



Agency on Elderly Affairs

Fiscal Year 2021 Annual Report

July1, 2020 – June 30, 2021

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 Hawai'i'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 Hawai'i's older adults.
 - 1. Expand and foster collaboration with the Aging Network to ensure older adults and persons with disabilities live safely and independently.

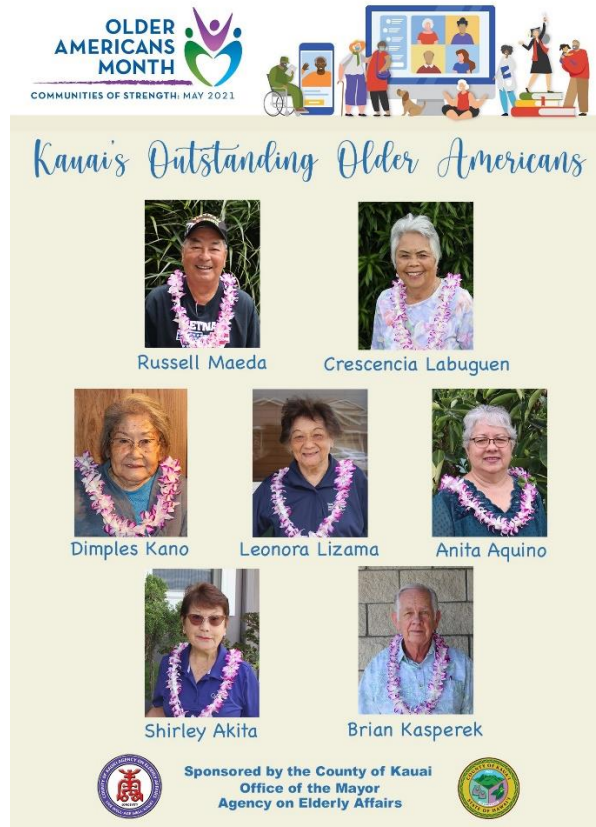
III. PROGRAM DESCRIPTIONS

- 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. 55th Annual Older Americans Award



2021 Kaua'i Outstanding Older Americans Honorees: Shirley Akita, Anita Aquino, Yoshiko "Dimples" Kano, Brian Kasperek, Crescencia Labuguen, Leonora Lizama and Russell Maeda.

The 55th Annual Older Americans Award Recognition Ceremony was held on May 6, 2021 honoring Kaua'i's seven Na Kupuna who were recognized at two separate events. The recognition Ceremony was virtual via Microsoft Teams and a drive thru followed in the afternoon at the Kaua'i County Complex, fronting the Piikoi Building. The Older Americans Month theme was "Communities of Strength" recognizing the important role older adults play in fostering the connection and engagement that build strong, resilient communities. Strength is built and shown not only by bold acts, but also small ones of day-to-day life—a conversation shared with a friend, working in the garden, trying a new recipe, or taking time for a cup of tea on a busy day. And when we share these activities with others—even virtually or by telling about the experience later—we help them build resilience too.



Russell Maeda and Dimples Kano were selected by a selection committee to represent Kaua'i at the State Older Americans Recognition Ceremony.

2. 2020 Annual RSVP Recognition Events

With some creative thinking due to challenges of COVID-19, Kaua'i RSVP honored and recognized our well deserving volunteers in island wide drive thru events last December. The event themed "Volunteers are Love in Motion" occurred on four different days in Kalaheo, Waimea, Kapaa and Lihue where 188 volunteers were greeted and presented with a gift bag. The year 2020 saw 307 volunteers serving 12,523 hours at thirty volunteer stations. Fifty-six volunteers received special recognition. Thirty-one were honored for 5 years of service, eleven honored for 10 years, nine volunteers honored with 15 years of service, three honored with 20 years of service, two volunteers honored with 25 years of service and one recipient, Sakiko Okihara, was honored with 40 years of service with RSVP.



Pictured above, the RSVP Advisory Council members, RSVP and AEA staff greet volunteers at the drive thru.

3. Kaua'i RSVP – 2020 September 11th National Day of Service and Remembrance

As part of the annual September 11th service project, the Kaua'i RSVP Advisory Council chose to honor and recognize Kaua'i's frontline workers for their vital role in the current state of pandemic. This day of service project brings Americans together to find meaning in a day of tragedy by redefining it as a celebration of hope and kindness. Drive thru/drop off collection drives were held which resulted in over 300 care packages assembled and delivered

to the staff of the island's three hospitals, Mahelona Medical Center, Wilcox Medical Center, and Kaua'i Veterans Memorial Hospital.



