

## Adult Services Policy Council 2015 –2016 Annual Report

In April 1999, the San Luis Obispo County Board of Supervisors established the Adult Services Policy Council (ASPC) as the countywide cooperative to improve and expand services for seniors and adults with disabilities. The ASPC was tasked with providing planning, development and system design, and service integration to improve and expand services. The target populations are those seniors and adults with disabilities who utilize publicly funded health and human services. Sixteen years later, the ASPC continues on the cooperative mission that characterized its founding through a diverse membership that is responsive to the dynamic range of challenges that face seniors and adults with disabilities in our county. A full membership list is appended to this 2015-2016 Annual Report.

### DEMOGRAPHICS OF POPULATION SERVED:

Seniors and adults with disabilities who utilize publicly funded health and human services have needs that span the gamut from transportation and housing, to nutrition and physical and mental health. They face the challenges associated with vulnerable populations including fiscal and physical abuse and neglect. There are currently over 60,000 citizens aged 60 and older in San Luis Obispo County. This population has increased by 29% in the last 10 years. The tables below show the projected growth of this population. It is noted that the California Department of Aging projected an overall increase of adults over age 60 of 112% from 1990 to 2020 throughout the state of California. The oldest old age group is projected to have an overall increase of 143% during this same period. San Luis Obispo County specifically will have an increase of more than 200%. San Luis Obispo has and will continue to have a higher percentage of residents over the age of 60 than the rest of California.

#### Department of Finance Projections San Luis Obispo County Seniors 60+, 2010-2050

Projected Population	2010	2020	2030	2040	2050
<b>60-64</b>	17,090	20,443	14,795	16,661	18,943
<b>65-69</b>	12,251	19,437	18,480	14,284	18,157
<b>70-74</b>	9,681	16,321	19,331	14,727	16,595
<b>75-79</b>	8,182	10,771	16,683	16,305	13,250
<b>80-84</b>	6,557	7,018	11,914	14,565	11,745
<b>85+</b>	6,520	7,713	10,504	18,020	23,326
<b>Seniors, 60-85+</b>	60,281	81,703	91,707	94,562	102,016
<b>TOTAL</b>	269,734	293,540	316,613	338,760	364,748
<b>% of Total</b>	22%	28%	29%	28%	28%

Department of Finance Projections California Seniors 60+, 2010-2050					
Projected Population	2010	2020	2030	2040	2050
Seniors, 60-85+	6,361,278	8,923,493	11,482,049	12,915,180	14,636,897
<b>TOTAL</b>	39,135,676	44,135,923	49,240,891	54,266,115	59,507,876
<b>% of Total</b>	16%	20%	23%	24%	25%

The 2010 Census revealed that 13,180 San Luis Obispo County residents between the age of 18 and 64 have a disability. If their disability has not been verified by Social Security, they are not eligible to receive social service benefits utilized by our senior population, such as Medicare. In addition, it is expected that younger people living with significant disabilities will need a system of support for many years to come.

### **SUPPORT OF COMMUNITY PARTNERS**

**May Proclamation:** The San Luis Obispo County Board of Supervisors passed a resolution prepared by ASPC proclaiming May, 2016 to be Older American’s Month in San Luis Obispo. ASPC representatives attended the reading of the resolution and provided additional information for the benefit of the Board and the public.

**Presentations** by many in the membership served to educate those in attendance about the particular agencies and the contributions they make to the overall health and vitality of seniors and adults with disabilities in our County. Suggestions about information to be presented are regularly solicited from the membership and community members reaching out to the council to share pertinent information.

**Regular e-mail updates** on available resources and budgetary concerns have aided agencies to plan and strategize around the provision of services in the upcoming year in a way they would not have been able to otherwise accomplish. Email updates and posting of synopses online ensure that agencies and individuals who are unable to attend meetings remain informed about ASPC’s activities and concerns.

