



Agency on Elderly Affairs

Fiscal Year 2020 Annual Report

July 1, 2019 – June 30, 2020

Kealoha Takahashi
Executive



I. MISSION STATEMENT

The Kaua'i Agency on Elderly Affairs as the designated lead County agency, plans, implements, supports and advocates for the well-being of Kaua'i's older adults; and serves as a one-stop source of information on long term care support options and services for all residents.

Vision Statements

- Kaua'i's older adults will live independently at home or in the community with dignity and respect.
- Kaua'i's family caregivers receive adequate support to care for their older adults.
- Kaua'i's older adults, persons with disabilities and family caregivers will make informed choices and have streamlined access to long-term care support.

II. DEPARTMENT GOALS

- A. Maximize opportunities for older adults to age well, remain active and enjoy quality lives while engaging in their communities.
1. Promote healthier living through evidence-based programs and volunteerism.
- B. Forge partnerships and alliances that will give impetus to meeting Hawaii's greatest challenges of the aging population.
1. Expand and strengthen access to services with the Aging Network
 2. Increase the quality of life for older adults and persons with disabilities living in the community.
- C. Strengthen the statewide Aging and Disability Resource Center (ADRC) system for persons with disabilities, older adults and their families.
1. Promote and strengthen the Aging and Disability Resource Center (ADRC) system process.

- D. Enable older adults to live in their communities through the availability of and access to high quality long-term services and supports (LTSS), including supports for families and caregivers.
 - 1. Promote and expand innovative programs that meet the needs of older adults and their caregivers.
 - 2. Pursue and promote a person-centered system that meets the needs of older adults and their caregivers.
- E. Optimize the health, safety and independence of Hawaii's older adults.
 - 1. Expand and foster collaboration with the Aging Network to ensure older adults and persons with disabilities live safely and independently.

III. PROGRAM DESCRIPTIONS

- A. Objectives
 - 1. Increase the number of volunteers in the Healthy Futures focus area to 35% by October 2021.
 - 2. Offer five (5) Better Choices Better Health Program (BCBH) workshops each year.
 - 3. By October 2021, re-establish Interdisciplinary Team (IDT) meetings with in-home service providers, government agencies and other network organizations and partners.
 - 4. AEA's service provider organizations, other partner organizations in the Aging Network, and government agencies will become Dementia Friends by September 30, 2020.
 - 5. Establish semi-annual information meetings with service contractors, by July 2020.
 - 6. Increase the number of ADRC website visits 20% annually.
 - 7. Expand educational opportunities for older adults and caregivers.
 - 8. Expand the multi-contract procurement for solicitation for Title III and Kupuna Care services by September 2021.
 - 9. Increase the number of older adults referred to the Falls Prevention Program by 5% annually.
 - 10. Expand private hire list to include yard maintenance, home repair and private shopper services, by 2021.

11. Promote awareness and advocacy of elder abuse through workshops, outreach, and informational materials.

B. Highlights

1. 54th Annual Older Americans Award



2020 Kaua'i Outstanding Older Americans Honorees: Prisca A. Domingo, Cecelia Mahoe, Helen Mitsui, Stella N. Miyoshi, Yvonne W. Pascua, Dr. Dennis Pezzato, Maura B. Sabado, Winifred Tamura-Lis, Mitsuko "Mitsy" Valdez.

The 54th Annual Older Americans Award Recognition Ceremony was held at the Kaua'i County Complex Rotunda on Thursday, July 30, 2020. Nine outstanding Na Kupuna were honored for their time, talents and experience to the benefit of our communities. This year's theme, "Make Your Mark" highlights older adults' unique and lasting contributions to their communities—everything from sharing a story with grandchildren to leaving a legacy of community action. Their time, experience, and talents benefit family, peers, and neighbors every day. The Office of the Mayor and the Agency on Elderly Affairs celebrate Older Americans Month to focus on the difference everyone can make – in the lives of older adults, in support of caregivers, and to strengthen communities.

