

# 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.

**Chair: Fred Munroe**

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**Immediate Past Chair: Sarah Woolsey**

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**Second Vice Chair: Kim Chartrand**

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## AGENDA

Friday, September 6<sup>th</sup>, 2019

9:00 a.m. - 11:00 a.m.

### INTRODUCTIONS and ANNOUNCEMENTS: (30 Minutes)

New developments for the population, agency or program changes that affect other agencies or programs

### PUBLIC COMMENT: (5 Minutes or less)

### GUEST SPEAKERS: (60 Minutes)

**Donna Hayes, Psychiatric Technician-Behavioral Health**

### MEMBER COMMENT: (5 Minutes)

### CORRECTIONS / ADDITIONS TO THE SYNOPSIS:

### ACTION ITEMS: (10 Mins)

- **Approve August 2<sup>nd</sup>, 2019 Synopsis**

### COMMITTEE UPDATES AS NEEDED (10 minutes or less)

- **End of Life - Decision Making and Care**
- **Transportation**

### MEETING LOCATION:

**Veterans Memorial Building  
801 Grand Ave  
San Luis Obispo, CA**

### NEXT MEETING:

**October 4<sup>th</sup>, 2019**

### Boards, Commissions and Community Representatives/Volunteers

Adult Abuse Prevention Council  
Behavioral Health Board  
Commission on Aging  
County Board of Supervisors  
Health Commission  
SLO Supportive Housing Consortium

### Elected Officials

CA Senator Bill Monning, 17th District  
U.S. Congressman Salud Carbajal, 24<sup>th</sup> District

### Non-Profit Agencies

Access Support Network  
Alzheimer's Association  
Area Agency on Aging  
CenCal Health  
Central Coast Hospice  
Community Action Partnership of SLO (CAPSLO)  
Community Health Centers (CHC)  
Dignity Health-French Hospital Medical Center  
GALA Senior Advocacy  
Hospice of SLO County  
Independent Living Resource Center  
Lifesteps Foundation  
Los Osos Cares  
LTC Ombudsman Services of SLO County  
North County Connection  
PathPoint  
Peoples' Self Help Housing  
Ride-On Transportation  
Senior Legal Services Project  
Senior Nutrition Program  
Senior Volunteer Services (RSVP/CCCV/PLS)  
SLO Hep C Project  
SLO Hotline  
San Luis Obispo Legal Assistance Foundation  
SLO Village  
Transitions-Mental Health Association  
Tri-Counties Regional Center  
United Cerebral Palsy  
United Way of SLO County  
Wilshire Community Services

### Private Organizations

Amdal In-Home Care  
Bella Vista Transitional Care  
Home Instead Senior Care  
Mariposa Music Therapy/Arts for Living  
Maxim Healthcare Services  
Ridership Development Consultants  
Senior Living Consultants

### Public Agencies

San Luis Coastal Adult School

### San Luis Obispo County Departments of:

Behavioral Health /Mental Health Services  
District Attorney / Victim Witness Assistance  
Public Health  
Probation Department  
Sheriff Department  
SLO Regional Rideshare  
Social Services/Adult Services

# MEETING MINUTES

## COMMITTEE NAME: ADULT SERVICES POLICY COUNCIL

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

Leader: Fred Munroe  
 Facilitator: Fred Munroe  
 Recorder: Gabriela Garcia

Meeting Called By: Fred Munroe  
 Time: From: 9:00 To: 11:00  
 Date: Friday, September 6<sup>th</sup>, 2019

Location: Veterans Memorial Building: 801 Grand Ave, San Luis Obispo, CA

Members Present:

