



# Aging and Adult Services

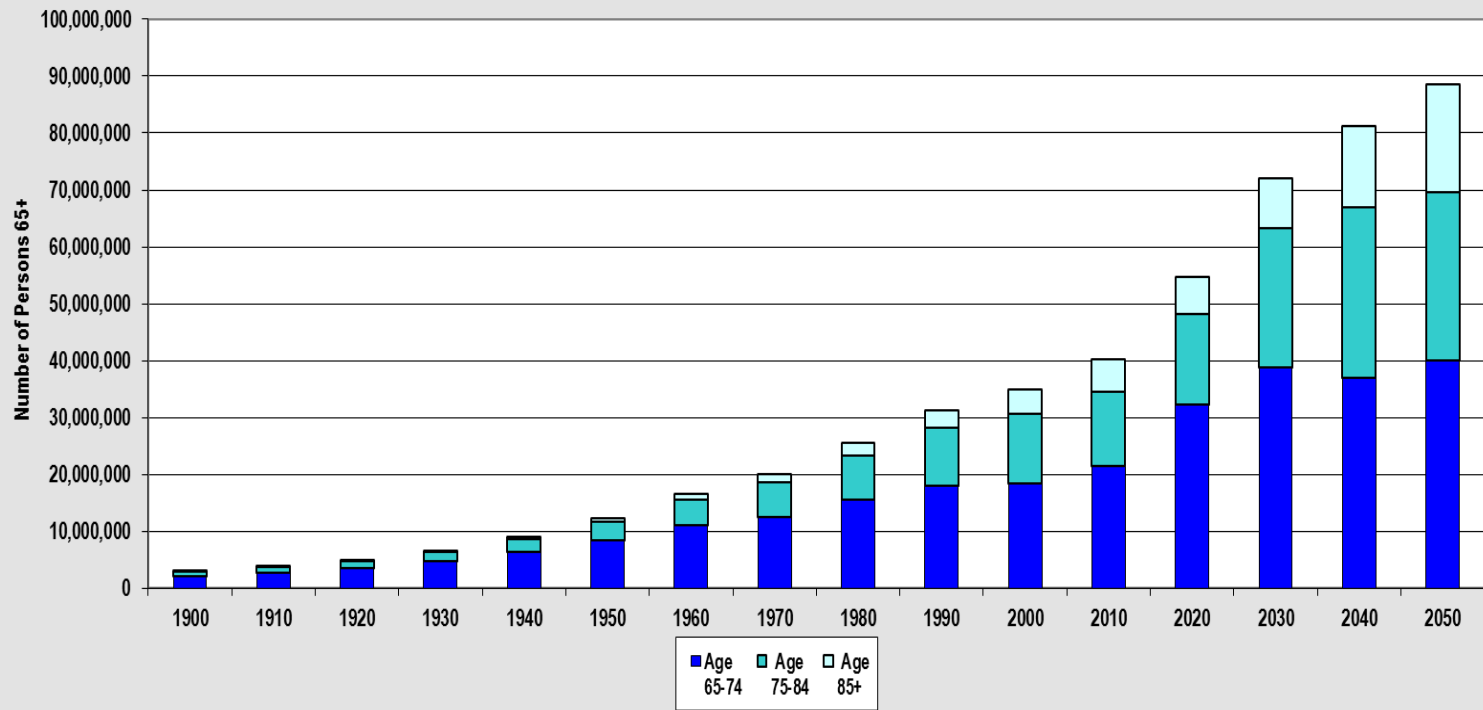
GROWTH AND CHALLENGES

VICTORIA TOLBERT, AGING & ADULT SERVICES DIRECTOR  