2. 2019 Annual RSVP Recognition Luncheon

The annual recognition event held on Friday, December 13, 2020 was well attended by 290 guests including volunteers, volunteer station coordinators and elected officials. RSVP's annual event honors and recognizes service efforts of over 375 volunteers serving at over thirty volunteer stations. Eighty-nine volunteers received special recognition. Presidential Volunteer Service Awards went to two recipients receiving the Gold award for serving over 500+ service hours and twenty-two received the Silver award for serving between 250-499 hours. Twenty-seven were honored for 5 years of service, sixteen honored for 10 years, nine volunteers honored with 15 years of service, seven volunteers honored with 20 years of service, three volunteers honored

with 25 years of service and one recipient was honored with 30 years of service with RSVP.



Pictured above, the RSVP Advisory Council members who also serve as volunteers overseeing our annual service projects. Dorothy Kunioka seated on Left, was honored with 30 years of service.

3. Kaua'i RSVP – 2019 September 11th National Day of Service and Remembrance

The RSVP Advisory Council chose to honor military and their families by holding collection drives held during the month of September. Proceeds of \$1020 went to benefit the Friends of Hawaii National Guard Troops of Kaua'i, who support the soldiers and their families.

“Thank you so much for your very generous donation of Gift Card to our Kaua'i Troops. Your time, effort and thoughtfulness to go out and raise funds for us are truly appreciated. We used the Gift Cards for our 2019 Christmas Party. This was our first Christmas party in two years. In 2017, our soldiers were getting ready for their upcoming deployment and in 2018 they were deployed, so in 2019, we were happy to have our party again. At our Christmas party, we celebrated our soldier's return, the retirement of SSG Eddie Resinto, and the fellowship of all our families back together again. Thank you again from the bottom of our hearts for your generous donation – helped to make our Christmas party a memorable one. With love & Happy Holidays, Hawaii National Guard Troops of Kaua'i.”



4. Kaua'i RSVP – Volunteer Program

This past fiscal year, 368 volunteers served 21,209.25 hours at over 30 volunteer stations. Though it may seem a significant decrease compared to previous years, the COVID-19 has brought on many challenges to our community including many stations having to halt any activities due to the pandemic. Despite these numbers, volunteers have done tremendous work to assist with COVID-19 pandemic recovery efforts as well as other support programs. RSVP, with direction from its grantor, the Corporation for National and Community Service (CNCS) and its sponsor, the Agency on Elderly Affairs, continues to provide guidance to ensure safety measures are in place while allowing volunteers support the community in numerous ways.

AARP Tax Aides worked up until the pandemic and were able to provide tax services to complete 369 Federal tax returns and 358 State Tax returns for seniors and those with low income who are unable to afford tax return preparation services. These returns provided \$262,168 in refunds back to these individuals.

During the pandemic, the community reached out to RSVP and Elderly Affairs. Collaboration efforts provided food, groceries and other essentials that were delivered to Kupuna with the help of RSVP volunteers through Keller Williams Red Day Project and Kaua'i Independent Food Bank.





In partnership with Aina Hookupu o Kilauea, Na Maka Onaona, Queen Liliuokalani Trust and local farmers, RSVP volunteers delivered 600 USDA produce boxes on a weekly basis during the months of May and June.

The program strives to provide meaningful opportunities for volunteers to contribute as a member of our community through volunteer service.

5. Healthy Aging – Better Choices, Better Health

Nine participants completed the Chronic Disease Self-Management Program (CDSMP).

Diabetes Self-Management Program (DSMP) participants (pictured below) with 100% completion. Two more DSMP workshops scheduled in Kilauea and Kekaha for 39 participants.