1. Laura DeLoye Mariposa Music Therapy	14. Elizabeth Merson SLO County Public Health
2. Joyce Ellen Lippman Central Coast Commission for Sr. Citizens	15. Dee Rittenhouse Tri-Counties Regional Center
3. Kiersten Arnaudin Coast Caregiver Resource Center	16. Jessica Devereaux Wilshire Community Services
4. Michelle Shoresman SLO County Public Health	17. Caitlin Cox District Representative Congressman Salud Carbajal, CA-24
5. Jean Raymond French Hospital/Health Commission	18. Donna Hayes County of SLO Behavioral Health
6. Sandra Maez Home Instead Senior Care	19. Meredith Bates Los Osos Cares
7. Kim Chartrand Hospice of SLO County	20. Paul Garth COA District 2
8. Juliane McAdam Meals That Connect	21. Sarah Lindeman Access Support Network
9. April Lewallen PathPoint	22. Oscar Martinez SLO Probation
10. Mark Shaffer Ride-On Transportation/UCP	23. Martina Tovar Department of Social Services
11. Fred Munroe Ridership Development	24. Gabriela Garcia Department of Social Services
12. Cheryl Kippen Senior Volunteer Services	25.
13. Angela Viles SLO Co. District Attorney, Victim/Witness	26.

AGENDA ITEMS	COMMENTS/CONCLUSIONS/ACTIONS (IF ANY)
<p>Introductions and Announcements</p>	<p>MARK SHAFFER</p> <p>RIDE-ON IS LOOKING INTO PROVIDING VEHICLE MAINTENANCE TO VARIOUS ORGANIZATIONS, THEY HAVE EXPANDED AND DOUBLED THEIR MAINTENANCE FACILITIES.</p> <p>ELIZABETH MERSON</p> <p>WILL BE TAKING OVER KATHLEEN KARLE POSITION FROM SLO CO. PUBLIC HEALTH.</p> <p>IF YOU WANT TO BE ON THE MONTHLY NEWSLETTER A SIGN-UP SHEET IS AVAILABLE.</p> <p>SLOCO SENIORS WILL HAVE ITS 1 YEAR ANNIVERSARY CELEBRATION. MONDAY, SEPTEMBER 16<sup>TH</sup> 10 - 11 AM AT SIERRA VISTA AUDITORIUM 1010 MURRAY AVE, SAN LUIS OBISPO, CA.</p> <p>STARTING TO WORK WITH DIFFERENT LIBRARIES TO OFFER FALL PREVENTION CLASSES. THIS FREE SIX-WEEK CLASS SERIES IS DESIGNED TO HELP SENIORS STAY INDEPENDENT AND PREVENT FALLS THROUGH EXERCISE AND DISCUSSION ABOUT FALL RISKS.</p> <p>KIERSTEN ARNAUDIN</p> <p>GRANTS FOR UNPAID FAMILY CAREGIVERS FOR RESPITE CARE AND HOUSING ARE AVAILABLE, CONTACT KIERSTEN ARNAUDIN FOR MORE INFORMATION.</p> <p>JOYCE ELLEN LIPPMAN</p> <p>FIRST MEETING FOR MASTER PLAN FOR AGING IS SET FOR TUESDAY, SEPTEMBER 17<sup>TH</sup> 9:00 – 12:00 PM YOU CAN ACCESS THE MEETING VIA TELEPHONE CONFERENCE CALL.</p> <p>LAURA DELOYE</p> <p>RECOMMENDED TO WATCH PEANUT BUTTER FALCON, MAIN CHARACTER IS AN ADULT WITH DOWN SYNDROME IS IN THEATERS.</p> <p>MEREDITH BATES</p> <p>FIRST EVER SENIOR HEALTH FAIR SATURDAY, OCTOBER 5<sup>TH</sup> 10:00 – 2:00 PM AT THE LOS OSOS COMMUNITY CENTER IN LOS OSOS, CA.</p> <p>AN EMAIL WAS SENT OUT TO SOME FOR REGISTRATION. IF YOU WOULD LIKE TO PARTICIPATE EMAIL WECAREINLOSOS@GMAIL.COM.</p> <p>ARE EXPECTING NON-PROFIT AND GOVERNMENT AGENCIES TO PARTICIPATE.</p> <p>APRIL LEWALLEN</p> <p>THE IS A HALLOWEEN DANCE COMING UP WILL BRING MORE INFORMATION ON NEXT MEETING.</p> <p>THE ORIGINAL ZOMBIE RUN FOR AUTISM SATURDAY, OCTOBER 26<sup>TH</sup> 10:00 AM AT CAMP SLO. REGISTRATION IS AVAILABLE AND VOLUNTEERS ARE WELCOMED.</p> <p>MICHELLE SHORES MAN</p> <p>OPEN ENROLLMENT FOR COVERED CALIFORNIA IS COMING UP WILL HAVE MORE INFORMATION ON NEXT MEETING.</p> <p>FRED MUNROE</p> <p>ANNOUNCEMENT ON BEHALF OF THERESA SCOTT</p> <p>CENCAL HEALTH AND SEVERAL ORGANIZATIONS ARE WORKING ON A SLO Co. HEALTH SAFETY NET TOUR. A DESIRE TO PUT PROVIDERS, COMMUNITY BASED ORGANIZATIONS, COMMUNITY LEADERS, AND LEGISLATORS ON A WALK CALLED “THE WALK WITH A DAY IN THE LIFE OF A PATIENT” TO TRY AND GIVE THE COMMUNITY A BETTER UNDERSTANDING OF WHAT SERVICES ARE NOT APPRECIATED AND ALSO WHAT CLIENTS AND COMMUNITY MEMBERS ARE FACED WITH ON A DAILY BASIS.</p> <p>MORE INFORMATION TO FOLLOW NEXT MONTH.</p>

