

# **AGING AND ADULT SERVICES**

**APS AND CHALLENGES FACING ELDERS**

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

6/10/19

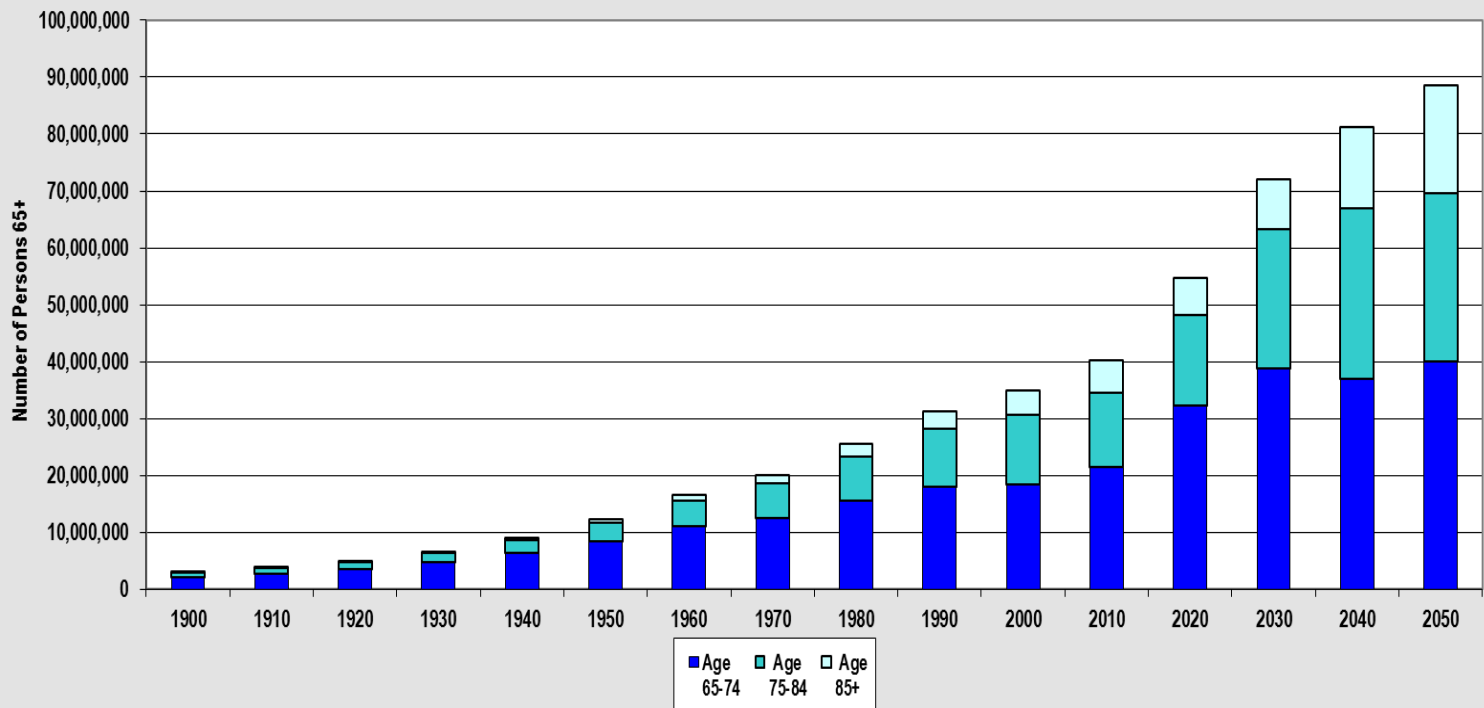
# RETIREMENT ANNOUNCEMENT

- Opportunity
- Commitment
- Progress
- Plans

# 65 AND OLDER PROJECTIONS

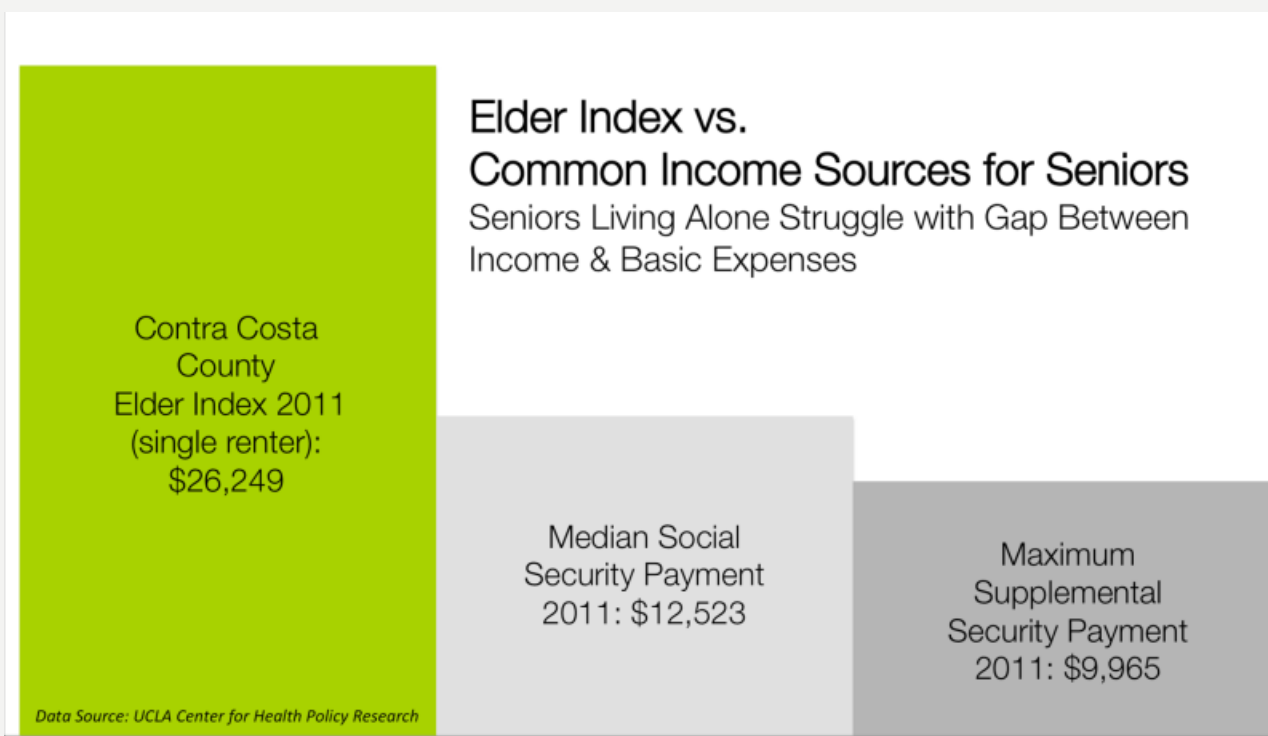
