested to community and FB orgs to register hard to reach populations. Churches and civic clubs.

### Director’s Highlights

- Presented about the Aging Network to the Medicare course with UH Social Work/Public Health on April 23, 2021.
- Supporting DD Council’s efforts to roll out the Hawaii Able savings program for individuals with disabilities.
- The Department of Health and Human Services, Office of Disease and Health Promotion solicited Hawaii to speak at a regional conference about our HAP and strategies to support older adults during COVID-19.
- Met with Senator Hirono and the County Executives to discuss caregiving issues and how this relates to the Job’s Act. Senator wanted to discuss the needs and challenges facing Hawaii caregivers – both paid and unpaid caregivers of our elderly and disabled individuals so that she has Hawaii-specific info to justify President Biden’s American Jobs Act that includes a “human infrastructure. Provided Senator with a profile of caregiving

in Hawaii and shared successes and challenges with expanding capacity of providers with infusion of Recovery Act funding.

- Attended the Advancing States Spring Meeting on May 4 – May 5, 2021. National discussion around building infrastructure capacity to meet the needs of the older adults, caregivers and individuals with disabilities.

## **Program Reports**

### Long Term Care Ombudsman Program

- Advocating and supporting the residents at Oceanside upon the abrupt closure notice in April
- Met with 30 plus residents on April 26, 2021 at Oceanside

### LTCOP-VP:

- Developing new curriculum to educate volunteers on normal aging and related disease states so they are better prepared to visit residents in facilities. Re-entry has begun on Oahu and Big Island.
- Developed new posters to be distributed to all facilities by the end of May.

### SHIP:

- Midway through the 2<sup>nd</sup> year of the Intro to Medicare course with UH SW/PH, and students' projects will help SHIP's to expand outreach. 5/7/21 students present final projects/products.
- Project Grad 65 (with SSA) targeting those turning 65 is a success with more presentation requests received. To date conducted 3 statewide Zoom events reaching over 300 participants.
- Working with UH College of Aging on building a Medicare Part D (drug) course for pharmacy and nursing students.

### MIPPA:

- Working on next one-year grant application to expand outreach to limited-English speaking, low-income, and rurally isolated beneficiaries to help them access public assistance.
- Expanding partnership with Kalihi-Palama FQHC as a pilot site to educate patients with multi-lingual videos on the Basics of Medicare (eligibility and enrollment)

### SMP:

- Hugely successful advertising campaign to educate beneficiaries on how to avoid becoming a victim to scams and fraud. Inquiries for assistance and to volunteer have quadrupled!
- Launched new website in Feb and Facebook account in April and will keep blogs/posts updated with the latest information.
- Distributing new brochures for general information about SMP Hawaii the benefits of volunteering.



- 3<sup>rd</sup> edition of Fraud Guide has been well received. Preparing reorder for more copies, due end of May.

### Grants Management

- Veterans Directed Care (VDC) continues to grow as there are 97 veterans receiving services and 16 veterans in the enrollment process, even with the vacancy of the program manager.
- May 5, 2021 was the Building Our Largest Dementia (BOLD) Public Health Programs to Address Alzheimer's Disease and Related Dementias Grant Kickoff.
  - We were honored to have our First Lady, Mrs. Dawn Amano Ige as a guest speaker. She shared her experience of being a caregiver for her mom.
  - Fred Fortin, a caregiver for his wife with dementia, shared a poem he wrote about the disease.
  - The meeting included participants who will be involved in the Advisory Committee and/or the working groups. There are four working groups: 1) Program and Policy Changes; 2) Data; 3) Workforce Development; and 4) Public Awareness and Education. The groups will meet over the next two years with the goal of revising the Hawaii 2025: State Plan on Alzheimer's Disease and Related Dementias.
  - The objective of this planning grant from the Centers for Disease Control and Prevention (CDC), is to integrate public health prevention components into the 2025 Alzheimers and Related Dementias State Plan.
  - Next steps include revitalizing the workgroups to address the revision for the 2025 ADRD State Plan.
- Working on the distribution of the federal funds and preparing for the distribution of the state funds for SFY2022.
- Continue to provide technical assistance to the area agencies on aging as we navigate the funds and supporting the needs in the community.
- Working with KHON2 on the 808 Kupuna Fit program.
- Ongoing monitoring efforts. Finalized monitoring of the Honolulu ADRC.