**Ongoing participation and support** of many of the local, state and federal legislators who express an awareness of the needs and services that are represented by this collaborative, including the San Luis Obispo County Board of Supervisors.

### ASPC Collaborations

The ASPC remains an effective clearinghouse of ever changing information. At each ASPC meeting, a major part of the agenda is dedicated to discussion of the activities and updates of individual member organizations. Specifically, at the outset of each meeting time is devoted to introductions and announcements of new developments for the populations served, agency or program changes that affect other agencies or programs. This transfer of information between members assures that throughout the County duplication of efforts to serve seniors and adults with disabilities is minimized.

Presentations on specific topics of interest are made at the monthly meetings. Speakers and topics presented to ASPC members this last year included:

Month	Presentation	# of Attendees
July 2015	No meeting.	—
August 2015	- Ross Peterson, Coordinated Human Services Transportation Plan (CHSTP); - Jenna Nichols, 5 Cities Homeless Coalition; - Marc Durham, Supportive Services for Veteran Families Program (SSVF)	22
September 2015	James Statler, Community Counseling Center	23
October 2015	Lisa Niesen, SLO Chief Deputy Public Guardian	17
November 2015	Judy Vick, SLO County Adult Mental Health	20
December 2015	Deanne Martin-Soars & Andrew Jackson, Amdal In-Home Care	19
January 2016	- Sharon McOuat, Suicide Prevention Council; - Tony Huffier, Suicide Prevention Council	17
February 2016	Lynn Compton, 4th District Supervisor of SLO County	23
March 2016	-Mark Shaffer, Ride-On Transportation - Todd Allen - RouteMatch Software	28
April 2016	- Shonntae Cros, Jodi House - Grace Macintosh, CAPSLO Needs Assessment - Biz Steinburg, ACTION for Healthy Communities Survey	23
May 2016	Paul Mortola, Central Coast Assistive Technology Center (CCATC)	17

June 2016	Theresa Scott, Cencal Health Joel Diringer, B-HIP Project: Behavioral Health Integration with Primary Care [Blue Shield Found Grant]	20
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### **ASPC ACCOMPLISHMENTS**

During FY 2015-16, members at the ASPC table continued ongoing outreach to seniors and adults with disabilities. Monthly meetings enhance communication and networking. In this last fiscal year, sharing problematic scenarios during “Member Comment” has been encouraged. More information sharing is taking place, ensuring appropriate referrals to member agencies or uncovering gaps that need to be addressed.

### **Current Progress and Future Challenges**

The ASPC members helped the Executive committee identify current progress in the region, as well as provided information on critical needs to be included in future efforts. These include:

#### **POLST**

*Anyone* over the age of 18 is encouraged to complete an Advanced Health Care Directive, re-visit and update it at least every 5 years or whenever a major life event occurs such as a serious or life-limiting illness. For individuals who have a serious or potentially life limiting illness also having a POLST (Physician Orders for Life-Sustaining Treatment) is advised.

The POLST is a physician order signed by both a doctor and patient that specifies the types of medical treatment a patient wishes to receive toward the end-of-life or when end-of-life decisions are necessary. POLST is a tool that encourages conversation between providers and patients about their end-of-life treatment options, and helps patients make more informed decisions and communicate their wishes clearly. As a result, POLST can prevent unwanted or medically ineffective treatment, reduce patient and family suffering, and help ensure that patient wishes are followed.

Under current law, a POLST form is not valid until it is signed by the patient or their decision-maker **and a physician**. In situations where access to a physician is limited, it is not uncommon to have several days or weeks pass between the time a patient or decision-maker completes a POLST form and the physician reviews it with the patient or decision-maker, and signs it. During such a delay, patients may receive unwanted care or treatment because their POLST is not yet valid.

On August 17, 2015 Gov. Jerry Brown signed AB 637 authorizing nurse practitioners and physician assistants, under the direction of a physician and within their scope of practice, to sign POLST forms and make them actionable medical orders. The bill went into effect on January 1, 2016.