Public Comment	NONE
Guest Speakers	<p><b>DONNA HAYES- PSYCHIATRIC TECHNICIAN - BEHAVIORAL HEALTH</b></p> <p><b>SAN LUIS OBISPO HEALTH INTEGRATION PROJECT (SLO-HIP)</b></p> <p>WHAT IS SLO-HIP?</p> <p>SLO-HIP IS A COLLABORATION THAT INTEGRATES MENTAL AND PHYSICAL HEALTH CARE TOGETHER. SLO-HIP PROVIDES ASSISTANCE WITH MEDICAL EXAMS, PREVENTATIVE SCREENINGS, HEALTH PROMOTION, DISEASE MANAGEMENT, AND NAVIGATION SERVICES AT BEHAVIORAL HEALTH DEPARTMENT SITES. SLO-HIP PROVIDES HEALTH NAVIGATORS WHO OFFER PEER ENCOURAGEMENT AND ASSISTANCE IN WORKING TOWARDS HEALTH AND WELLNESS GOALS THROUGH WEEKLY GROUPS AND CHECK-IN SESSIONS.</p> <p>ONCE A WEEK SLO-HIP HAS AN 8 HOUR DAY PRIMARY CARE CLINIC, WHICH IS CHC ONE OF SLO-HIP'S PARTNERS. THEY COME IN WITH A NURSE PRACTITIONER, MEDICAL ASSISTANT AND HEALTH CARE MANAGER.</p> <p>HOW TO JOIN SLO-HIP</p> <ul style="list-style-type: none"> <li>• TALK TO YOUR BEHAVIORAL HEALTH PROFESSIONAL</li> <li>• REQUEST A REFERRAL TO THE SLO-HIP PROGRAM</li> <li>• OR ASK TO SPEAK TO A SLO-HIP STAFF MEMBER. OUR DOOR IS ALWAYS OPEN</li> </ul> <p>WEEKLY WELLNESS GROUPS</p> <ul style="list-style-type: none"> <li>• THE ART OF HEALTHY EATING</li> <li>• EASY BREEZY BEGINNERS WALKING GROUP</li> <li>• FITNESS BOUND MODERATE WALKING GROUP</li> <li>• COPING WITH ANXIETY SUPPORT GROUP</li> <li>• CO-OCCURRING SUPPORT GROUP; COPING WITH ADDICTIONS</li> <li>• LIFE SKILLS IN TODAY'S WORLD TOPIC AND DISCUSSION GROUP</li> <li>• DEALING WITH DEPRESSION SUPPORT GROUP</li> </ul> <p>OUR MISSION</p> <p>OUR MISSION IS TO BRIDGE THE GAP BETWEEN BEHAVIORAL HEALTH AND PRIMARY CARE HEALTH TO ENHANCE THE QUALITY OF LIFE FOR OUR CLIENTS.</p> <p>OUR GOAL</p> <p>SLO-HIP'S GOAL IS TO PROMOTE HEALTH AND WELLNESS AND REDUCE THE EFFECT OF CHRONIC ILLNESS AND DISEASES FOR INDIVIDUALS WHO EXPERIENCE MENTAL ILLNESS.</p> <p>OUR STAFF</p> <p>SLO-HIP IS PARTNERED WITH COMMUNITY HEALTH CENTERS (CHC), AND PUBLIC HEALTH AGENCY TO OFFER WEEKLY PRIMARY CARE CLINIC AND SMOKING CESSATION SUPPORT. SLO-HIP HAS A STAFF OF HEALTH NAVIGATORS, VOLUNTEERS, AND PRIVATE CONTRACTORS. WE ARE ALL HERE TO HELP YOU!</p>