### PPEC (Policy, Planning, Evaluation and Communication Staff)

- Assessment of caregiver demographics and needs.
- Attendance at Broadband Hui meetings to increase access to internet, wifi, and access to computers for Hawaii's disparate population, including older adults.
- Attending ACL trainings on new data collection and reporting.
- Attending ESF 6 weekly mass care meetings.
- Due to the Outbreak of COVID-19, resources and priorities were shifted and many of the strategies and objectives of the current 2019-2023 State Plan on Aging were set aside and replaced with dealing with the immediate effects of the pandemic. As a result, the PPRC recommended that the Strategies and objectives of the current 2019 -2023 State Plan on Aging be forwarded and extended to EOA's 2023 -2027 Hawaii State Plan on Aging.

- Participating in Healthy Aging sustainability meetings. Reviewing ways to strategize the future of HAP with limited funding.
- Data report for Semiannual ADRC report.
- Tracking, drafting and submitting testimony to all EOA related measures.
- Advocating for the prevention of adult abuse and other legal services needed by older adults.
- Planning and coordinating a free, statewide virtual conference in recognition of World Elder Abuse Awareness Day, which will be held on Tuesday, June 15<sup>th</sup> from 8:30am-12noon. The purpose of this event is to bring together stakeholders to raise our voices to establish, support, and enhance networking and collaboration between government and community organizations in the state of Hawai'i. The event is being *presented by a community-based team of government and private, nonprofit organizations in Hawai'i that are committed to addressing abuse, neglect and exploitation of elders.*

## Summary of Calls

EAD logged **15,245 contacts**, of that 6,832 were incoming calls and 7,467 were outgoing calls, 15 were home visits, and 190 were fax referrals. EAD logged **875 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2020 - May 06, 2021

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
713	15	6,832	4	190	7,467	24	15,245

## Top 5 Call Topics

Home Delivered Meals	5164
Transportation - Non-Medical	2921
COVID - 19	2552
Transportation - Medical	1969
Personal Care	1946

Summary of Executed Contracts

Contracts are effective as early as October 1, 2020 until September 30, 2021

Table 1: Kupuna Care Executed Contracts

Service Name	Agency Name
<b>Adult Day Care</b>	Arcadia Elder Services Family Living Treasures Adult Day Care Franciscan Care Hale Hauoli Hawaii Kahala Senior Living Leahi Hospital Malama Adult Day Care Maluhia Hospital Palolo Chinese Home Salvation Army Windward Seniors Day Care
<b>Attendant Care</b>	Hookele Care at Home Palolo Chinese Home Salvation Army
<b>Home Delivered Meals</b>	Child and Family Services Franciscan Care Hawaii Meals on Wheels Keiki to Kupuna Lanakila Pacific Palolo Chinese Home
<b>Homemaker</b>	Franciscan Care Hookele Care at Home Palolo Chinese Home Salvation Army
<b>Personal Care</b>	Hookele Care at Home Kokua Kalihi Valley Palolo Chinese Home Salvation Army St. Francis Community Health
<b>KC Transportation</b>	Catholic Charities Hawaii Franciscan Care Kokua Kalihi Valley

Table 2: Kupuna Caregiver Executed Contracts

Service Name	Agency Name
<b>Adult Day Care</b>	Arcadia Elder Services Franciscan Care Hale Hauoli Hawaii Kahala Senior Living Leahi Hospital Malama Adult Day Care Maluhia Hospital Palolo Chinese Home Salvation Army Windward Seniors Day Care