Pictured above, RSVP Advisory Council members & staff deliver care packages to KVMH.

4. Kaua'i RSVP – Volunteer Program

This past fiscal year, 124 volunteers served 7,929 hours at over 30 volunteer stations. Though a significant decrease compared to previous years due to COVID-19, Kaua'i RSVP continues to strive towards AmeriCorps mission, to improve lives, strengthen communities and foster civic engagement through service and volunteering. Not only does the AmeriCorps Seniors RSVP program have a positive impact on the community but it also helps adults aged 55 years and better, stay mobile, engaged, and healthy. The average age of Kaua'i RSVP volunteers is 71.

268 RSVP volunteers responded to a survey done last year. 92% agreed that volunteering helped them to not feel lonely; 89% said that volunteering made them feel good by keeping them active and their brain healthy; and 95% agreed that volunteering helped them have a more positive attitude.

Volunteers serving as AARP Tax Aides, did drive up tax services earlier this year completing 443 tax returns for seniors and those with low income who are unable to afford tax return preparation services. These returns provided \$284,577 in refunds back to these individuals.

Kaua'i RSVP partnered on many projects this year including assembling and delivering of non-perishable food items from the Kaua'i Independent Food Bank. Since April of 2021, volunteers assembled and delivered 500 bags of food to help address food security for seniors. Students from Wilcox Elementary School created letters and drawings that were included with each bag. This partnership fostered kindness and compassion from Keiki for our Kupuna.



Pictured Above, students from Mrs. Christy Nii's kindergarten class and their beautiful creations.

As part of Grove Farm's Community Wins! Program, during August 2020, RSVP volunteers delivered 500 gift certificates from local restaurants to kupuna and their caregivers. The program supported those in need as well as supported local business during these rough times.



Contributed photo above, Grove Farm staff present Community Wins! Program gift certificates to Kealoha Takahashi & Donna Loo



Photo on left, Mrs. Daida, RSVP volunteer, celebrated her 99th birthday in July. She and her son receive a delivery of food. Photo on right, RSVP volunteers assemble and prepare food items for delivery.

From February through May 2021, in collaboration with Liliuokalani Trust and as part of the USDA Farmers to Families food program, volunteers

assembled and delivered 400 bags containing fresh produce, cooked meat, and dairy products to seniors in need. From November 2020 through March 2021, in partnership with Aina Hookupu O' Kilauea, volunteers delivered over 900 boxes of fresh produce to seniors island wide.



Contributed photo by Dennis Fujimoto, The Garden Island Newspaper.

A collaborated effort orchestrated by Kaua'i RSVP for a Memorial Day service project resulted in over 1,500 ti leaf lei made by HGEA members and retirees, RSVP volunteer station staff and AmeriCorps Senior members of RSVP and Foster Grandparents. Members and volunteers adorned headstones and columbarium to honor and remember those laid to rest at the Kaua'i Veterans Cemetery in Hanapepe.

Kaua'i RSVP strives to address community need while providing meaningful opportunities for older adults to remain healthy and active through civic engagement.

5. Furry Friend – Robotic Pet

Purchased robotic puppies and cats to help combat social isolation and depression among older adults during the COVID-19 pandemic and beyond. A Furry Friend allow socially isolated older adults to receive similar gratification and comfort that they would from live pets by calming anxiety, decreasing loneliness, and providing a better quality of life—without needing to worry about food or vet bills.

There were seven puppies and three cats adopted.

Case Manager reported that she received call from family member whose mother was a recipient of a “Furry Friend.” Daughter states that her mom is so happy with the “puppy” and has named her Happy. She has Happy by her side all the time, and the daughter states that it is a relief, where before she could not leave her alone, she is actually able to go to another room in the house without having her mom call out consistently for her. Happy also gets fed scraps even if she can't eat, and even her sons are impressed with how happy their mom is with her furry friend. Happy the puppy even gets scolded sometimes if the consumer is watching TV, and barks or makes a sound. The consumer tells her to “be quiet because I'm watching TV”. The family is extremely happy for Happy, the dog.