On October 5, 2015 Gov. Brown also signed Senate Bill 19, establishing a pilot project to be known as the California POLST eRegistry Pilot – which would enable healthcare providers to

electronically submit and access patients' POLST forms, ensuring immediate access to this critical information. This project will provide emergency medical personnel with immediate electronic access to vital medical orders to help ensure patients' wishes are recognized and honored.

Currently, a key challenge in the widely used POLST form's effectiveness is the fact that the paper document must travel with the patient and as such can easily be lost or left behind. The pilot project will be coordinated by Emergency Medical Services Authority (EMSA) with the goal of making the operation a permanent, statewide POLST eRegistry.

### **Shelter**

A review of past ASPC Annual Reports will show that Affordable Housing continues to be an ongoing, top priority of concern for our adults with disabilities and senior population. The status of affordable housing for these fragile populations in SLO County has not improved. Funding sources for new development and for home maintenance are sorely needed. Voters' approved housing bonds for 2001 and 2006, which provided \$500 million year for affordable housing, have run out. Additionally, in 2012 redevelopment agencies which were previously required to allocate 20% of tax increment monies in redevelopment districts to affordable housing were eliminated. SLO County is the 4<sup>th</sup> least affordable housing market out of 24s4 market areas with populations under 500,000 in the U.S. (Housing Opportunity Index 2015). Seniors, and the workforce that supports them, are highly impacted by this. There are few options for seniors to find less expensive lodging or affordable assisted living facilities in our County. ASPC supports future Housing Element planning solutions to address these issues, such as allowance for more residential land use, multi-generational developments and condominium conversion and programs for maintaining existing affordable senior housing.

Since 1970, Peoples' Self-Help Housing (PSHH) has been dedicated to creating and managing quality affordable housing on California's Central Coast for low income families, veterans, people with disabilities and seniors. With seven senior sites, as well as older adults housed at other properties, PSHH provides homes to 420 seniors ages 65 and over. The Supportive Housing Program is dedicated to helping residents remain stable in housing and age in place through clinical case management services that include linkage to community resources, counseling, crisis intervention, homelessness prevention, education, advocacy, and benefits assistance. PSHH collaborates with the Veterans Administration to prioritize housing homeless veterans, and so far efforts have been successful with over 55 homeless veterans moving into PSHH properties. In the last fiscal year, 18 homeless veterans moved in; 6 seniors over the age of 65. With many more projects in the works, PSHH is excited to keep looking forward and continue to serve our community.

### **Healthcare Services**

SLO County seniors and adults with disabilities have CenCal Health striving to improve their health and well-being by providing access to high quality health services, education and outreach services. CenCal Health is proud to have served on the Adult Services Policy Council for many years now, with the goal of improving the quality of life for adults and seniors in the SLO County area by collaborating with other like-minded local agencies. Since the implementation of

the Affordable Care Act (ACA), CenCal Health's membership has grown significantly, many new members who did not previously have health insurance.

There are 56,000 members that reside in SLO County that are CenCal Health members and CenCal Health serves one in five people in San Luis Obispo County. Roughly 58% of the members in this county are adults and seniors. CenCal Health is fortunate to have the partnership of our local physician community, who not only treat the physical needs, but are also addressing the mental health needs of the Central Coast. We would not be successful without our physician and hospital partners.

This past year, CenCal launched a robust case management program, which serves a group of members that have complex conditions. CenCal also partnered with the Senior Nutrition Program of SLO County in 2016 to increase meal delivery service to our local seniors, as well as providing much needed social interaction. This year, CenCal Health collaborated with the Community Action Partnership of San Luis Obispo (CAPSLO) and worked on their SLO County Medical Respite Program. This has greatly benefitted the adult expansion population of the Affordable Care Act by coordinating benefits to the homeless population and the ACA expansion population exiting an acute care setting but still requiring medical respite services. This program provides nursing, case management, meals, shelter, transportation and other much needed services.

