ADULT SERVICES POLICY COUNCIL

Working together to meet the health and human service needs of adults and seniors.
Our vision is safe and supported adults & seniors with access to a full continuum of resources & independence wherever they reside.

Members

Boards, Commissions and Community Groups

Adult Abuse Prevention Council
Commission on Aging
County Board of Supervisors
Drug and Alcohol Advisory Board
Health Commission
Mental Health Advisory Board
SLO Supportive Housing Consortium

Non-Profit Agencies

211 SLO Hotline
AIDS Support Network & SLO Hep C Project
Alzheimer's Association
Area Agency on Aging
CenCal Health
Coast Caregiver Resource Center
Community Action Partnership of SLO County
Community Health Centers / Services of the Central Coast
Hospice of San Luis Obispo County
Independent Living Resource Center
Linkages Care Management
LTC Ombudsman Services of SLO County
North County Connection
Peoples' Self Help Housing
Retired Senior Volunteer Program
Ride-On Transportation
Senior Legal Services Project
Senior Nutrition Program
Transitions/Mental Health Association
Tri-Counties Regional Center
United Cerebral Palsy
United Way of San Luis Obispo County
Wilshire Community Services / Caring Callers / Creative Mediation / Senior Peer Counseling

Private Organizations

Bates Care Management
Client Care Consultants
Family Home Care
Morris & Garritano Insurance
Sierra Vista Medical Center
Trio

Public Agencies

San Luis Costal Adult School
San Luis Obispo County Departments of:
- District Attorney / Victim Witness Assistance
- Health Agency: Public Health / Public Guardian / Medical Services/ Behavioral Health
- Probation Department
- Sheriff
- Department of Social Services / Adult Services
- Veteran's Services

www.slocounty.ca.gov/ASPC
P.O. Box 8119
San Luis Obispo
CA 93403-8119

Co-Chair: Janet Amanzio, jamanzio@co.slo.ca.us, (805) 781-4732
Co-Chair Kathleen Karle, kkarle@co.slo.ca.us, (805) 781-4929
Vice Chair: Marie Brinkmeyer, (805) 544-8740, rsvpslo@srvolunteer.org

AGENDA
11/4/2011
9.00 – 11.00 a.m.

INTRODUCTIONS and ANNOUNCEMENTS **5 min.**
(New developments for the population, agency or program changes that affect other agencies or programs)

PUBLIC COMMENT (5 minutes or less) **10 min.**

DISCUSSION / INFORMATION ITEMS: **60 min.**

- **Transitional Food & Shelter**
  Pearl Munak
- **LGBT Senior Advocacy**
  Mike Hughes and John Alongi,
  Gay and Lesbian Alliance of the Central Coast

CORRECTIONS / ADDITIONS TO THE SYNOPSIS **1 min.**

ACTION ITEMS: **20 min.**

COMMITTEE UPDATES AS NEEDED: (10 minutes or less) **30 min.**

- **IHSS Update**
- **Good Neighbor**
- **POLST Follow up**

MEETING LOCATION:
Department of Social Services
2975 McMillan Road, San Luis Obispo
Suite 164 (Big Conference Room)