6. Medicare & SHIP Assistance

Agency on Elderly Affairs' 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

For the period of July 1, 2020 to June 30 2021, Ship Counselors conducted 116 beneficiary assessment sessions with 97 consumers.

7. 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 nine outreach events throughout the island, coordinating with partner agencies at the following locations and events, and contacted 990 consumers: County Employee Council sponsored Halloween Spooktacular; Division of Vocational Rehabilitation; Child and Family Services Festival of Hope; Nourish Kaua'i , Housing Associates; Anini Park Closure Outreach Homeless; Lucy Wright Park Closure Outreach; Lydgate Park Camping Closure Outreach; and Salt Pond Park Closure Outreach.

Media coverage included KITV had Furry Friends on their Aging Well segment featuring Maui and Kaua'i programs and Radio ads to promote safety to older adults during COVID-19 pandemic.

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, 2020 to June 30, 2021. Fiscal resources for this period were:

<u>Federal</u>	<u>FY 2021</u>
Title III B Support Services	\$316,958.00
Title III B Support Services (American Rescue Plan)	214,243.00
Title III B Support Services (American Rescue Plan) Vaccines	18,645.00
Title III C-1 Nutrition, Congregate	12,871.00
Title III C-1 Nutrition, Congregate (American Rescue Plan)	100,090.00
Title III C-1 Administration	9,800.00
Title III C-1 Administration (American Rescue Plan)	64,268.00
Title III C-2 Nutrition, Home Delivered Meals	254,917.00
Title III C-2 Nutrition, Home Delivered Meals (American Rescue Plan)	175,649.00

Title III D Health Promotion	8,983.00
Title III D Health Promotion (American Rescue Plan)	15,986.00
Title III E Caregiver Support Program	69,489.00
Title III E Caregiver Support Program (American Rescue Plan)	<u>53,800.00</u>
Title III/Federal Subtotal	\$1,315,699.00
RSVP	75,000.00
NSIP	<u>41,274.00</u>
Federal Total	\$1,431,973.00
<u>State</u>	
Adult Day Care	187,830.00
Case Management	109,658.00
Homemaker/Housekeeping	185,530.00
KC Transportation	159,983.00
Nutrition, Home Delivered Meals	456,222.00
Personal Care	152,074.00
Chore	0
Elder Abuse Prevention	0
Area Agency Administration	<u>139,032.00</u>
Kupuna Care/State Subtotal	\$1,390,329.00
SHIP	0
Healthy Aging-BCBH	0
Healthy Aging-EnhanceFitness	0
ADRC	41,454.00
Kupuna Caregiver Program	0
Long-Term Care Ombudsman	<u>0</u>
State Total	\$1,431,783.00
<u>County</u>	
County General Funds	<u>\$1,476,181.00</u>
County Total	\$1,476,181.00
TOTAL	\$4,339,937.00

V. ACCOMPLISHMENTS/EVALUATION (ADDRESSING RISE INITIATIVE PRINCIPLES)

A. Our Mobility

1. Provide transportation from one location to another, may involve a helpful driver pushing an older adult in a wheelchair to the vehicle, loading and unloading assistive devices into the vehicle and securing an older adult in the seat.

County Transportation Agency, contracted service provider, served 67 older adults providing 5,690 one-way trips.

B. Our Home

1. Provide personal assistance to an older adult in the home with homemaker, personal care, respite, and/or chore services.

Contracted providers include BAYADA Home Health Care, Mastercare and Regenerative Living Private Duty, Inc. Combined totals served seven caregivers respite services; 14 older adults personal care services and 57 older adults homemaker services.

2. Coordinate the 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 educate older adults about available resources. There are a few pieces of equipment added to the inventory including car safety tools to help assistance with getting in and out of vehicles, blood pressure monitors, non-slip rugs, and commodes and safety chairs.

For the period of July 1, 2020 through June 30, 2021:

- 105 homes were served
- 211 homes are on the waitlist to be visited

Falls Prevention Equipment installed/distributed:

Smoke Detectors	131	Night Lights	175
Grip Tape	7	Shower Grip Tape	7
Shower Chairs	33	Handrails	12
CO Detectors	21	Grabber Reacher	91
Commode/Safety Chairs	6	Rugs	131
Car Safety Tool	13	Blood Pressure Monitor	1

It has been five years since the start of the program on April 1, 2016. As of July 13, 2021, 699 individuals were served assessing 578 homes for fall hazards. Annually, on average, the program provided the following: 706 pieces of equipment or 59 pieces a month; 134 participants were given instruction on falls prevention, fire safety and health safety; 111 households were improved to assist in preventing falls.