Additionally, the CenCal Special Needs Program helps to keep seniors out of nursing facilities to keep them at home when it is medically appropriate. CenCal also has a new Heart SMART program, as well as other disease management programs that target common diseases and provide education and support. This approach allows them to care for and manage each member as a "whole person" (medical, social, and mental health needs). High priority target areas that CenCal will be focusing on this year include partnerships addressing homelessness and housing, additional focus on seniors, and behavioral health. CenCal believes that improving the quality of life for seniors and adult members, who make up a large portion of membership in SLO County, will make the whole community a healthier place.

In a recent Area Agency on Aging Elder Needs Assessment, seniors in San Luis Obispo County identified Medicare and supplemental insurance issues as the top need. HICAP (Health Insurance Counseling & Advocacy Program), sponsored by the Central Coast Commission for Senior Citizens and funded by the Area Agency on Aging, provides one-on-one counseling and community education services throughout the County to all Medicare beneficiaries and persons soon to be on Medicare. In 2015/16, HICAP services in San Luis Obispo County included: 620 Medicare beneficiaries served with 1,264 hours of one-on-one counseling by HICAP registered counselors and 49 community education presentations reaching 921 persons.

SLO County's senior population is projected to increase markedly over the next 10 years. It is for this reason that we must improve and increase seniors' understanding of Medicare and supplemental insurances available to them and how they are designed to complement one another.

### **In-Home Supportive Services (IHSS) Program**

Effective July 1, 2016 IHSS Providers received the second of two pay increases since Jan 1, 2016 bringing provider pay up to \$11.85 per hour. Starting January 1, 2016, providers who work 65 hours or more per month may also be eligible for dental benefits.

Under the Fair Labor Standards Act (FLSA) implemented March 1, 2016, overtime pay, Travel Time pay and limitations to the number of hours a provider can work in a week for IHSS Providers went into effect.

IHSS Providers are now eligible to earn time and a half pay for any hours worked over 40 in a workweek. Providers who work for more than one IHSS recipient may be eligible to be paid for the time it takes to travel from one IHSS recipient to another on the same day in order to provide services.

With the implementation of Fair Labor Standards Act (FLSA), the State of California placed restrictions on how many hours per week Providers are allowed to work. If a Provider works over the allowed hours they will receive a violation. After 3 violations they are not eligible to be paid as a Provider for three months. After 4 violations they are not allowed to be paid as a Provider for one year. The decrease in allowed Provider work week hours has caused an increase in the need for approved IHSS Providers to cover the IHSS recipient service needs.

### **Mental Health Services**

The ASPC focused on several mental health related issues this past year through presentations and on-going dialogue. The proposal for an 80 bed psychiatric facility in Templeton was tracked closely by several members of the council who provided regular updates on the project and the process. At the time of the proposal there were only 16 inpatient psychiatric beds for a population of over 275,000 people. The local Psychiatric Health Facility, run by San Luis Obispo County Behavioral Health, transfers over 340 patients to out-of-county placements in any given year. The ASPC reached a consensus to promote the development of more psychiatric beds in our county in order to decrease the number of out-of-county placements, and assist families who need help for their loved one but don't have the resources to travel away from home and work. The council also agreed that there is a significant need for beds for specific age populations (children, seniors) so that appropriate age-appropriate treatment can be provided.

The ASPC also discussed suicide prevention. San Luis Obispo County currently ranks 24<sup>th</sup> in suicide death rate among the 58 counties. Two years ago, with the leadership of Transitions-Mental Health Association, a number of local health and human service providers came together to create the Suicide Prevention Council of San Luis Obispo County in order to increase knowledge on this subject and provide the community with prevention education, resources and tools. The ASPC will continue to work closely with the Suicide Prevention Council in promoting and supporting these efforts.