Table 3: Title III Executed Contracts

Service Name	Agency Name
<b>Housing Assistance</b>	Catholic Charities Hawaii WorkHawaii
<b>Transportation</b>	Catholic Charities Hawaii Kokua Kalihi Valley
<b>Congregate Dining</b>	Lanakila Pacific
<b>Home Delivered Meals</b>	Hawaii Meals on Wheels Lanakila Pacific Palolo Chinese Home
<b>Nutrition Education</b>	Lanakila Pacific
<b>Health Maintenance</b>	Child and Family Services
<b>Caregiver Access - Case Management</b>	Child and Family Services Franciscan Care Salvation Army
<b>Caregiver Respite - Level I</b>	Hookele Care at Home
<b>Caregiver Respite - Level II</b>	Hookele Care at Home
<b>Caregiver Education/Training</b>	Alzheimer's Association - Aloha Chapter Child and Family Services Franciscan Care Project Dana
<b>Caregiver Counseling</b>	Alzheimer's Association - Aloha Chapter Child and Family Services Project Dana
<b>Caregiver Education/Training (Grandparents)</b>	Hawaii Family Services
<b>Caregiver Counseling (Grandparents)</b>	Hawaii Family Services
<b>Legal Assistance</b>	Legal Aid Society of Hawaii
<b>Legal Education</b>	Legal Aid Society of Hawaii

### Summary of Service Delivery

EAD provided at least one registered service (all services) to **6,820 clients**.

EAD provided at least one in-home service, main KC services, to **3,033 clients**. (Includes both state and federal funding.)  
Data reflects the time period of July 1, 2020 - May 06, 2021.

Table: Service Delivery Summary - Authorized Services

Funding Source	Service	Unit Type	Provider	Persons Served	Units Delivered	Total Expended
Kupuna Care	01S Personal Care (Authorized)	1 Hour	Hookele Care at Home	34	3,679.00	\$138,601.00
		1 Hour	Kokua Kalihi Valley	12	1,061.00	\$53,493.03
		1 Hour	Palolo Chinese Home - Provider	1	61.00	\$1,830.00
		1 Hour	St. Francis Health Services	175	11,631.00	\$514,794.84
	02S Homemaker (Authorized)	1 Hour	Franciscan Care Services	1	70.00	\$1,820.00
		1 Hour	Hookele Care at Home	54	2,808.00	\$97,468.00
		1 Hour	Palolo Chinese Home - Provider	9	71.00	\$6,635.00
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	167	21,174.00	\$222,327.00
		1 Meal	Keiki To Kupuna	129	25,469.00	\$243,993.02
		1 Meal	LMOW LRC Home Delivered Meals	327	53,916.00	\$519,407.00
		1 Meal	Palolo Chinese Home - Provider	18	3,540.00	\$32,168.34
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	3	420.00	\$6,195.00
	04S Home Delivered Meals-Special 7xwk (Authorized)	1 Meal	Mom's Meals	1	153.00	\$2,409.75
	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	6	2,114.77	\$30,926.13
		1 Hour	Franciscan Care Services	11	10,008.00	\$99,120.00
		1 Hour	Hale Hauoli Hawaii	5	1,325.00	\$20,845.00
		1 Hour	Kahala Senior Living Community	2	233.86	\$3,274.04
		1 Hour	Lunalilo Home	2	1,230.21	\$11,994.54
		1 Hour	Malama Adult Day Care	6	1,051.44	\$14,720.16
		1 Hour	Palolo Chinese Home - Provider	3	588.26	\$9,966.03
1 Hour		Windward Seniors	4	400.00	\$5,200.00	
10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	170	4,860.00	\$145,800.00	