NEXT MEETING:
12/2/2011

ASPC Meeting
11.04.2011
Chaired by Kathleen Karle

Attendees

Sara Bartlett, Alzheimer's Association
joyce ellen lippman, Area Agency on Aging
Meredith Bates, Bates Care Management
Janet Amanzio,
Behavioral Health/Mental Health
Krista Moreley, CenCal Health
Kathleen Bellefontaine, Commission on Aging
Gail Tutino, Community Health Centers
Kat Lauterback, DSS Adult Services
Sandra Pendell, DSS Adult Services
Jason Reed, Drug and Alcohol Advisory Board
Jean Raymond,
French Hospital & Health Commission
Kathleen Karle, Public Health
Jerry Mihaic,
Independent Living Resource Center
Kelly Hannula,
Independent Living Resource Center
Michelle Mason, Lifesteps Foundation
Karen Jones, LTC Ombudsman Services
Marie Brinkmeyer, RSVP
Mark Shaffer, Ride-On and UCP
Virginia Sawyer, Senior Legal Services Project
Pearl Munak, Transitional Food & Shelter
Pam Crabaugh, Tri-Counties Regional Center
Kara Edwall, United Way of SLO
Traci Mello, Wilshire Community Services
Jessica Devereaux, Wilshire Community Services
Jeff Snyder, Field Rep for Senator Blakeslee
Kavin Drabinski,
Field Rep for Assemblyman Achadjian
Adam Hill, SLO County Board of Supervisors
Susan Devine, Aide to Supervisor Hill
Martin Meltz, Community Representative
Mercedes Parker, LifeSteps Foundation
Diane Jay, County Medical Services
Rich Smucker, Mariposa Music Therapy
Laura DeLoye, Mariposa Music Therapy
Mike Hughes, Gay and Lesbian Alliance
Madeleine Arel-Davis, VTC Enterprises

Intros and Announcements

Jason Reed, Drug and Alcohol, announces he and partner are doing documentary about homelessness in SLO County and looking to interview homeless transitional age youth and families with children and asks for referrals. Sara Bartlett, Alzheimer's Association, reports that there will be an 11/17 workshop called "Partnering with Your Doctor" with Sierra Vista. Contact Sierra Vista to sign up. Gail Tutino, CHC, provided an updated flyer on flu clinics. Mark Shaffer reminded the group that a mobility manager available to speak with any group needed info. He also reminded the group that he is looking for volunteer drivers for Good Neighbor Program. Michelle Mason reported that Life Steps is looking for a consultant to work with them 10 hours per week on the Continuum of Care. Interested parties should call Ms. Mason at 762-4499. Karen Jones reported that the California Department of Healthcare Services spoke with her about Medi-Cal cuts; she believes the cuts will ultimately increase costs as people will be sent to hospitals and long term care facilities for prescriptions, etc. The Department of Healthcare Services wants to know when such problems occur. Traci Mello reported that the Senior Symposium had a very good turnout. A preliminary report that resulted from the Senior Symposium is available on-line at www.slo2025.org. Marie Brinkmeyer announced that the Good Neighbor Program

(along with other Wilshire services) would be engaged in a collaborative outreach for volunteers with the Paso Robles Senior Center the afternoon of November 14, 2011.

Public Comment:

Jerry Mihaic mentioned that the Alliance for Pharmaceutical Access and Noor Foundation (a new free clinic in SLO) are providing assistance to low-income people need prescriptions or other healthcare services.

DISCUSSION/INFORMATION ITEMS

Pearl Munak, Transitional Food & Shelter. Ms. Munak provided an update on Transitional Food & Shelter (TFS), an independent non-profit supported by donations, grants. TFS is primarily a shelter program for medically fragile homeless people. They also have a supper program in Paso and holiday cheer program in North County for families with children. Their biggest and most expensive program is that which provides shelter for homeless medically fragile people. She explained that TFS shelter clients are homeless people whose health issues make it impossible for them to physically tolerate staying in typical shelters at night and then out to streets in the day. TFS clients must pay 20% of their income for shelter. TFS also assists them with obtaining mainstream benefits, e.g., food assistance, SSI, and other benefits. Some TFS clients do get well and move on while others do not. All clients must be referred by other agencies and SLO County hospitals. Referring agencies are asked to provide TFS with verification of income and a doctor's letter indicating how much help they will need. They also provide the client with a copy of the TFS contract. Referral forms and information can be found on TFS's website: www.nowheretogo.com. TFS rents apartments in Paso, SLO and Arroyo Grande through the Housing Authority and through private landlords. The rental units are studios, so there is not adequate space for families with children. Some people in the family will have to sleep on the floor. There are a total of 10 apartments, with 2 beds in each. Previously TFS was able to provide motel vouchers, but they cannot afford to provide that service any longer. Ms. Munak reported that some TFS clients are seniors and some are younger people with early degenerative diseases. Some clients are children and in those cases their entire family will be housed. She noted that many TFS clients have terminal cancer. TFS gets referrals from Hospice; referrals from Hospice typically are for people who are not expected to live more than 6 months. TFS tries to hook up clients with other agencies to get the client whatever services they need. TFS needs funds, volunteers, furniture, household goods, and help in obtaining greater exposure in the community. They need help and expertise in holding fundraising events. Funds come through private donations and grants. Contact Ms. Munak by phone or e-mail at Pearltrans@aol.com.