### **Food**

ASPC continues to be concerned with food insecurity for seniors and adults with disabilities in San Luis Obispo County. The availability of healthy, nutritious food is critical to the wellbeing of all humans; no one should have to choose between buying food or healthcare services. ASPC encourages the Board to support the efforts of food distribution agencies.

Senior Nutrition Program provides meals to seniors 60 years and older. Meals are served at 10 dining sites for those who can get out and enjoy hot lunch in the company of other seniors. Seniors who are home bound receive hot lunches through a network of dedicated volunteers during weekdays and frozen meals on weekends and holidays. The Senior Nutrition Program volunteers, many of whom are seniors themselves, play a huge role not only by providing needed nutrition, but also daily human interaction and a watchful eye to protect seniors' safety from accident or abuse. The Senior Nutrition Program served 44,869 meals to 766 seniors in the dining rooms and 103,683 home-delivered meals to 729 homebound seniors for a total of 148,552 meals to 1,476 seniors in FY 2015/16.

The San Luis Obispo County Food Bank Coalition is the central resource for food insecure low-income seniors and adults with disabilities, and is moving into its new centrally-located home in San Luis Obispo in October of 2016. The Food Bank provides nutritious food to more than 200 non-profit agencies and other organizations that serve seniors' needs. These include church pantries, senior residential sites, recovery programs, homeless shelters, soup kitchens, and more. In addition, the Food Bank operates 100 sites of its own strategically located throughout the county that distribute food. Approximately 20% of Food Bank recipients are seniors and 40% are children. The Food Bank will distribute 6.2 million pounds of food in 2016, 49% of which is fresh produce. To better meet senior needs, Senior Farmer's Markets are now scattered throughout the county taking fresh produce to affordable senior housing locations. The Food Bank also delivers to home-bound seniors who are able to prepare their own meals. There is an anticipated growth in services and volunteer needs as the number of seniors in the county continues to rise. The Food Bank is fortunate to be an outlet for seniors to contribute to volunteer in our community. Of our 2,800 volunteers, approximately 800 are seniors. For example, there are hundreds of seniors that make up our volunteer gleaning program, GleanSLO that rescues fresh produce throughout the county. Like many of our non-profits in SLO County, the Food Bank could not survive without the generous participation and support of our seniors.

### **Transportation**

The Adult Services Policy Council has focused on improving social service transportation for people with disabilities and seniors. Throughout the year, the Council has provided an avenue for social service agencies to receive information and help from transportation providers. The Council was also very active in the creation of the update to the Coordinated Human Services Public Transportation Plan for the San Luis Obispo region. This plan, which was approved by the SLOCOG board of directors in March 2016, identifies transportation needs of seniors, persons with disabilities, and individuals with low incomes. It provides guidance for meeting transportation needs of these populations and prioritizes transportation investments for funding and implementation. The consultant for the plan attended ASPC Meetings to relay and collect information from members. ASPC Members also participated in the Mobility Management Workshop in October 2015, which helped drive the policy changes found in the Draft Plan.

Ride-On received a Mobility Services for All Americans (MSAA) Grant from the Federal Transit Administration to develop a technology tool for easier scheduling of paratransit rides in San Luis Obispo County. The 18 month planning grant has resulted in increased coordination between public and private transportation providers to meet the request for social service transportation.



Ride-On began seeking donations to their Ride-On Fund to increase transportation options for seniors, veterans, children and low income residents. The Senior Shuttle ridership increased 43% during the year as ridership grew to 10,111 rides for seniors in the year.

Ride-On, SLOCOG/Rideshare, and Ridership Development consultant have continued to update the committee during the monthly meetings.