SLO-HIP SERVICES PROVIDED AT SLO BEHAVIORAL HEALTH ADULT OUTPATIENT CLINIC

- PRIMARY CARE SCREENINGS
- CHRONIC DISEASE MANAGEMENT
- TOBACCO CESSATION
- SUBSTANCE USE SUPPORT
- SPECIALTY CARE REFERRALS
- PEER RECOVERY SUPPORT
- INTEGRATE TREATMENT PLANNING
- MENTAL HEALTH SERVICES
- REPRESENTATIVE HEALTH SUPPORT
- HEALTH AND WELLNESS GOALS

SLO-HIP PARTNERS

- COUNTY OF SLO BEHAVIORAL HEALTH
- COMMUNITY HEALTH CENTER
- CARSEL CONSULTING GROUP – PROGRAM EVALUATOR
- COUNTY OF SLO PUBLIC HEALTH
- CENCAL
- IDEA CONSULTANTS – PROGRAM CONSULTANT
- TRANSITIONS MENTAL HEALTH ASSOCIATION

SLO-HIP INTEGRATION

AN INTERGRADED CARE PLAN GETS FILLED OUT DURING ENROLLMENT, ONE SIDE IS FOR MENTAL HEALTH THE OTHER FOR PHYSICAL HEALTH. IT GOES TO THE PRIMARY CARE PROVIDER ALONG WITH INFORMATION ABOUT THE PROGRAM. THE PRIMARY CARE PROVIDER CAN THEN REVIEW IT, SIGN IT AND SEND IT BACK WITH ANY ADDITIONAL INFORMATION. THIS GETS THE PRIMARY CARE PROVIDER MORE INVOLVED AND UNDERSTANDING OF THEIR CLIENTELE.

NORTH COUNTY HEALTH INTEGRATION PROGRAM (NoCo HIP )

THIS PROGRAM IS AN EXPANSION OF THE SLO-HIP THAT HAS JUST STARTED UP IN ATASCADERO CA.

BH PRIMARY CARE CLINIC STATISTICS SUPPORTING INTEGRATED HEALTH CARE

JAN 1, 2019 – JUNE 30, 2019

BREAKDOWN

ESTABLISH PRIMARY CARE	43 BH
ACUTE MEDICAL CONDITIONS	40 BH
DAS HEALTH ASSESSMENTS	83

TOTAL PEOPLE SEEN 166

2018 CLINICS BY TIME FRAME. ESTABLISHED AS WEEKLY BEGINNING JULY 24, 2018, 8:00 – 5:00 PM

TIME FRAME	PEOPLE SEEN
4/24/18 HALF DAY CLINIC	5
5/15/18 HALF DAY CLINIC	4
7/24/18 - 9/30/18	45
10/1/18 – 12/31/18	49

BREAKDOWN

ESTABLISH PRIMARY CARE	39 BH
ANNUAL HEALTH ASSESSMENTS	9 BH
ACUTE MEDICAL CONDITIONS	23 BH
DAS HEALTH ASSESSMENTS	32

TOTAL PEOPLE SEEN 103

**BUILDING A CULTURE OF INTEGRATIVE HEALTHCARE**

RECOGNIZING WHAT IS ALREADY IN PLACE.

IDENTIFY WAYS TO FURTHER UNIFY, EXPAND, EDUCATE, COMMUNICATE AND MAINTAIN CONSISTENCY.

THE FIVE STAGES OF CHANGE

1. PRECONTEMPLATION:

NOT EVEN THINKING ABOUT MAKING A CHANGE. THIS CAN BE DUE TO RELUCTANCE/REBELLION, RESIGNATION AND/OR RATIONALIZATION.

2. CONTEMPLATION:

STARTING TO THINK ABOUT MAKING A CHANGE; DO A RISK-REWARD ANALYSIS.