GALA, Silent Elders. Providing Culturally-Competent Services to Lesbian, Gay, Bisexual, and Transgender (LGBT) Seniors

Mike Hughes reported that LGBT Seniors want to be sure that they are treated respectfully and sensitively as they age. His presentation was geared toward administrators of agencies which provide services to seniors. He reported that today's seniors include the first generation of LGBTs who have

lived “out of the closet.” Any person or agency who provides social services to LGBT elders needs to be aware of LGBT issues. GALA is sponsoring the Senior Advocacy program. The Senior Advocacy program is available to answer questions from the general public and from social service agencies. Their mission is to promote well-being and advocacy for elder LGBT people. They hold social gatherings for seniors, such as book clubs. They offer free cultural competency training to service providers that wish to meet California statute requirements.

Trainers are committed to providing a safe and comfortable learning environment. It is important that trainers respect other’s beliefs and values while they facilitate discussions and share knowledge.

State Law requires that agencies that provide services to seniors be trained in providing services in a culturally sensitive way. The law requires that the needs and assessments of various populations be identified and that plans are made to meet the population’s unique needs. The Area Agency on Aging is working with the Senior Advocacy program to meet that requirement. Unfortunately, the statutes are not funded, nor is there an existing curriculum. GALA has prepared a curriculum specific to the LGBT population, but there is no funding at the state level for someone to evaluate whether or not their curriculum is adequate.

Professionals need to know where to get information to serve people from all types of cultures. The GALA Senior Advocacy program can provide information as needed on LGBT culture. Mr. Hughes noted that having a vision statement is considered a best practice in all agencies and he asks that a commitment to serving LGBT people be included in agencies’ vision statements.

Mr. Hughes indicated that agencies should use the language that the client prefers and refer to the person as “she” or “he” depending on their preference. Agencies and individuals should ask what vocabulary the person prefers, and how they want us to speak of their partner or family. Open-ended questions are most appropriate for this population. Generally speaking, the term Lesbian is used for women who love women. Gay usually refers to men who love men. Bisexual is used for people who love people of both genders. Transgender or Trans refers to people whose gender has changed since their birth. There are certain symbols, such as the rainbow flag, pink triangle, equality sign and lambda, that can be used in marketing materials to indicate a LGBT friendly organization.

Mr. Hughes pointed out that sexual orientation is a small, but important part, of who LGBT elders are. He clarified that gender identity is whether a person sees themselves as male or female, and how the person presents themself in public. Orientation and gender identity are not the same thing.

Service providers need to develop an ability to treat all equally, regardless of their own personal beliefs and attitudes. Professionals sometimes need to set aside certain thoughts about their clients so that they can give excellent and professional service. It is important that agencies acknowledge their staff’s personal beliefs and attitudes are important, and enforce the notion that those can be set aside to provide excellent care. Homophobia is a fear of homosexuality in one’s self or in other people and can create strong physical reactions. Institutionalized homophobia exists when agencies practices and forms assume that all customers are heterosexual. Agencies need to recognize that they have LGBT clients and co-workers. Most LGBT seniors are in the closet to some degree. They grew up at a time when LGBT

people were seriously discriminated against by the courts, families and employers. When today's LGBT elders were young, LGBT people were kicked out of apartments and some were institutionalized and medicated or lobotomized. In the past LGBT seniors had to hide who they were or risk losing everything. Many tried to overcome their sexuality and lived a "straight" lifestyle.

