

**Advisory Council on Aging Planning Committee  
September 7, 2021, Minutes of the Meeting**

**Call to Order:** Kevin Donovan called the meeting to order at 9:30 a.m.

**Present:** Kevin Donovan, Jim Donnelly, Dennis Yee, Michelle Berman, Jill Kleiner, Deborah Card

**Absent:** Arthur Kee

**Guests:** Antoinette Harris, Uplift Family Services

**Staff Present:** Ana Bagtas, Glenda Pacha

Kevin welcomed Michelle Berman, the newest member of the Planning Committee. Michelle introduced herself and talked about her 25-year career in Human Resources and current pursuit of a Master's Degree in Human Development. She is looking forward to working with the Planning Committee/Advisory Council on Aging (ACOA).

Kevin explained that there were two documents sent with the meeting materials that were FYI only:

- The Teleconference Rules, and
- Technology Work Group slide deck

**Approval of Today's Agenda:** Approval of agenda motioned by Jim; Dennis motioned second; agenda approved by all.

**Approval of June Minutes:** Approval of minutes motioned by Debbie; Jim motioned second, minutes approved as written by all.

**AAA Report – Ana Bagtas**

- Preparing to monitor our providers. Later in the Fall, Ana will provide a quick orientation for ACOA members who are interested in assisting with the monitoring process.
- The AAA is preparing a Request for Proposal (RFP) for Title III B Supportive Services (adult day care, assisted transportation, telephone reassurance, etc.) and SNAP-Ed for contracts starting July 2022.
- Surveys, focus groups, etc. may be conducted during the four year period in order to gain more knowledge about needs.
- The Planning Committee will be much more involved in the (every 4 year) Needs Assessment process going forward.
- Ana will develop a AAA Life Cycle (visual representation of Area Plan and Contracting Process) for the committee
- Planning Committee members can assist AAA staff by:
  - Reviewing the Annual Plan and providing input about needs that they see that could inform the RFP development for Title IIIB. Glenda will provide a list of contractors/amounts/services and list of Title III B services for the committee.
  - Begin looking at outside data sources in preparation for 2022 Annual Plan Update

### **Community Connect (CC) and ACOA – Debbie Card**

- CC is a health service pilot case management program that received \$40 million/year over 5 years to provide comprehensive case management for those who are the most frequent utilizers of health services. The goal is to meet the client's complex needs (medical, mental health, and social). The program is due to end December 31, 2021.
- As of January 1, 2022, the program will be replaced by CalAIM (California Advancing and Innovating Medi-Cal). Currently there are no specific details about how CalAIM will work.
- In the Community Connect Program, the Employment & Human Services Department's In-Home Support Services (IHSS) program partners with the Health Department – social workers from CC are located with IHSS social workers so they can work together to provide case management to their clients.
- The limitation of CC is that only high utilizing clients can be served by CC social workers. In other words, only certain clients have access to medical and social services “sides of the house”. We need that for everybody.
- DEBBIE wants to extend case management to all our clients. Glad Ana proposed that AAA support that service going forward.
- DEBBIE wants to expand knowledge base of CC social workers about AAA funded services/
- ANA: Case Management can expand reach to others (can be short term, episodic )
- CDA definition of **Case Management**: “Assistance either in the form of access coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers. Activities of case management include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required.
- After the beginning of the year we will ask CC to present about transition to CalAIM.
- DEBBIE thanked Kevin for allowing this item to stay on our agenda

### **Update on planning for implementation of Master Plan for Aging in Contra Costa**

- Tracy Murray, Debbie Toth, Jim Donnelly, and Ana Bagtas will assist with development of the Contra Costa IMPACT (Implementing Master Plan for Aging in California) team.
- Stay tuned for more info.