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		1 One-way trip	Kokua Kalihi Valley	29	1,286.00	\$29,809.48
	COVID-19 Expanded Meals (Authorized)	1 Meal	Keiki To Kupuna	162	4,532.00	\$43,416.56
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	31	1,945.00	\$62,240.00
		1 Hour	Palolo Chinese Home - Provider	2	69.00	\$1,775.00
		1 Hour	Project Dana - Kupuna Care	2	50.50	\$911.53
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	10	8,949.59	\$50,931.05
		1 Hour	Franciscan Care Services	3	4,364.42	\$21,279.98
		1 Hour	Hale Hauoli Hawaii	11	11,082.43	\$62,439.31
		1 Hour	Kahala Senior Living Community	5	4,620.25	\$24,010.00
		1 Hour	Lunalilo Home	4	5,065.96	\$23,341.13
		1 Hour	Malama Adult Day Care	10	14,044.93	\$70,685.02
		1 Hour	Palolo Chinese Home - Provider	7	8,446.08	\$45,003.93
		1 Hour	Windward Seniors	5	3,972.47	\$18,830.11
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	90	11,652.00	\$122,346.00
		1 Meal	LMOW LRC Home Delivered Meals	64	10,907.00	\$105,059.00
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	175	5,767.00	\$173,010.00
		1 One-way trip	Kokua Kalihi Valley	16	575.00	\$15,990.75
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	484	85,513.00	\$897,886.50
		1 Meal	Keiki To Kupuna	273	51,015.00	\$488,723.70
		1 Meal	Lanakila Meals on Wheels Program	1,012	176,225.00	\$1,691,233.00
	COVID-19 Meals - Special 14x (Authorized)	1 Meal	Mom's Meals	10	490.00	\$7,717.50
	COVID-19 Meals -14x (Authorized)	1 Meal	Mom's Meals	80	4,921.00	\$72,584.75
	<b>TOTAL</b>			3,033	561,358.17	\$6,212,212.18

## Waitlist

For the period of July 1, 2020 - May 06, 2021

<b>Service</b>	<b>No. of Clients</b>	<b>Average Wait Time (in Days)</b>
01S Personal Care (Authorized)	65	168
02S Homemaker (Authorized)	227	753
04S Home Delivered Meals (Authorized)	1	13
05S Adult Day Care (Authorized)	7	562
10S Transportation (Authorized)	80	414
F06 Attendant Care (Authorized)	16	455
F06 Attendant Care/Supervision (Authorized)	58	698



## Kupuna Caregiver

As of October 6, 2018

EAD has authorized and referred a total of **134 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 **63 years**.

Lives With	Count
	27
No	47
Sometimes	9
Yes	201
Total	271

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	160
CR 60+ - Husband	5
CR 60+ - Other Relative	15
CR 60+ - Son/Son-In-Law	63
CR 60+ - Wife	23
CR<19 - Grandparent	2
Granddaughter	1
Grandson	4
Relationship Missing	1
Total	271

GENDER	Count
	3
F	188
M	80
Total	271

**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

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

1. Hawaii County Office of Aging (HCOA), after 5 months will hold our first Committee on Aging (COA) meeting in the latter half of this month. It has been a challenge to get enough members vetted through the Mayor's Office to get this completed as we work around COVID-19 guidelines. We will still be looking to add a few more members to the committee and get them in place for the first meeting. The task for our first meeting will be organizing the committee and providing orientation for the members.
2. HCOA, working with Human Resources (HR) will once again be posting the two positions that we originally interviewed for two months ago. We hope that we will get a deeper pool of applicants this go around. We are also beginning the process to fill the Database Managers position, which has been vacant for the past 20 months.
3. During the month of April HCOA distributed all 300 emergency information kits put together by staff. We quickly realized that these kits were hot items, as individuals would line up hoping to receive one. As of today, we continue to receive request for these kits and request to be on a waitlist should we have more. Each individual receiving a kit needed to sign up and register with HCOA. After registering and receiving their kit, individuals were encouraged to view the Aging and Disability Resource Center (ADRC) free training program hosted on HCOA's website. The training videos assist Kupuna in developing a person centered emergency plan. The kits were distributed island wide using our aging network of providers to reach out to our rural participants.
4. HCOA has noted that over the course of the COVID-19 Pandemic the demand for Disabled Parking Placards has remained relatively stable. The chart below provides our 1<sup>st</sup> Quarter numbers applications processed.

