



Agency on Elderly Affairs

Fiscal Year 2024 Annual Report

July 1, 2023 – June 30, 2024

Kealoha Takahashi
Executive on Aging



I. MISSION STATEMENT

The Agency on Elderly Affairs as the designated lead County agency, plans, implements, supports, and advocates for the well-being of older adults; and as the Aging and Disability Resource Center (ADRC) serves as a one-stop source of information on long term care support options and services for all residents.

Vision Statements

- Older adults will live independently at home or in the community with dignity and respect.
- Family caregivers receive adequate support to care for their older adults.
- 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. Hawai'i's older adults have opportunities to live well.
1. Increase opportunities for older adults to live well by raising awareness of agency services and other resources through outreach events.
 2. Prevent elder abuse by forging new partnerships and collaborations with key stakeholders and strengthening AEA's Elder Abuse Education and Awareness Campaign.
 3. Increase financial literacy among older adults to reduce incidents of financial fraud and scams and other forms of financial abuse by offering education and fraud prevention events.
 4. Improve the well-being of older adults with chronic diseases through participation in self-management education programs.
 5. Improve the well-being of older adults through participation in the EnhanceFitness Program.

6. Improve the well-being of older adults by educating them, their families, and caregivers on fall prevention and providing in-home fall prevention evaluations and home modifications.
 7. Identify and implement opportunities to strengthen the capacity of the Agency on Elderly Affairs as the designated Area Agency on Aging, and Aging and Disability Resource Center (ADRC).
 8. Improve home and community-based services by increasing capacity.
- B. Hawai'i's older adults are prepared for future health threats and disasters.
1. Ensure the safety of older adults and their caregivers during future disasters by having an emergency plan in place.
- C. Hawai'i's underserved populations have equitable access to programs and services.
1. Enable members of underserved populations to access more resources & services digitally, e.g., telehealth appointments, virtual activities.
 2. Provide equitable opportunities for economically and geographically disadvantaged, those with limited mobility, limited transportation, and other underserved populations to improve their physical and emotional well-being by increasing the number of RSVP volunteers from those target groups.
- D. Hawai'i's older adults and people with disabilities will age in place.
1. Reduce social isolation in older adults and people with disabilities by providing participants with opportunities to have regular contacts with a trained RSVP volunteer.
 2. Increase access to nutrition services to promote the health and well-being of older adults.
 3. Enable older adults to age in place by supporting efforts to access or sustain housing and food.
 4. Explore additional resources for person-centered options of transportation.
 5. Enable older adults and caregivers to live in their communities through the availability of and access to high-quality, long-term services and supports (LTSS) through the Kupuna Care Program.
- E. Hawai'i's caregivers have a broad array of services and supports to effectively care for their loved ones.

1. Enhance support systems of caregivers through support groups and available resources.

III. PROGRAM DESCRIPTIONS

A. Objectives

1. Engage Older Adults: Conduct outreach activities in the community to identify older adults who may need services and actively involve older adults in the decision-making process, seek their input on the services and support they require ensuring their voices are heard and their perspectives are considered.
2. Promote Social Connections: Address social isolation by creating opportunities for older adults to engage with their peers and the broader community by organizing social events, facilitating intergenerational programs, and promoting volunteer opportunities.
3. Support Caregivers: Recognize the crucial role of formal and informal caregivers including kinship and grandparents raising grandchildren caregivers to provide them with the necessary support and resources by offering caregiver training programs, respite care services, support groups, and access to information and guidance on caregiving best practices as recommended by the RAISE (Recognize, Assist, Include, Support, and Engage) Family Caregiving Advisory Council and other national efforts.
4. Enhance Nutrition Programs: Develop and enhance nutrition programs that cater to specific needs of older adults by promoting healthy eating habits, collaborating with providers to offer a diverse range of menu options that are nutritious, flavorful, and visually appealing, cater to different dietary preferences, cultural backgrounds. Collaborating with healthcare professionals to address malnutrition and nutritional deficiencies.
5. Collaboration and Partnerships: Foster collaborations among various stakeholders, including government agencies, community organizations, healthcare providers, and advocacy groups. By working together, we can leverage resources, share expertise, and develop comprehensive solutions to address the needs of older adults.
6. Holistic Approach: Take a holistic approach to address the diverse needs of older adults. This includes considering physical health, mental well-being, social connections, access to healthcare, transportation, housing, and other social determinants of health.
7. Promote Age-Friendly Communities: Create age-friendly environments that support the well-being and independence of older adults including improving

accessibility, transportation options, and community engagement opportunities.

8. Education and Awareness: Raise awareness of the needs and challenges faced by older adults in our community. Educate the public, policymakers, and service providers about the importance of prioritizing the well-being of older adults and the benefits of age-friendly initiatives.
9. Advocacy and Policy: Advocate for policies and programs that support the needs of older adults. Engage with local and state policymakers to ensure the concerns of older adults are addressed and resources are appropriately allocated.
10. Capacity Building Activities: Provide regular training programs and professional development opportunities to enhance the skills and knowledge of AEA staff, service providers and community partners within the aging network, to enhance the skills and knowledge needed to provide services for older adults, caregivers, and persons with disabilities.