3. DETERMINATION/PREPARATION:

A COMMITMENT TO ACTION. DECIDING TO MAKE A CHANGE; MAYBE NOT SURE HOW, BUT WILLING TO MAKE A PLAN.

4. ACTION:

CREATING, IMPLEMENTING AND FOLLOWING THROUGH WITH THE PLAN FOR CHANGE.

5. MAINTENANCE, RELAPSE & RECYCLING

DOING MAINTENANCE WORK TO STAY AWAY FROM FALLING BACK INTO OLD HABITS. SOMETIMES THERE IS TROUBLE IN MAINTAINING GAINS, WHICH REQUIRES GOING BACK TO EARLIER STAGES AND WORKING THROUGH THEM AGAIN.

THE VISION:

SLO COUNTY WELLNESS FAIR(S)

ONGOING EVENT FOR CLIENTS, PROVIDERS, COMMUNITY MEMBERS, ORGANIZATIONS, AND AGENCIES TO MEET ON A TRIANNUAL BASIS UTILIZING EACH SECTION OF THE COUNTY; NORTH COUNTY, SOUTH COUNTY AND SAN LUIS OBISPO COUNTY. SHARING INFORMATION, NETWORKING, ON SITE SCREENINGS, DEMONSTRATIONS. TO BUILD ON A VARIETY OF PROGRAMS.

COMMUNICATION & EDUCATION QUARTERLY

PROVIDE A PLATFORM TO HIGHLIGHT AN ORGANIZATION/AGENCY/PROGRAM FOR THE COMMUNITY WITH Q & A IN FURTHER DEVELOPING INTEGRATED HEALTHCARE NETWORK.

DEVELOPING A SUSTAINABILITY PLAN (SLO-HIP)

Member Comment	<p>MARK SHEFFER</p> <p>VOAD COMMITTEE</p> <p>VOAD COMMITTEE HAS BEEN GETTING TOGETHER, WILL HAVE A GENERAL MEETING IN ABOUT TWO MONTHS. RED CROSS, WHO USED TO BE VERY INVOLVED IN THIS ORGANIZATION IS NOT SO INVOLVED ANYMORE. CLEARLY, THERE IS A ROLE FOR NON-PROFITS TO MAKE SURE THAT THE EMERGENCY RESPONSE IS AWARE OF THE NEEDS OF SENIORS AND PEOPLE WITH DISABILITIES. MAKE SURE THAT EVERYONE ORGANIZATION HAS AN EMERGENCY RESPONSE PLAN THAT LOOKS AT 24 HOURS A DAY.</p>
Corrections/Additions to the Synopsis	SYNOPSIS ACCEPTED WITH NO CORRECTIONS NOTED
Action Items	JEAN RAYMOND MADE A MOTION TO ACCEPT THE SYNOPSIS, KIM CHARTRAND SECONDED THE MOTION.
Committee Updates as Needed	<p>END OF LIFE-DECISION MAKING AND CARE</p> <p>MEET IN AUGUST MINUTES CAN BE PROVIDED</p> <p>SUGGESTIONS:</p> <p>MAKE SURE THAT PEOPLE HAVE THE EDUCATION CLASSES ON AN PERSONAL LEVEL.</p> <p>EVERYONE WAS ASKED TO ASK TO GO OUT TO THEIR ORGANIZATION, HOSPICES, HOSPITALS, HEALTH AGENCIES.</p> <p>NEXT MEETING:</p> <p>SEP 25<sup>TH</sup>, 2019 FROM 3:00 – 4:00 PM AT FRENCH HOSPITAL 1911 JOHNSON AVE, SAN LUIS OBISPO, CA, 3<sup>RD</sup> FLOOR EXECUTIVE CONFERENCE ROOM.</p> <p>IF ANYONE IN THE COMMUNITY IS INTERESTED IN ATTENDING THE MEETING OR HAVE ANY QUESTIONS, CONTACT JEAN RAYMOND.</p> <p>END OF LIFE DOULA</p> <p>CURRENTLY 26 IN TRAINING</p> <p>PARTNERED WITH HOSPICES AND HOSPITAL TO PROVIDE 24/7 VIGIL SERVICES WHEN PEOPLE ARE IN ABOUT THE LAST 72 HOURS OF LIFE, THIS WAY FAMILIES ARE SUPPORTED.</p> <p>SERVICES CAN BE PROVIDED AT HOME, FACILITIES</p> <p>SERVICES ARE FREE</p> <p>ABILITY TO MATCH PEOPLE WITH A DOULA WITH THEIR LAST 6 MONTHS OF LIFE</p> <p>AVERAGE LENGTH OF STAY IS 18 MONTHS</p> <p>SURVIVOR COUNSELING PROGRAMS ARE OFFERED</p>