One participant provided the following comment: “Thank you for a well organize thought out 6 sessions you have provided me and the seniors. Kealoha and Debbie from Agency on Elderly Affair did a fantastic job on every session. I believe with what you have taught me is that if every week, I can keep track of my action plan, I will be healthier and more energize to give back to my family and community. I just had blood work done and all my results when down and better overall. I

recommend this workshop to all the centers and other groups out there. The two hours session was very informative and not boring. Good job developers.”

6. Our Freedom: To enjoy what life in our community has to offer and we take responsibility to engage one another with empathy and respect.

Dementia Friendly Kaua'i

A dementia friendly community is a village, town, city or county that is informed, safe and respectful of individuals with the disease, their families and caregivers and provides supportive options that foster quality of life. Dementia Friends learn about what it's like to live with dementia and then turn that understanding into action. From telling friends about the Dementia Friends program to visiting someone who is living with dementia, every action counts.

A Symposium for Building a Dementia Friendly Community was held on Thursday, August 22, 2019 at the Kaua'i War Memorial Convention Hall.

In 2019, we were asked by Dr's. Kristi Nishita and Rita Belle Fernandes to reach out to our community to do an educational training on having a Dementia Friendly Community. They received a grant to conduct training on our island. They started by educating our staff, and later reached out to the Mayor's Office and some of the other County Departments.

On Thursday, August 22, 2019, we held our 4th annual Symposium at the Kaua'i War Memorial Convention Hall. It was titled "Creating a Dementia Friendly Kaua'i". Dr. Ritabelle Fernandes was our featured guest speaker, speaking on becoming a Dementia Friendly Community. Dr. Dennis Pezzato was our break-out session speaker, who gave some helpful tips on caregiving and caregiving concerns.



A total of 96 participants were present, including our Mayor Derek S.K. Kawakami, Representative Dee Morikawa, Governor's Liason Carrice Gardner, House Representative Tulsi Gabbard's liaison-Kaulana Finn and County Council Members, Felicia Cowden, Mason Chock, and

Luke Evslin. Many provider agencies were also present at this event. Stemming from this event, various businesses and agencies have requested to become Dementia Friends. Gather Community Federal Credit Union was the first business to have their entire staff, from all branches, become Dementia Friends. Some students at the Chiefess Kamakahele Middle school also became a part of Dementia Friends. Many other agencies are getting involved, too many to mention at this time. There are 346 Dementia Friends including Waimea High School Health Academy pictured above.

Global Dementia Friends Network was impressed by Girl Scout Chloe Waipa's work and shared her story in a case study booklet to share around the world as best practice examples of young people's engagement. Pictured below is Girl Scout Chloe and friends.



7. Medicare & SHIP Assistance

AEA Certified SHIP Counselors provide personalized counseling and assistance to help consumers choose their Medicare benefits, including Medicare Advantage, Medicare Part D prescription drug coverage and Medigap coverage. AEA participated in 11 SHIP outreaches, reaching 915 consumers.

Since July 2019, AEA has completed 580 assessments that consisted of 392 Brief assessments with 392 consumers, 84 Core assessments with 84 consumers.

8. Aging & Disability Resource Center (ADRC)

Promote and increase public awareness of the Agency on Elderly Affairs/Aging and Disability Resource Center through media and outreach events as a valuable resource for older adults, people with disabilities and family caregivers.

AEA conducted 21 outreach events throughout the island, coordinating with partner agencies at the following locations and events, and contacted 1,221 consumers:

Lihue Neighborhood Center; Mahelona Hospital; Wilcox Physicians Outreach, Lihue Court Townhomes, Dementia Friendly Outreach, Kaua'i Health and Wellness Fair, Kekaha Seniors, Waimea Seniors, Senior Law Day, Haena Foodbank, Kekaha Seniors, Alu Like Seniors, Hyatt Outreach, Tutu and Me Traveling Preschool- Kapaa, Lihue Senior Center, Kilauea Senior Center, Hawaii Gas. Co., Kapaa Senior Center, National Federation of the Blind, Waimea High School Health Fair

Media coverage included an article on Kupuna services offered to promote fall prevention and wellness; article on Medicare open enrollment period begins October 15 to December 7, 2020; KONG radio promo on Lay Leader Training; and Radio ads on Kupuna safety regarding COVID-19.