Many of today's LGBT seniors survive by living in the closet, but that secretiveness puts them at risk of isolation and abuse. Most LGBT elders live alone and 90% do not have children. They may be shunned by their birth families and have migrated to urban areas where they developed families of choice. When their partner dies, the remaining elder often has no other close relationships. Many LGBT seniors go back in the closet when they enter long term care facilities. LGBT seniors avoid medical treatment and long term care facilities because they are afraid that staff or other patients will not be accepting of who they are. There is evidence that LGBT elders in LTC are not given equal treatment and are isolated from social gatherings.

Mr. Hughes stated that professionals should not assume their client is heterosexual, even if they were married or had children or don't "look" gay or transgender. It is necessary to create a culture of respect for diversity. Agencies need to be sure that LGBT issues are included in nondiscrimination policies. Consideration should be given to the client's family of choice. Care is compromised when communication is restricted. Clients should be asked about who is important to them, and who is their family, who they spent their life with. It's necessary to recognize that clients may not fit their assumptions or their forms. Open-ended questions rather than closed questions should be used on forms. Ads and brochures include a reference to the LGBT community such as including a rainbow flag or describing itself as a "welcoming facility." He suggested that agencies advertise in LGBT newsletters. Maintaining client confidentiality is critical. Agencies and professionals should be familiar with legal documents such as wills and Power of Attorney declarations. Agencies should also be aware of special high-risk health issues for LGBT seniors such as alcoholism, stress, undetected STDs, low self-esteem, and depression. Financial issues, such as not being eligible for Social Security or pension survivor benefits, should be considered. Elder LGBT people are especially vulnerable to blackmail and exploitation.

Mr. Hughes provided tools to assist agencies in assessing and improving their cultural competency. Questions were answered in a round table format. Mr. Hughes suggested that GALA's Senior Advocacy program be used to provide social interactions for LGBT elders. Information on GALA's Senior Advocacy program can be found at www.ccgala.org or by calling 805.541-4252.

Corrections/Additions to the Synopsis

Jean Raymond voted to accept the October synopsis as corrected. Seconded and passed unanimously.

Committee Updates

IHSS Update - Kat Lauterback reported that there may be 20% cuts in IHSS hours effective January 2012. A decision will be made by the State in mid-December.

Good Neighbors - GNP continues to match volunteers with people needing help. Thirty volunteers have been trained in the North County, so they are working with Senior Center. An open house will be held at the Paso Robles Senior Center on November 14 from 2.30 to 5.00. Subsequent trainings will be held at the Paso Robles Senior Center and at Wilshire Community Services in San Luis Obispo.

POLST Update - The Central Coast Coalition for Compassionate Care (CCCCC) continues to plan future POLST programs in the community. The planning group met 11/2/11 @ the Long Term Care Ombudsman Office. There was representation from RSVP, 2 hospitals, Skilled Nursing Facilities (SNF), Home Care and Hospice. Minke WinklerPrins, a local MD that is a Fellow at the Institute for Palliative Medicine at San Diego Hospice, also attended. Each hospital is making plans next year to provide educational programs and one program has already been scheduled for the SNF group. The dates will be secured and posted in the New Year. Key community leaders and doctors will be targeted for promoting the educational programs. If you are interested in the latest POLST educational materials, they can be accessed at www.caPOLST.org.

Discussion of December meeting.

ASPC members can bring holiday treats to the December meeting. Donations to Transitional Food & Shelter will also be accepted at the meeting. It was noted that TFS needs food, sheets, pillows, pillowcases, and other household items. Ms. Munak will send an additional wish-list for distribution with the December agenda.

The next meeting is December 2, 2011
9.00 – 11.00 a.m.
Department of Social Services