### **Contractor Presentation: Uplift Family Services, Antoinette Harris**

- Kinship Support Services since 1997 in Contra Costa – serves entire county
- They strive to provide reasonable support for caregivers (aged 20-90). The children are 3 mos to 20. (NOTE: AAA only funds services to the older adult caregivers)
- What do they do best? Case management and emotional support.
- Currently, offices are closed, but pre-COVID, caregivers would stop by the office and “hang out”. While at the office they receive emotional support, information about resources, etc.
- In the last 18 months, most of the services had to be by phone or Zoom. Some services were provided on lawn chairs in the front yard, porches, sidewalk
- Uplift provided a lot of support to the caregivers as their children transitioned from in-person school to online. Some of the grandparents are not tech savvy, Uplift had to help get them (and their grandchildren) connected to school and other online resources. They also helped to figure out ways to do school and homework
- Normally, they do family events (caregiver and child) zoom bingo, paint night. Had to find ways continue serving clients. They introduced park days, contactless sports, canopies in the parking lot to allow outdoor visiting

- They also moved away from group activities and create more individualized family activities (roller skates and skateboards)
- Approximately 50 families utilize food bank services twice a month
- Uplift also provides donated supplies from Bed, Bath & Beyond, clothing, school supplies, shoes
- They offer two support groups for caregivers (morning and evening)
- During COVID, their information and referral services skyrocketed because information changed weekly
- They assist with legal guardianship form – it allows caregiver to access Cal WORKS therefore have a source of some income to support the child's needs
- Working with a community college to provide classes to caregivers
- Not seeing a decrease in need for services
- Every quarter average 10 new families
- Currently serving close to 150+ seniors, lots on roster but not all participate on a monthly basis
- COVID kits (gloves, masks, chairs, sanitizer, thermometers) for staff to visit clients
- DENNIS: do kids age out or do caregivers? Families can decide they no longer need support (but age out at 21)
- DENNIS: do kids have preexisting conditions? Yes, part of Case Management (mental, physical health – connect family to those resources). Also adults have issues too. If the adult is unable to provide care, child may have to go to foster care
- DEBBIE: thank you to you and your staff for your enduring services to maintain and sustain families to be intact
- JIM: ditto, plus we need more
- JIM: what part of Central county – primary Martinez/PH/Concord/Lafayette some in Danville, San Ramon
- (neglected to put on program review) East County 25 families (Pittsburg/Antioch)
- JIM: transportation need –especially for non-medical, frequency is a problem
- KEVIN: Who are your referral sources? Other caregivers, Children & Family Services, churches, Schools, Friends, other Uplift staff, other providers
- KEVIN: Uplift is a statewide org – able to use size to leverage donations. Yes, they are a member of Good 360 which provides access to in-kind donations from large corporations such as Bed, Bath & Beyond, BBB, Disney, Guess, and Williams Sonoma
- KEVIN: What have you learned during COVID - increased flexibility, how to ask questions, to access what's needed, provide for individualized needs. Most important thing is partnership with other agencies.
- MICHELLE – are your client surveys from the larger Uplift organization? – No, our surveys are tailored for Kinship clients. Clients email, text, call a lot. Use that client communication to guide programs offered. Their goal is to delivering superior customer service.
- MICHELLE – How do you find your staff? Staff have been with us for a very long time. Look for kinship child or prior caregiver, last two hires were referred by kinship client referrals
- ANA – I&R skyrocketed during pandemic. Referrals from AAA I&A are down. If you collect data on I&R calls to see what calls are about- would you share that data with us to allow us to incorporate that into our planning?

## **Discussion**

- DEBBIE – are they the only kinship program we fund? Yes.

## **Introduction to the process of monitoring AAA Contractors – Ana Bagtas**

- Orientation will be provided in future

**Items for Executive Committee:**

- None

**Next Meeting:**

- Next Meeting: October 5, 2021 9:30-11:30, location: Zoom
- Mobility Matters and Jewish Family & Community Services
- Draft of PC's Annual Report, goals and objectives – let Kevin know if there are any things you want in the annual report. Draft will be in the October packet. Annual Report due in November.

**Public Comment:**

- JILL: as the new chair of the Membership Committee, please renew your membership if required.

**Adjourn** – Meeting was adjourned at 11:25 a.m.