9. Falls Prevention Program

Promote Fall Prevention and Wellness Program, a multi-agency coalition involving the Kaua'i Fire Department, American Medical Response and the Department of Health to ensure safety in homes, educate about falls prevention and do wellness checks.

For the period of July 1, 2019 through June 30, 2020:

- 101 homes were served
- 200 homes are on the waitlist to be visited

Falls Prevention Equipment installed/distributed:

Smoke Detectors	198	Night Lights	156
Grip Tape	14	Shower Grip Tape	9
Shower Chairs	30	Handrails	11
CO Detectors	38	Grabber Reachers	91

IV. BUDGET

The program year for the Federal Title III B, Title III C, Title III D, Title III E and State Purchase of Service grants is from July 1, 2019 to June 30, 2020. Fiscal resources for this period were:

<u>Federal:</u>	<u>FY 2020</u>
Title III B Support Services	\$289,830.00
Title III B Support Services (Stimulus Funds)	164,927.00
Title III C-1 Nutrition, Congregate	42,595.00
Title III C-1 Nutrition, Congregate (Stimulus Funds)	82,879.00
Title III C-1 Administration	0
Title III C-2 Nutrition, Home Delivered Meals	171,731.00
Title III C-2 Nutrition, Home Delivered Meals (Stimulus Funds)	256,022.00
Title III D Health Promotion	8,713.00
Title III E Caregiver Support Program	66,330.00
Title III E Caregiver Support Program	

	(Stimulus Funds)	37,290.00
RSVP		70,347.00
NSIP		<u>39,199.00</u>
Federal Total		\$1,229,863.00
<u>State (Kupuna Care):</u>		
Adult Day Care		37,345.00
Case Management		44,135.00
Homemaker/Housekeeping		40,740.00
KC Transportation		88,269.00
Nutrition, Home Delivered Meals		88,269.00
Personal Care		40,740.00
Chore		0
Elder Abuse Prevention		20,729.00
Area Agency Administration		<u>37,722.00</u>
		\$397,949.00
<u>State (Other):</u>		
SHIP		0
Healthy Aging-BCBH		15,240.00
Healthy Aging-EnhanceFitness		122,944.00
ADRC		88,863.00
Kupuna Caregiver Program		<u>157,038.00</u>
State Total		\$782,034.00
<u>County:</u>		
County General Funds		<u>\$1,427,666.00</u>
County Total		\$1,427,666.00
TOTAL (FY2020)		\$3,439,563.00

V. ACCOMPLISHMENTS/EVALAUTION

A. Caring for our Kupuna during COVID-19

1. Kupuna Kare-Farmer Fare Program

Coordinated with Office of Economic Development, Hawaii Food Bank, and Malama Kaua'i; served 1,228 Kupuna 70 years and older.

2. Meals Ready to Eat (XMRE)

Purchased 480 cases of XMRE (Meals Ready to Eat) for Kupuna receiving home delivered meals, congregate meals, and Adult Day Care services. Completed delivery of 330 MRE cases. The MREs made March 2020 and has a shelf life 6-7 years stored at 80 degrees.

3. Collapsible Water Jug Project



Mayor Derek S.K. Kawakami delivered water jugs at Lihue Gardens Elderly Housing accompanied by AEA Associates

In partnership with Department of Water, AEA distributed Collapsible Water Jugs donated by HI-EMA for vulnerable elderly living alone addressing the need to have 14 days of supplies. Each Kupuna will be able to receive three water jugs (2.5 gallons each) or about seven days of water.

4. Keller Williams Project

RED DAY (Renew, Energize and Donate) is an initiative dedicated to celebrating Keller Williams Realty's year-round commitments to improving our local communities.