C. Our Connections

1. Agency on Elderly Affairs (AEA) Associates provide person-centered approach to assist individuals in assessing their existing or anticipated long-term care needs; developing and implementing a plan for services, supports and care that is consistent with the individual's specific needs, goals and circumstances.

AEA Associates assisted with registering 1,442 Kupuna for vaccines at hospitals from January 2021 to June 30, 2021.

D. Our Money

1. Provide nutritious meals in a congregate setting and for frail elders who are homebound; and provide food distribution to meet food security needs of older adults.

Implemented a restaurant gift certificate program for congregate meal participants and senior center members. Ten dollar gift certificates are purchased from the following restaurants Mama Lucy in Lihue, Wongs in Hanapepe, Waipouli in Kapaa, Ishihara and Gina's in Waimea. This gift certificate program served 104 older adults providing 2,085 meals.

Kaua'i Economic Opportunity Inc. (KEO) is the contracted provider delivering home-delivered meals to eligible participants. Meals are placed inside coolers which are outside the doors for a contactless delivery. KEO served 343 older adults providing 54,906 meals.

Mom's Meals is the second provider of home delivered meals, which are ten special diet frozen meals shipped directly to the homes of eligible participants two times a month. Thirty-three older adults were served providing 3,600 meals.

E. Our Freedom

1. Provide legal assistance for older adult including but not limited to: legal advice, counseling, education, training, seminar, personal counseling, advance directives, power of attorney, health care power of attorney, deeds and leasehold agreements.

Legal Aid Society of Hawai'i, contracted service provider, assisted 353 older adults.

Managing and Staff Attorneys represented and assisted senior clients with housing matters and family matters including adoptions, name changes and a temporary restraining order for domestic violence. They have seen an increased number of housing matters related to the pandemic moratorium.

Paralegals assisted senior clients with social security matters; obtaining vital documents; outreaches at Salvation Army in Lihue and Hanapepe; and Kealaula in Lihue; assisted with Durable Powers of Attorney, Advance Health Care Directives, Simple Wills, Transfer on Death Deeds, and unemployment matters.

To keep staff and clients safe during the ongoing pandemic, the Legal Aid Kaua'i office currently was not accepting unannounced visitors/walk-ins. They met with clients in office by appointment only and only as truly necessary, with protective measures as such wearing of masks and distancing in place.

2. Establishment of a Kaua'i Elder Justice Team

Paul Greenwood, consultant, assisted in establishing the Kaua'i Elder Justice Multi-Disciplinary Team, a community-based team of Government and Community Organizations, committed to addressing abuse, neglect, and exploitation of elders through enhanced collaboration and coordination of community resources. He assisted with personnel training; facilitated monthly Microsoft Team meetings; and provided Community Education presentation at the World Elder Abuse Awareness Day event on June 15, 2021 Elder Law Day. He wrote the Memorandum of Understanding (MOU) for the Elder Justice Team members with minimum requirements: a representative from agencies/organizations to participate on team; share information and/or perspective on elder abuse issues; and coordinate activities and/or resources in joint programs.

Agency on Elderly Affairs Associates attended the first virtual statewide World Elder Abuse Awareness Day conference in Hawai'i on June 15. The conference had nearly 200 attendees and 120 organizations were represented. It truly was inspirational and highlighted opportunities for collaboration between law enforcement, government agencies, financial institutions, legal services, medical and social services, and non-profit organizations.

F. Our Heart

1. Provide supports for caregivers caring for frail elders with dementia.

Kaua'i Adult Day Health Center reopened the shut down on August 10, 2020. Due to the spacing and staff available to follow CDC and State guidelines, they were able to serve 20 participants daily.

Received report from a consumer who was very happy and grateful that Adult Day Health re-opened. She said, "that since her 92 year old husband returned to the center and is able to socialize with other people and gets out of the house, he is noticeably happier, healthier, more talkative, and has gained back most of the weight that he lost while the center was closed."