Month	Kona	Hilo	Total
January	79	112	191
February	77	110	187
March	92	112	204
			582



*An Area Agency on Aging*

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

### 5. HCOA Calls Summary – Report Period April 1, 2021 to April 30, 2021

Calls	Email	Incoming	In Office/App	Mail/Fax	Outgoing To	Walk-In	Total
502	1	436	1	15	26	23	502

#### Unduplicated Calls – 160

(Self)	Agency	Brother/Sis	Daughter/DIL	Friend/Neighbor	Husband	Hospital	Organization
295	45	11	68	9	1	1	0

Other	Other relatives	Parent/Guardian	Partner/Significant Other	Son/SIL	Wife		Total
1	4	0	2	23	42		502



Above – HCOA staff display items contained in our Emergency Information Support Plan Kits



April 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**

- Volunteers continue to provide support in delivering food and produce boxes in partnership with Queen Lili'uokalani Trust and Kauai Independent Food Bank.
- Volunteers helped put together 100 Toiletry bags for the Project Vision Mobile Shower Unit. This service provided help for Project Vision so they can offer bath supplies and hot showers to the homeless across the island.

**Better Choices, Better Health**

- Canary Health provides online workshops on Chronic Disease Self-Management Program.

**EnhanceFitness**

- In-person class (five participants only) continues at Kapaa United Church of Christ. CDC protocols and guidelines are followed to ensure safety for participants and instructor.
- Opening of Neighborhood Centers, in-person classes for ten at Kaumakani, Lihue and Kilauea to start on May 3, 2021. Standard Operational Plan submitted to Kauai Emergency Management Agency's Operations Section for approval.

***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 discussion on Unite Us Hawaii demonstration, a referral tool used to connect partners in the network through a shared technology platform. This platform allows partners to send and receive electronic referrals with each other and to track results.

Aging Network

- No report

ADRC Website

- For the period of July 1, 2020 to April 23, 2021 – 3,971 visits, 2,583 unique visitors.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2020 to April 23, 2021

- Total Calls:9,093

Consumer Age Group	No. of Calls
60-74	3,344
75-84	2,810
85-99	1,930

- Top 5 Topic Categories

No. of Calls	Topic Categories
4,463	Miscellaneous (Aina Ho’okupu o Kilauea-USDA Produce Box, Nourish Kauai, Grove Farm Community Wins Program, Restaurant Gift Certificates, Kauai Independent Food Bank, COVID Vaccinations)
1,519	Nutrition
567	Health and Wellness
402	Home and Community Based Services
319	Public Benefits

State Health Insurance Assistance Program (SHIP)

- SHIP services provided for the period from January 1, 2021 to March 31, 2021 included 24 client contact forms and 14 MIPPA contacts.

**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

Kupuna Caregiver Program

- 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

- Preparation of Request for Proposal for In-home Respite; Homemaker Services; Personal Care and 2 new services: Assisted Transportation and Chore Services.

**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 April 21, 2021, 672 individuals served (552 homes)

Service Options-Private Hire

- No report

Elder Abuse Awareness

- Planning a World Elder Abuse Awareness Day virtual conference on June 15, 2021.
- Elder Justice Team meetings with Police, Prosecutor, APS and consultant, Paul Greenwood discussed cases.

**Administrative:**

- AEA Associates assisted with registering 1,310 Kupuna for vaccines at hospitals from January 2021 to April 21, 2021.
- Older Americans Month recognition of Kaua'i's Outstanding Older Americans scheduled on May 6, 2021 at the virtual ceremony at 9:00am and drive thru at 3:15pm.