Population 65+ by Age: 1900-2050

Source: U.S. Bureau of the Census

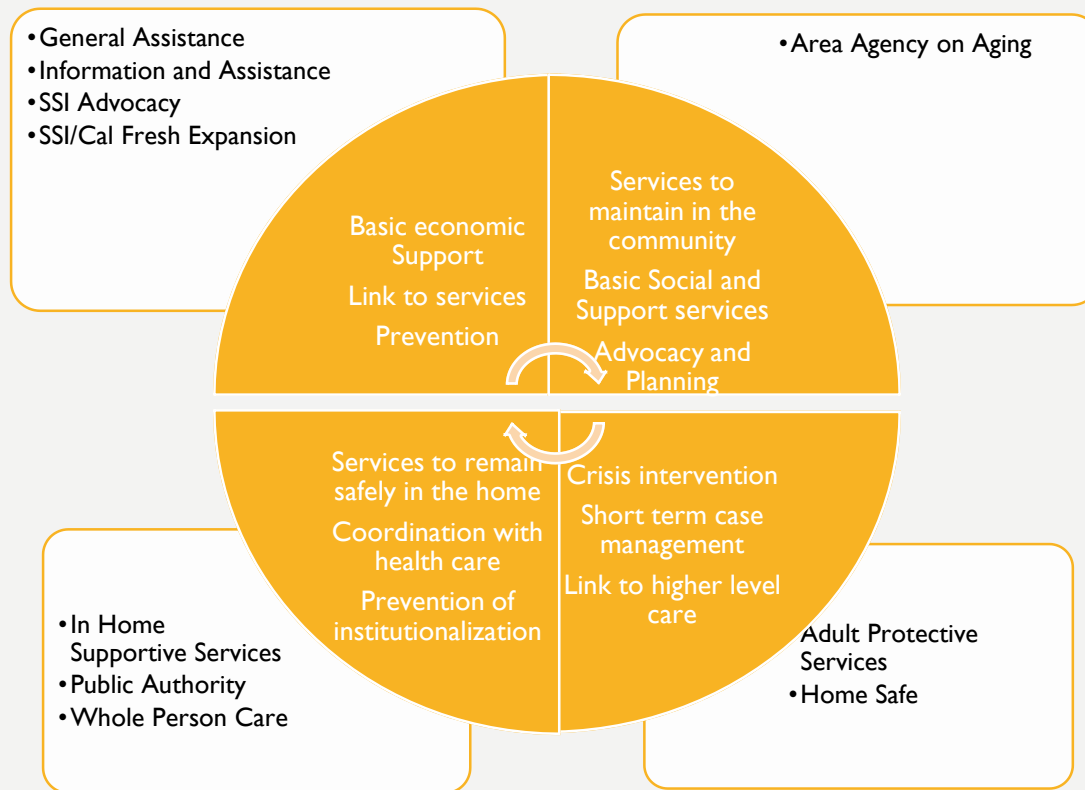


# FEDERAL POVERTY GUIDELINE

# \$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**

11,000 Clients

(Elderly, adults with disabilities, disabled children)