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT

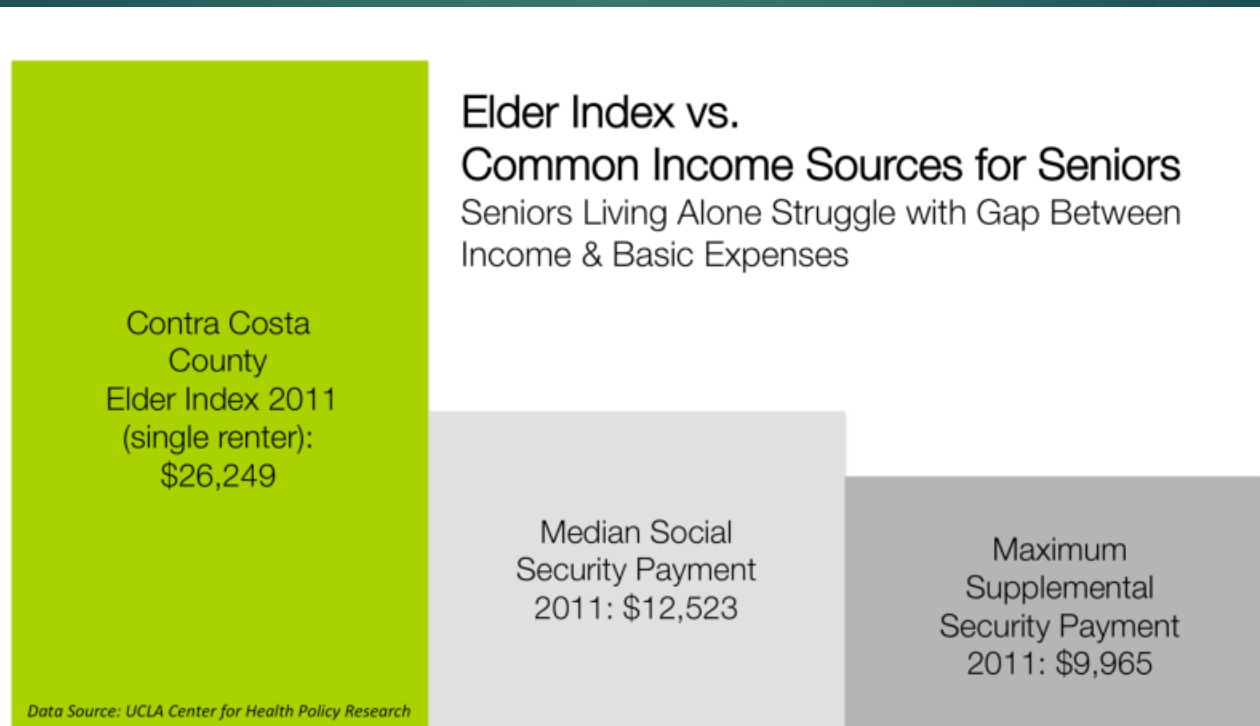
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# Population 65+ by Age: 1900-2050

