

Aging and Adult Services

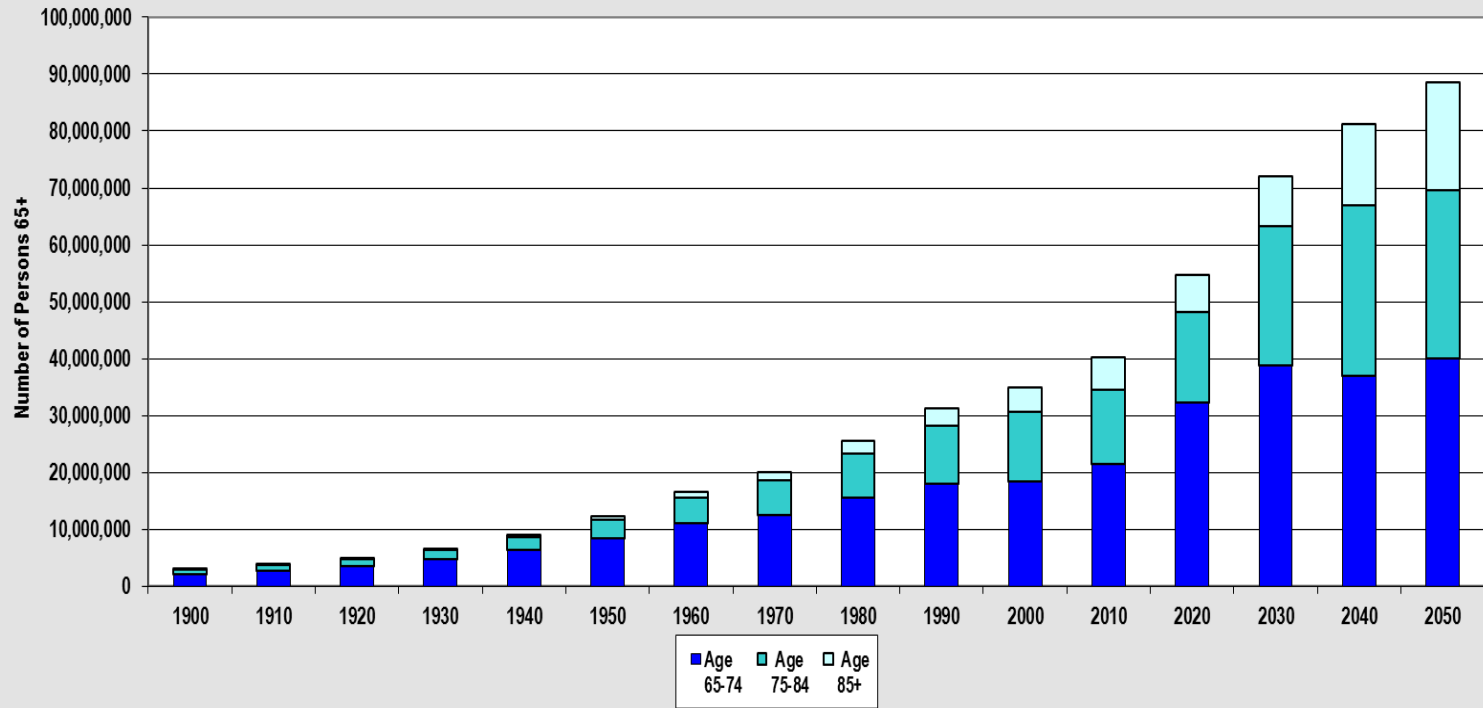
Growth and Challenges

**Victoria Tolbert, Aging & Adult Services Director
Employment and Human Services Department**

10/4/18

Population 65+ by Age: 1900-2050

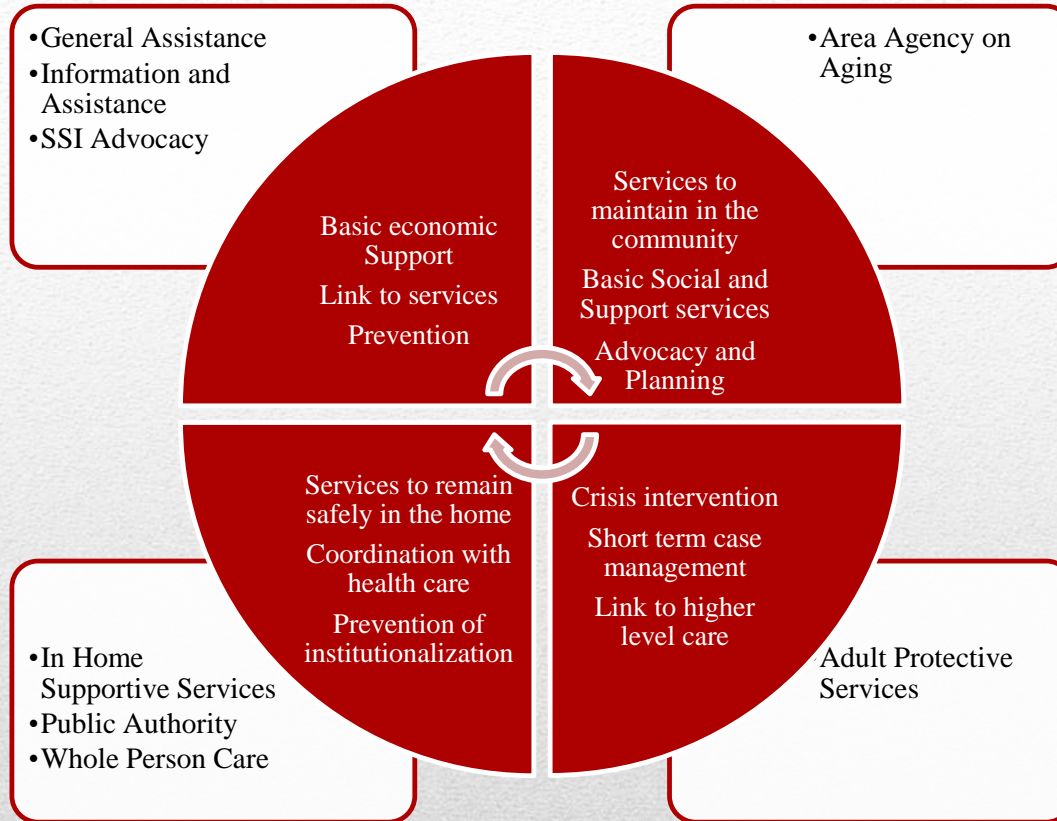
Source: U.S. Bureau of the Census



65 and older projections



Federal Poverty Guideline
\$11,880



Continuum of Care

- No Wrong Door
- Reduced Duplication
- Coordination between Health Care, Long Term Care, Community based Services and Behavioral Health
- Reduced premature institutionalization
- Reduced hospitalization
- Improved health outcomes

Coordination Goals

IHSS

9,940 Clients

(Elderly, adults with disabilities, disabled children)

Payroll 9,210 Providers

AAA

12,000 I&A Calls

3,139 HICAP clients

331,250 Home Delivered Meals

175,000 Congregate Meals

Ombudsman, Minor home modification,
falls prevention, case management, etc

APS

4,484 abuse reports

Program highlights



Critical Staffing Issues

- Shortage of direct service staff
- Recruitment challenges



Planning and Coordination

- Need to focus on new mandates and the development of innovative and effective projects

PERFORMANCE

- EXCELLENT
- GOOD
- AVERAGE
- POOR

Achieving Program Mandates

- IHSS Assessment and Re-Assessment
- APS Multi Disciplinary Team and Tangible Services

Challenges

- Growth of the aging population without corresponding growth in funding
- 2008 Recession Impacts
 - Eliminating county overmatch
 - Withdrawal from community partnerships and erosion of mandated elder abuse reporting and investigation system
 - Recruitment and retention of staff



Contributing Factors

- Area Agency on Aging (AAA) provides leadership in addressing issues that relate to older Californians, develops community based systems of care that provide services which support independence and which protect the quality of life of older adults and persons with disabilities. The AAA promotes citizen involvement in the planning and delivery of service. The program is responsible for the administration of Older Americans Act and Older Californians Act funding and does this through multiple community based contracts and direct service provision.
 - Adult Day Care
 - Case Management
 - Ombudsman
 - Family Caregiver Support
 - Home Delivered and congregate meals
 - Legal Services
 - Fall Prevention

Area Agency on Aging

The IHSS Program will help pay for services provided to assist seniors and persons with disabilities to remain safely in their own home. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.