2. Provide evidence-based health promotion programs related to the prevention and mitigation of the effects of chronic diseases; programs regarding physical fitness and group exercises; including counseling for the prevention of negative health effects associated with social isolation.

a. Better Choices, Better Health

Conducted two Chronic Disease Self-Management Program (CDSMP) workshops via conference call in November or a period of six weeks and three participants completed

A participant wrote the following: "I continue to use the 'Living a Healthy Life with Chronic Conditions' as a good reference book. I felt that the

ideas and suggestions and plans to be able to maintain a healthy life were very helpful.

“I especially like the section on exercise/stretching which includes a CD and a picture instruction on how to do the exercise. This helped me to do all the things without an in-person instructor.

“Taking this class has helped me try to lead a healthier life style in being more conscientious on nutrition and all phases in making better choices in maintaining a healthy life.”

b. EnhanceFitness

Virtual exercise classes via Zoom were provided by Instructors for participants to attend.

In-person class (five participants only) started at Kapaa United Church of Christ on March 1, 2021. CDC protocols and guidelines were followed to ensure safety for participants and instructor.



Kapaa EnhanceFitness class pictured with instructor, Debbie Lankford.

Opening of Neighborhood Centers, in-person classes for ten participants at Kaumakani, Lihue and Kilauea started on May 3, 2021. Standard Operational Plan were approved by Kaua’i Emergency Management Agency’s Operations Section.

A total of 105 older adults attended class sessions. A participant wrote: “My girlfriend and I often talk about the beneficial effects of EnhanceFitness moves on our body: why we are still walking, still getting up from our chair with ease, still maintaining a healthy body at 82, slowing down the effects of dementia and how we have gained a feeling of independence.”

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 Assistance⁵	KAEA	3,389	10,501	\$526,769.11
Outreach⁵	KAEA	990	1,725	\$131,692.28
Case Management²	KAEA	206	787	\$77,728.54
Transportation²	Kaua'i Bus	67	5,690	\$84,610.30

Table 2. Utilization of In-Home and Community-Based Services				
KUPUNA CARE SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Personal Care²	BAYADA	10	1,356.25	\$40,687.5
	Mastercare	4	189.42	\$ 5,303.76
	Regenerative	0	0	0
	TOTAL	14	1,545.67	\$45,991.26
Homemaker²	BAYADA	15	547	\$14,222.00
	Mastercare	8	106.5	\$ 2,556.00
	Regenerative	34	2,447	\$61,175.00
	TOTAL	57	3,100.5	\$77,953.00
Adult Day Care²	KADHC	10	4,834	\$33,354.50
Exercise Physical Fitness⁹	KAEA	105	4,749	\$146,773.11

Table 3. Utilization of Nutrition Services				
SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Home Delivered Meals⁶	KEO-Regular	343	54,906	\$754,407.50
	KEO-Covid 19	38	5,382	74,002.50
	Mom's Meals	33	3,600	\$ 61,512.50
	TOTAL	393	63,888	\$889,922.50
Congregate Meals¹	KEO	0	0	0
Restaurant Vouchers⁶	Mama Lucy	34	733	\$7,330.00
	Wong's	24	488	\$4,880.00
	Ishihara	16	316	\$3,160.00
	Waipouli	20	372	\$3,720.00
	Gina's	10	176	\$1,760.00
	TOTAL	104	2,085	\$20,850.00

Table 4. Utilization of Legal Services				
SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Legal Assistance¹	Legal Aid Society of Hawai'i	353	1,462.8	\$67,037.56

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, Training¹	Alzheimer's Association	160	316	\$40,308.64
Respite Care¹	BAYADA	2	141.5	\$ 4,245.00
	Mastercare	3	300.5	\$ 7,813.00
	Regenerative	2	32	\$864.00
	TOTAL	7	474	\$12,922.00
Kupuna Caregiver Program³	KADHC	5	622	\$43,540.00
Falls Prevention⁷	KAEA	125	1,029	\$20,493.13

Table 6. NFCSP – Grandparents or Relative Caregiver 55+ Service Utilization				
SERVICES		PERSONS SERVED (Unduplicated Count)	UNITS OF SERVICE	EXPENDITURES
Counseling, Support Groups, Training¹	Child & Family	9	12	\$1,653.50

Funding References for Tables 1-6:

¹Federal Title III Funded Service

²State Kupuna Care Funded Service

³State 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

⁹County Funded

N/A = Not Available