## TRANSPORTATION

IF YOU HAVE ANY QUESTIONS ABOUT TRANSPORTATION CALL RIDE-ON

LAST YEAR RIDE-ON INFORMATION LINE RECEIVED 48,000 CALLS AND ANSWERED 92% OF THOSE.

CALLS ARE WITH A LIVE PERSON, SOMEONE WHO WILL ACTUALLY LISTEN AND SPEAK TO YOU ON YOUR NEEDS.

### MENTAL HEALTH SHUTTLE

RIDE-ON HAS STARTED A NEW CONTRACT WITH THE COUNTY, MENTAL HEALTH SHUTTLE PROVIDES A SECURE TRANSPORTATION THROUGHOUT THE STATE OF CALIFORNIA TO GET RIDERS WITH MENTAL HEALTH CHALLENGES TO TREATMENT FACILITIES.

### RIDE-ON EXPRESS

NEW PROGRAM CALLED RIDE-ON EXPRESS, WHICH IS LIKE AN UBER, BUT CHEAPER.

### ACCESS SHUTTLE

REALLY WANT TO GET MORE PEOPLE SIGNED UP FOR THIS PROGRAM. THERE IS A FORM TO FILL OUT ONCE, TO DETERMINE LEVEL OF INCOME. ACCESS SHUTTLE IS FOR LOW INCOME SLO COUNTY RESIDENTS WHO DO NOT HAVE TRANSIT SERVICES AVAILABLE TO THEM. THIS DOOR-TO-DOOR- SERVICE IS AVAILABLE MONDAY THROUGH FRIDAY WITH A \$3 FARE EACH WAY.

### VETERANS' EXPRESS

VETERANS EXPRESS PROVIDES DOOR-TO-DOOR SERVICE FOR SLO COUNTY VETERANS TO THEIR MEDICAL APPOINTMENTS AND TO CONNECT WITH THE VETERANS BUS THAT TAKES VETERANS TO MEDICAL FACILITIES IN SANTA BARBARA AND LOS ANGELES. RIDES ARE \$3 EACH WAY.

ALL THESE SERVICES HAVE COUPONS

### VAN LEASING PROGRAM

RIDE-ON CAN LEASE A FIFTEEN PASSENGER VEHICLE TO YOUR ORGANIZATION FOR ABOUT \$60/DAY AFTER DRIVER COMPLETES A THREE HOUR TRAINING.

### VEHICLE MAINTENANCE PROGRAM

RIDE-ON WILL HELP WITH YOUR VEHICLE MAINTENANCE AND ESTABLISH A STRONG PREVENTATIVE MAINTENANCE PROGRAM. WITH 3 FULL TIME MECHANICS THE CREW WILL PROVIDE SERVICE FOR JUST \$60/HOUR FOR LABOR AND THEIR PARTS AT COST.

### DRIVER TRAINING PROGRAM (MONTHLY)

FREE 90 MINUTE TRAININGS COURSES TO DRIVERS FROM OTHER AGENCIES ON VEHICLE SAFETY, DEFENSIVE DRIVING, SENSITIVITY TRAINING AND PASSENGER ASSISTANCE.

CURRENTLY, THERE IS 1 MILLION 600 THOUSAND DOLLARS IN FEDERAL TRANSPORTATION GRANT MONEY THAT IS AVAILABLE.

PART OF THAT FEDERAL TRANSPORTATION GRANT MONEY WILL BE USED IN SLO COUNTY. MORE INFORMATION WILL FOLLOW IN FEBRUARY.

**The next meeting is: Friday, October 4<sup>th</sup>, 2019      Time: 9:00 AM**  
**Location: Veterans Memorial Building-801 Grand Ave, San Luis Obispo, CA 93401**