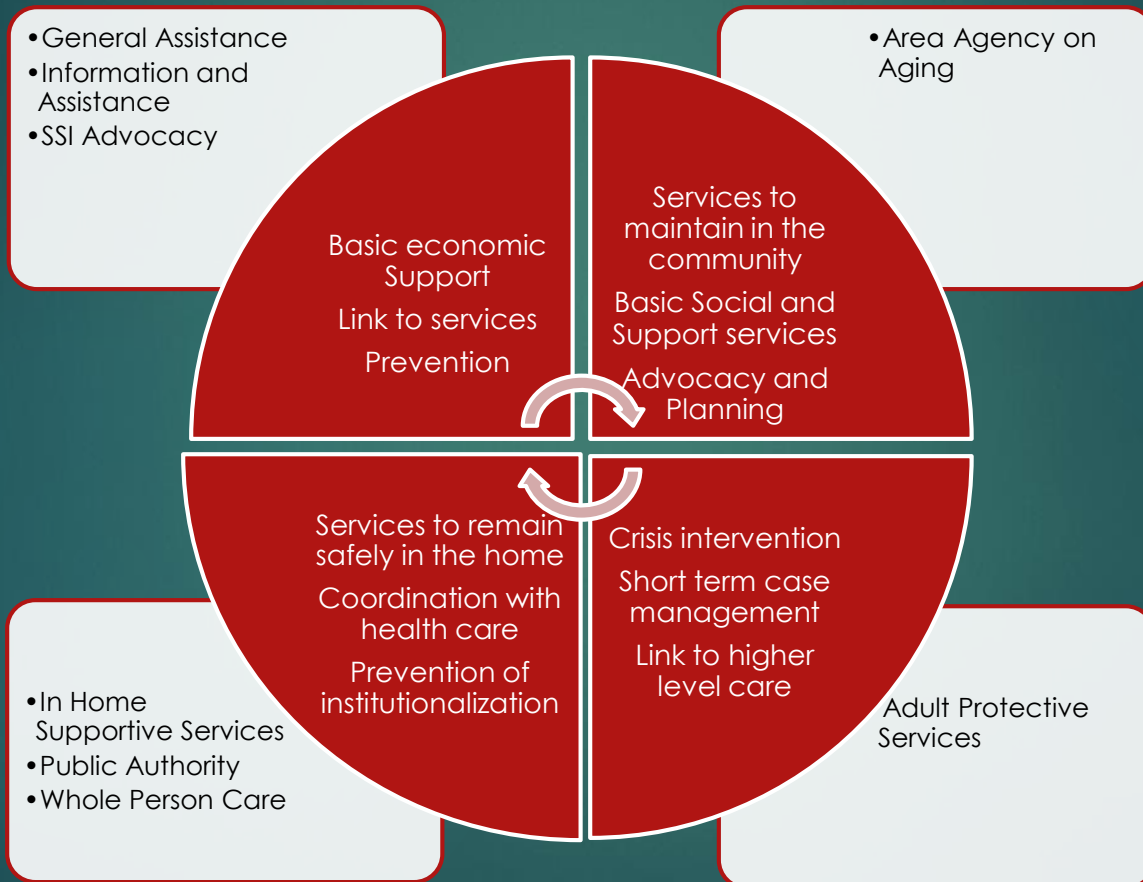
Source: U.S. Bureau of the Census



# Federal Poverty Guideline \$11,880



# Continuum of Care



# Coordination Goals



- ▶ 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

# Program highlights

## **IHSS**

9,940 Clients

(Elderly, adults with disabilities, disabled children)

Payroll 8,910 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

# Challenges



## 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
- Homelessness
- Unlicensed board and care
- Discharge planning



## Achieving Program Mandates

- IHSS Assessment and Re-Assessment
- APS Response

# Contributing Factors

- ▶ Growth of the aging population without commensurate 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





# APS 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

# IHSS Critical Issues -

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

# New services New Opportunities



**The bigger the challenge**

**The bigger the opportunity**

# Cal OES Grant Forensic Center

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, and
  - ▶ gathering evidence for victims compensation or prosecution.

**\$400,000**

# Rebuilding Partnerships

- ▶ 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
- ▶ Senior Legal Services



# 2<sup>nd</sup> Cal OES Grant – Elder Financial Abuse

- ▶ **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

# Multidisciplinary team

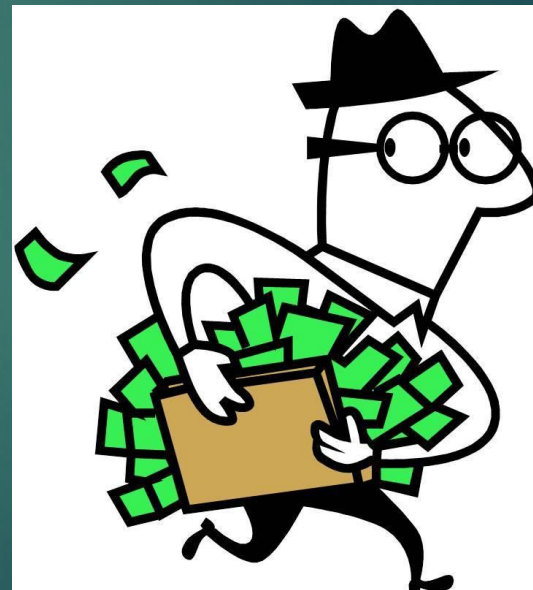
- ▶ Ombudsman
- ▶ Community Partners
- ▶ Law Enforcement
- ▶ Health Services
- ▶ Older Adult Mental Health





# Financial Abuse

- ▶ Financial Institutions
- ▶ Law Enforcement
- ▶ Anti-Fraud Education
- ▶ Partnership with Area Agency on Aging
- ▶ Evidence





# Elder Death Review

- ▶ To examine the circumstances of an elders death to identify gaps in services or in the system of care and make recommendations for correction:
  - ▶ Coroners Office
  - ▶ Law Enforcement
  - ▶ Public Guardian
  - ▶ Ombudsman
  - ▶ Community Based Organizations

# The end of a life.....

IHSS,APS, Law Enforcement, Hospital, Nursing Home, Family.....

Husband diagnosed with Alzheimer's. Life insurance policies cashed out.

Shows signs of dementia at time of husband's death.

Son finds home in disrepair, filthy. Discovers credit cards charged up in suspicious purchases. Car is missing.