- ✓ Delayed intake assessments
- ✓ Ongoing reassessments –Quality Improvement Action Plan
- ✓ Workforce stability
- ✓ Professional development

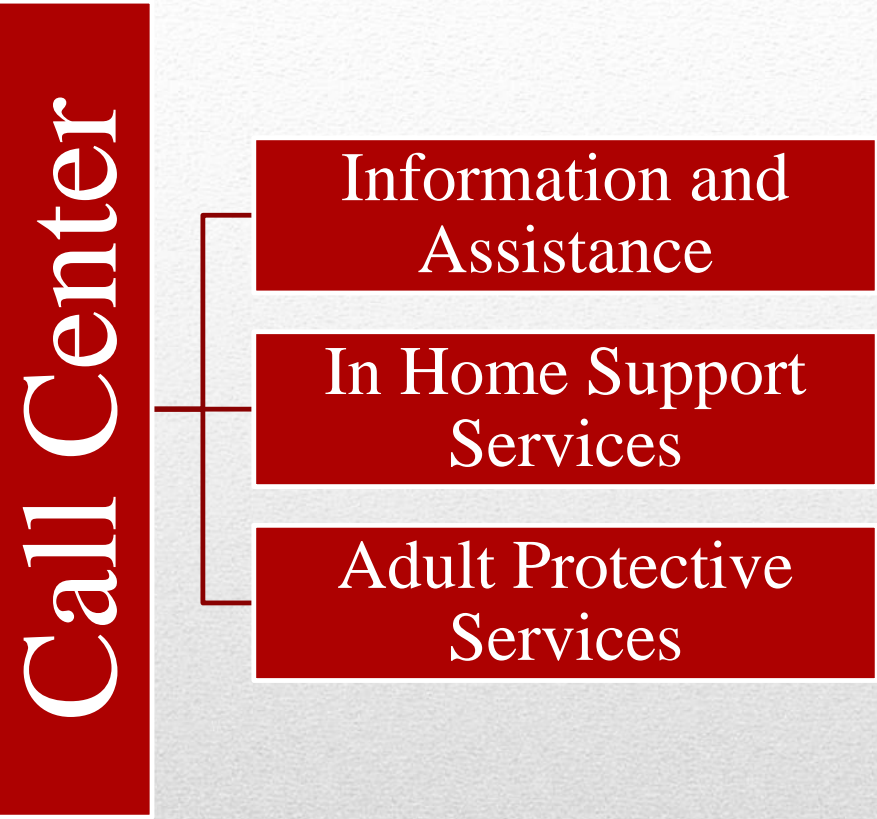
IHSS Critical Issues -

Adult Protective Services (APS) is designed to investigate and mitigate abuse, neglect or exploitation of elder adults (65 years and older) and dependent adults (18-64 who are disabled)

APS also provides information and referral to other agencies and educates the public about reporting requirements and responsibilities under the Elder and Dependent Adult Abuse Reporting Laws.

- 34% increase in abuse reports over the past year.
- Increased awareness
- Complexity of cases

APS Critical Issues



Integrated Call Center

- Contra Costa County Office of the Sheriff
- Family Justice Center
- Contra Costa Health Services Conservatorship/Guardianship Program
- Contra Costa Regional Medical Center Mental Health/Psychiatry
- Contra Costa Behavioral Health Services Older Adult Mental Health Services
- Ombudsman Services of Contra Costa
- Contra Costa Alliance to End Abuse
(Zero tolerance for Domestic Violence Initiative)
- Office of the District Attorney Contra Costa County
- Meals on Wheels



Rebuilding Partnerships

Elder abuse forensic centers are a new model of multidisciplinary collaboration on elder abuse cases.

- APS, law enforcement and LTC Ombudsman and community based partners join forces for the purpose of:
 - Conducting evaluations,
 - Lessening the burden of multiple interviews for alleged abuse victims,
 - Establishing integrated care plans
 - Gather evidence for victims compensation or prosecution

Cal OES Grant Forensic Center

\$400,000

- **Direct Services** include:
 - Immediate Health and Safety
 - Mental Health Assistance
 - Assistance with Participation in Criminal Justice Proceedings
 - Forensic Examinations
 - Restorative Justice
 - Skills Training for Staff
 - Outreach

\$957,000

2nd Cal OES Grant – Elder Financial Abuse



New services
New Opportunities

- Develop data strategies to assure regulatory compliance
- Re-establish community partnerships and strengthen the network of services
- Prepare AAS for new mandates through staff and community training
- Improve customer service through program integration
- Maximize existing revenue streams to leverage innovative programs
- Explore strategies for creating an aging-friendly county.

AAS Goals

• Aging and
Adult
Programs

• Contra
Costa
Public
Services

• Community
Based
Programs



County Wide Planning for Age Friendly/ Intergenerational

- Communication and Information
- Community Support and Health Services
- Employment and Civic Participation
- Outdoor Spaces and Buildings
- Respect and Social Inclusion
- Social Participation
- Transportation
- Housing

Age Friendly Domains

Age Friendly/Intergenerational Planning
Homelessness and Housing
Contra Costa County Area Plan

A picture paints a thousand words....



An invitation



Questions?