Each year, on the second Thursday in May, tens of thousands associates from across the world participate in a wide range of projects, devoting their time to renewing and energizing aspects of the neighborhoods in which they serve.

Keller Williams Kaua'i and its associates in collaboration with Kaua'i RSVP (Retired & Senior Volunteer Program) and the Agency on Elderly Affairs conducted a food drive to benefit our Kupuna.

5. Mother's Day Meals for Women 80+ living alone

Coordinated with Japanese Grandma's Cafe in Hanapepe, along with Dominos' Pizza in Lihue and J02 restaurant in Kapaa combined efforts in providing 55 meals.

B. Service Utilization

1. Older Adult Consumers

Table 1. Utilization of Access Services

SERVICES	PROVIDER	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Information and Assistance ⁵	AEA	1,713	5,923	\$478,999.12
Outreach ⁵	AEA	902	1,940	\$119,685.70
Case Management ²	AEA	217	1,086	\$ 63,315.38
Transportation ²	Kaua'i Bus	86	10,039	\$243,832.35

Table 2. Utilization of In-Home and Community-Based Services

SERVICES	PROVIDER	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Personal Care ²	TOTAL	18	1,660	\$ 49,524.50
	BAYADA	16	1,558	\$ 46,732.50
	Mastercare	1	38	\$ 1,064.00
	Regenerative	1	64	\$ 1,728.00
Homemaker ²	TOTAL	56	3,231	\$ 81,284.50
	BAYADA	16	625	\$ 16,256.50
	Mastercare	3	122	\$ 2,928.00
	Regenerative	37	2,484	\$ 62,100.00
Adult Day Care ²	KADHC	40	8,691	\$ 55,048.30
Volunteer ⁸	KAEA	368	20,741	\$217,877.93
Exercise Physical Fitness ⁹	KAEA	199	7,864	\$ 67,166.20

Table 3. Utilization of Nutrition Services

SERVICES	PROVIDER	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Home Delivered Meals ⁶	TOTAL	358	46,894	\$610,932.66
	KEO	350	45,814	\$591,852.66
	Mom's Meals	16	1,080	\$ 19,080.00
Congregate Meals ¹	KEO	199	7,286	\$111,133.33

Table 4. Utilization of Legal Services

SERVICES	PROVIDER	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Legal Assistance ¹	Legal Aid Society of Hawaii	322	1,512	\$ 67,626.00

2. Caregivers

Table 5. National Family Caregiver Support Program (NFCSP) – Family Caregivers of Older Adults

SERVICES	PROVIDER	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Counseling, Support Groups, Training ¹	Alzheimer's Association	118	263	\$ 27,359.12
Respite Care ¹	TOTAL	7	895	\$ 24,422.00
	BAYADA	2	192	\$ 5,760.00
	Mastercare	3	319	\$ 8,294.00
	Regenerative	2	384	\$ 10,368.00
Kupuna Caregiver Program ³	KADHC	7	571	\$ 39,970.00
Supplemental Services ⁷	AEA	122	652	\$ 5,571.50

**Table 6. National Family Caregiver Support Program (NFCSP)
– Grandparents or Relative Caregiver 55+**

SERVICES	PROVIDER	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Counseling, Support Groups, Training¹	Child & Family	9	45	\$ 2,441.93
Respite Care¹	Child & Family	9	19	\$ 1,452.24

Funding References for Tables 1-6:

¹Federal Title III Funded Service

²State Kupuna Care Funded Service

³ State Kupuna Caregiver Program

⁴Federal Title III and State Kupuna Care Funded Service

⁵Federal Title III and County Funded Service

⁶Federal Title III, State Kupuna Care and County Funded Service

⁷Federal Supplemental services may include but are not limited to home modification, assistive technology, emergency response systems, and incontinence supplies.

⁸Federal Corporation for National and Community Service Senior Corps Grant

⁹State Healthy Aging Grant and County Funded N/A = Not Available