Son calls IHSS for help but application lost due to a clerical error.

County investigates suspected fraud due to errors on IHSS application. None found.

Placed in a nursing home. Research on violations show a pretty clean slate...

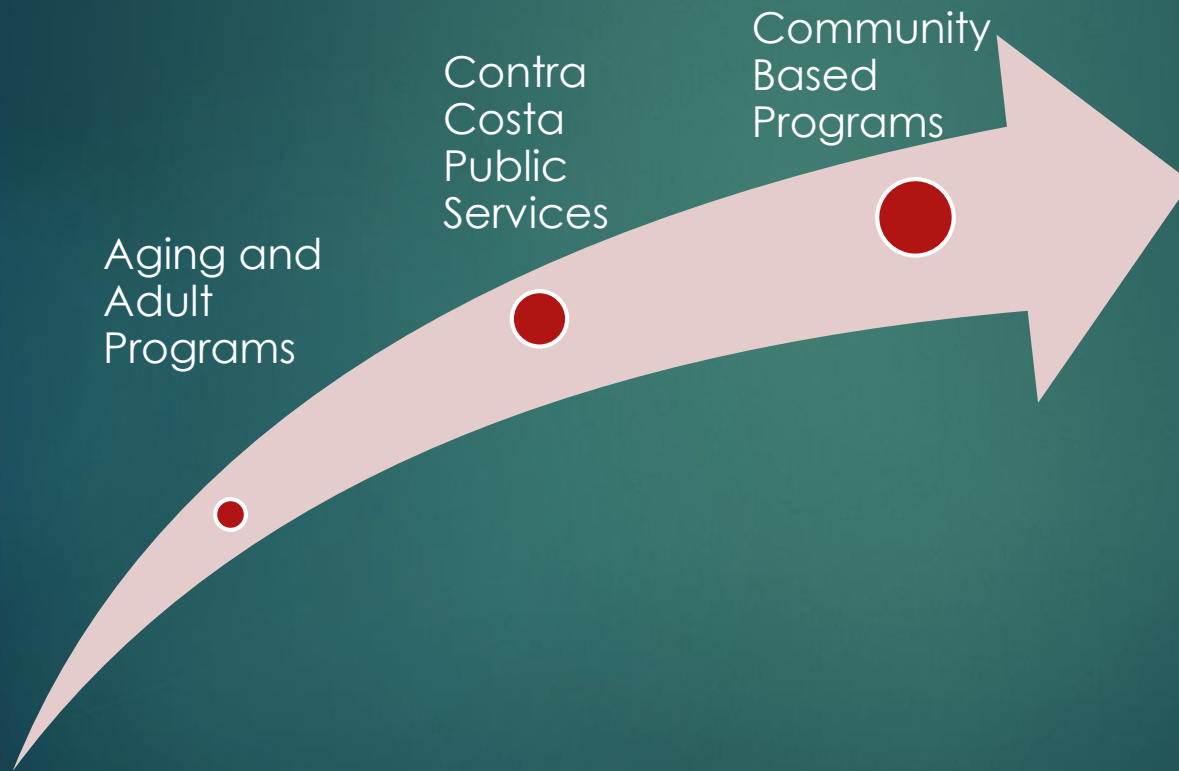
Abuse/neglect in nursing home led to death.

Death certificate cause of death... heart failure.

# AAS Goals

- ▶ 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.
- ▶ Facilitate the development of age friendly practices in all Contra Costa County departments and programs.

# County Wide Planning for Age Friendly/ Intergenerational



# Age Friendly Domains



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

# Steps to an Age Friendly Contra Costa County

- ▶ Assess
  - ▶ Listening Sessions
  - ▶ Key Informant Surveys
  - ▶ Senior Survey
  - ▶ Data Sharing
- ▶ Planning
  - ▶ Domain Workgroups
  - ▶ Advisory Council on Aging
- ▶ Implementation
- ▶ Evaluation

# Our Cities

- ▶ Choice in Aging
  - ▶ City by city resolution
  - ▶ Listening sessions
  - ▶ Multi-Generational Approach



Community Garden



Multigenerational  
Playground

## And much more

Contact:

Debbie Toth

**CHOICE IN AGING**

490 Golf Club Road

Pleasant Hill, CA 94523

Phone: (925) 682-6330

# An invitation

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

A picture paints a thousand words...





# Questions?