### **Fraud**

Seniors are at greater risk for losses due to fraud than any other segment of our population. The most common attempted frauds against seniors are; IRS (Internal Revenue Service) fraud, false "relatives in need", charity solicitations, foreign lotteries, home improvement, and sweepstakes fraud. Seniors are at risk for identity theft due to their propensity to provide too much information when inquiries are made by seemingly legitimate organizations. Seniors are also concerned about their finances and many are on a fixed income. This makes seniors more susceptible to investment fraud. Seniors, who were raised to believe that most people were trustworthy, fall victim to the unscrupulous. Threats and demands for immediate payment, by those posing as Government agencies or legitimate businesses, prey upon seniors who easily respond to the urgency for payment. Most seniors are available during the day, may be somewhat lonely, and are often too polite to say "no." Education is the key to understanding the intricacies of Medicare and supplemental insurance, and also in reducing vulnerability to fraud. Giving our seniors the necessary tools to be better consumers must be a focus for the coming year.

Background checks help in preventing cruel and financial abuse of dependent adults and elders by potential caregivers who provide false information to families needing services. Changes at the County Court house have made it more difficult for family members who wish to conduct background checks on potential caregivers for their loved ones. Individuals and businesses wanting to conduct background checks must go to Room 200 at the SLO County Court House complete a form and pay \$15 for criminal background information. Having the same process for individuals as businesses has resulted in long lines. The fee is a monetary burden for many individuals.

### **Goals for 2016-2017**

1. Encourage partnerships that improve and expand services for seniors and adults with disabilities.
2. Monitor available community services for seniors and adults with disabilities through committee updates and presentations.
3. Provide an outlet for agencies working to improve the quality of life for seniors and adults with disabilities.
4. Increase membership and regular participation.
5. Stay informed on legislative changes that pertain to services for seniors and adults with disabilities.

### **Conclusion**

As the countywide cooperative to improve and expand services for seniors and adults with disabilities, the ASPC has taken advantage of the collective experience of its members to meet present challenges and provide quality, unduplicated services.

These target populations have continued to be the beneficiaries of intentional service integration occasioned by the collaborative effort of ASPC members.

Particular emphasis is encouraged for additional affordable housing, expanded day care and low cost care management available for people who fall through other systems in this target population.

The ASPC is pleased to be supportive of the Board of Supervisors and their goal of enhancing the quality of life of all San Luis Obispo County residents. The ASPC looks forward to the continued practice of shared innovation and effort to the benefit of our seniors and adults with disabilities.

**Adult Services Policy Council Members  
2015-2016**

Adult Abuse Prevention Council	Long Term Care Ombudsman Services of SLO County
AIDS Support Network & SLO Hep C Project	Mariposa Music Therapy
Alzheimer's Association	Mental Health Advisory Board
Area Agency on Aging	North County Connection
Bates Care Management	*Peoples' Self Help Housing/Supportive Housing Program
Behavioral Health/Mental Health Services	Probation Department
California State Assembly 35th District	*Ride-On Transportation
California State Senate 17 <sup>th</sup> District	San Luis Coastal Adult School
CenCal Health	Senior Legal Services Project
Coast Caregiver Resource Center	Senior Living Consultants
Community Action Partnership of SLO County (CAPSLO)	Senior Nutrition Program
Community Health Centers of the Central Coast (CHC)	Senior Volunteer Services (RSVP/CCCV)
County Medical Services Program	Sheriff's Office
Dept. of Social Services/Adult Services	Sierra Vista Regional Medical Center
District Attorney- Victim/Witness Assistance	SLO County Board of Supervisors
Drug & Alcohol Advisory Board	SLO County Commission on Aging
Food Bank Coalition of SLO County	SLO Regional Rideshare SLO Supportive Housing Consortium
Dignity Health/French Hospital	Transitional Food & Shelter
Health Agency/Health Care Services Div.	Transitions-Mental Health Association
Health Agency/Health Promotion Division	Tri-Counties Regional Center
Health Commission	United Cerebral Palsy of SLO County
Home Instead Senior Care	United Way of San Luis Obispo County
Hospice of San Luis Obispo County	Wilshire Community Services
Independent Living Resource Center	