**Training:**

- Virtual n4a Aging Policy and Advocacy Summit April 27-29

**Personnel:**

- Aging Program Planner vacancy

**Media:**

- Garden Island article on Monday, April 19, 2021, "Concern for Agency on Elderly Affairs budget"

**OLDER  
AMERICANS  
MONTH**



COMMUNITIES OF STRENGTH: MAY 2021



# Kauai's Outstanding Older Americans



Russell Maeda



Crescencia Labuguen



Dimples Kano



Leonora Lizama



Anita Aquino



Shirley Akita



Brian Kasperek



**Sponsored by the County of Kauai  
Office of the Mayor  
Agency on Elderly Affairs**



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

SERVICE	PARTICIPANTS SERVED	CONSUMER GROUP	UNITS DELIVERED
01S Personal Care (Authorized)	81	0	827.00
02S Homemaker - Na Puuwai Molokai (Authorized)	6	0	43.00
02S Homemaker (Authorized)	153	0	537.50
03S Chore (Authorized)	16	0	30.50
04S Home Delivered Meals	20	0	56.00
04S Home Delivered Meals (Authorized)	611	0	12,452.00
04S Home Delivered Meals-5xwk (Authorized)	1	0	23.00
04S Home Delivered Meals-7xwk (Authorized)	91	0	2,548.00
04S Home Delivered Meals-Special 7xwk (Authorized)	8	0	221.00
05S Adult Day Care (Authorized)	78	0	6,048.00
06S Case Management	365	0	337.00
07S Congregate Meals	96	0	1,348.00
09S Assisted Transportation - Non-Medical Medicaid	2	0	21.00
09S Assisted Transportation (Authorized)	21	0	129.00
10S Transportation - Non-Medical Medicaid	2	0	17.00
10S Transportation (Authorized)	50	0	380.00
11S Legal Assistance	0	34	106.75
12S Nutrition Education	0	778	2,727.00
13S Information and Assistance	1,244	120	1,869.25
COVID-19 Expanded Meals (Authorized)	105	0	2,298.00
COVID-19 Food Truck Meal to Go (Authorized)	376	0	3,206.00
COVID-19 Furry Friend	11	0	11.00
COVID-19 Meal Delivery (10S Transportation)	74	0	1,509.00
COVID-19 Meals	449	0	7,918.00
COVID-19 Meals (Authorized)	6	0	129.00
Emergency Meals - Meals Ready to Eat	1	0	5.00
F06 Attendant Care (Authorized)	40	0	398.50
FCG Counseling	11	0	25.00
FCG Respite Adult Day Care (Authorized)	31	0	816.00
FCG Respite In-Home (Authorized)	12	0	78.50
FCG Supplemental Service - Legal Assistance	2	0	4.25
FCG Support Groups	17	0	18.00
FCG Training	16	0	17.00
Kupuna Caregiver Adult Day Care (Authorized)	15	0	1,560.00
Kupuna Caregiver In-Home Respite (Authorized)	1	0	4.00
Kupuna Caregiver Personal Care (Authorized)	1	0	13.00
<b>Grand Total:</b>	<b>2,798*</b>	<b>932**</b>	<b>47,734.25</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 March 2021

## Summary of Contacts

The Maui County Office on Aging logged 2,572 unduplicated calls in the reporting period.

TOP 10 CALL TOPICS	NUMBER OF CALLS
COVID-19 Vaccination	951
Food Truck Meals	439
COVID - 19	333
Home Delivered Meals	332
Status Update	297
Attempt to Contact	135
Unsuccessful	
Homemaker	107
Adult Day Care	88
Assisted Transportation (KC Transportation)	76
Personal Care	63
<b>Total number of unduplicated calls:</b>	<b>2,572</b>
<b>Total number of unduplicated callers:</b>	<b>1,607</b>

CALL TYPE	NUMBER OF CALLS
Incoming	1,207
Outgoing To	1,182
Email	111
Walk-In	35
Mail/Fax	32
Home Visit	5