Payroll 9,000 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**

5000 abuse  
reports

# CHALLENGES



## Critical Staffing Issues

- Shortage of direct service staff
- Recruitment challenges

## PERFORMANCE

- EXCELLENT
- GOOD
- AVERAGE
- POOR

## 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
- Impacts on allocation
  - Staff recruitment and hiring



# 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.

- 33% 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
- ✓ Quality Improvement Action Plan
- ✓ Workforce stability
- ✓ Program growth of 7% annually, totaling nearly 11,000 clients.

# NEW SERVICES NEW OPPORTUNITIES



# CAL OES GRANT ELDER ABUSE PREVENTION

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 compensation or prosecution.

**\$400,000**

# ELDER ABUSE PREVENTION

## Multi-Disciplinary Team

Total	65	
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❖ MDT Implementation Date: September 22, 2016

## Financial Abuse Strike Team

Year	# of Cases	# of FAST Attendees
2016-2017	6	45
2018-2019	24	184
<b>Total</b>	<b>30</b>	<b>229</b>

❖ FAST Implementation Date: September 21, 2017

## Elder Death Review Team

Year	# of Cases	# of EDRT Attendees
2016-2017	2	18
2018-2019	3	27
<b>Total</b>	<b>5</b>	<b>45</b>

❖ EDRT Implementation Date: September 5, 2017

# 2<sup>ND</sup> CAL OES GRANT – VICTIMS OF CRIME

- **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

# VICTIMS OF CRIME

An increased understanding of the many forms of elder abuse by County service providers across disciplines, leading to better service coordination as evidenced by increased number of providers serving elderly victims and increased number of referrals among partners. A new integrated data system will allow tracking of cases and collaboration.

**GOAL 1: Identification and early intervention financial abuse of elderly**

**GOAL 2: Increased victim safety**

**GOAL 3: Increased provider understanding and improved service coordination**

**GOAL 4: Increased community awareness and understanding**



# APS HOME SAFE GRANT

- Median rents in the San Francisco Bay Area have increased over 21.8 percent since 2013 compared to 11.7% statewide, while median household income decreased 3% when adjusted for inflation (CA Department of Numbers). According to the latest 2018 Point In Time (PIT) count for Contra Costa County, there was an 88% increase in homeless seniors age 62 and older compared to the 2017 PIT count. Homeless shelters and other housing providers are struggling to help seniors find housing in one of the most expensive housing markets in the country. Since 2014, there has been a 99% increase in seniors becoming homeless (Contra Costa, 2018 PIT Count).

**\$740,000**

# AAS GOALS

- Develop data strategies to assure regulatory compliance
- Continue to develop 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 by facilitating the development of age friendly practices in all Contra Costa County departments and programs

# CONTINUED CHALLENGES FOR SENIORS

- Homelessness
- Long Term Care Solutions
- Fraud and Scam Protection
- Dementia
- Caregiver support

# ACCOMPLISHMENTS

1. Established a Multidisciplinary team in Adult Protective Services to allow for professionals to work together toward better outcomes for seniors
2. Established an Elder Death Review Process to identify gaps in our safety net and services that put elders at risk.
3. Created a community collaborative for elder abuse prevention through the Cal OES XC grant to affect seniors wherever they are in the community...no wrong door!
4. Hosted, organized elder abuse awareness events to further community education
5. Created partnerships with Health Services in the Whole Person Care project
6. Establishing partnership with John Muir Health to reach out to vulnerable seniors transitioning from the hospital to home or long-term care
7. Establishing partnership with the homeless shelters to expedite the needs of homeless elders
8. Recently awarded the Home Safe grant to provide homeless assistance to seniors in Adult Protective Services
9. Expanded and strengthened our Senior Advisory Committee
10. Continue the excellent work of Senior Employment
11. Continued money saving support to seniors through HICAP
12. Grew a fantastic Information and Assistance program
13. Expanded the IHSS staffing in continued efforts to bring that program into compliance

# 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
- **Nutrition**
- **Economic Stability**

# 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

# NEXT STEPS FOR AAS

- SSI/CalFresh Expansion
- Age Friendly Contra Costa
- New Health Care Partnerships
- Continued Fund Development

# THANKS TO OUR PARTNERS

- Contra Costa County Office of the Sheriff
- Contra Costa Health Services
- 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





# QUESTIONS?