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, 2023, to June 30, 2024. Fiscal resources for this period were:

<u>Federal</u>	<u>FY 2024</u>
Title III B Support Services	\$440,635.19
Title III C-1 Nutrition, Congregate	234,878.00
Title III C-1 Administration	38,015.81
Title III C-2 Nutrition, Home Delivered Meals	274,402.75
Title III D Health Promotion	12,960.00
Title III E Caregiver Support Program	<u>211,225.71</u>
Title III/Federal Subtotal	\$1,212,117.46
RSVP	\$73,306.95
NSIP	<u>36,833.00</u>
Federal Total	\$1,322,257.41
<u>State</u>	
Adult Day Care	\$166,490.00
Case Management	88,659.87
Homemaker/Housekeeping	141,256.00
KC Transportation	263,870.10
Nutrition, Home Delivered Meals	743,840.92
Personal Care	301,237.00
Chore	0
Elder Abuse Prevention	16,767.00
Area Agency Administration	<u>46,362.24</u>

Kupuna Care/State Subtotal	\$1,768,483.13
SHIP	0
Healthy Aging-BCBH	0
Healthy Aging-EnhanceFitness	0
ADRC	\$203,826.89
Kupuna Caregiver Program	0
Long-Term Care Ombudsman	<u>0</u>
State Total	\$1,972,310.02
<u>County</u>	
County General Funds	\$1,574,481.50
County Total	\$1,574,481.50
TOTAL	\$4,869,048.93

V. ACCOMPLISHMENTS/EVALUATION (ADDRESSING RISE INITIATIVE PRINCIPLES)

A. Our Mobility

Our goal is to ensure we have safe roads for all modes of transportation and eco-friendly options to travel through our daily lives.

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 91 older adults providing 8,757 one-way trips.

Assisted transportation helps with transportation, including, escort, for consumers with physical and cognitive difficulties using regular vehicular transportation for medical appointments only.

Regenerative Services Kaua'i served 39 consumers with 889 one-way trips and Garden Isle Medical Transport served 4 older adults with 21 one-way trips.

B. Our Home

Our goal is to have safe and decent housing for local residents, where our public spaces are a welcoming and inclusive gathering place for all.

1. Provide personal assistance to an older adult in the home with homemaker, personal care, respite, and/or chore services. Chore services assist consumers with heavy housework or yard work that may present a health or safety problem.

There are three contractors Kōkua Healthcare, Mastercare, and Regenerative Services Kaua'i providing the following services personal care, homemaker,

respite in-home, and chore. With the growing needs of older adults for in-home services, the agency is not able to address the waitlist of 66 consumers.

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, transfer benches, grip tape, shower chairs, night lights, and bands for strengthening exercises to prevent falls.

It has been eight years since the start of the program on April 1, 2016. As of June 30, 2024, one thousand forty-seven (1,047) individuals were served assessing 853 homes for fall hazards.

During the Falls Prevention visits many individuals were grateful for the opportunity for medics, Agency on Elderly Affairs staff, as well as firemen in their district to come out to assess their homes as well as provide them with education and equipment to make their homes safer.

C. Our Connections

We understand that excellent public service is the outcome of a caring person in a working environment that supports teamwork and continuous improvement.

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 6,127 phone calls from consumers inquiring about nutrition services, home and community-based services, concerns on health and wellness, and transportation. Associates provided 1,478 consumers with information and assistance and provided outreach to 568 elders.

2. Annual RSVP Recognition

The event was held on December 7, 2023, at the Outrigger Kaua'i Beach Resort & Spa by honoring 225 volunteers. Joining RSVP Staff, RSVP Advisory Council members and AEA Staff, a multitude of others from volunteer station staff to County Council members, including Mayor Kawakami, celebrated the 50th Anniversary of the Kaua'i RSVP that started in 1973.



Seventy-four volunteers received special recognition for the years of service as of 2023. Forty-one honored with 5 years of service, thirteen honored for 10 years, five volunteers honored with 15 years of service, twelve honored with 20 years of service, two volunteers honored with 25 years of service and one recipient, Kay Matsuwaki, pictured above, honored with 35 years of service with RSVP.

3. September 11th National Day of Service and Remembrance

The 9/11 Day of Service, Monday, September 11, 2023, program was held at Kukui Grove Center Stage area. This Year's theme was "Come Together in Unity and Service." Kaua'i RSVP partnered with Kaua'i VOAD (Voluntary Organizations Active in Disaster). According to Melissa Warrack, Kukui Grove Manager, the event attracted 400 people who participated in the program and displays by 26 RSVP Stations, who then joined in the activities set up by the Kaua'i RSVP Advisory Council and Kaua'i RSVP Director and Program Specialist Assistant. We came together to honor our first responders representing the Kaua'i Fire and Police Departments, EMTs, Hospital Emergency Rooms, U.S. Coast Guards, Retired and Current Military, who were remembered through the delivery of the Mayor's Proclamation, Message from the Governor's Representative and County Council Chair. Highlights of program were the presentation of the Colors by Kapa'a High School JROTC Color Guards, and moments spoken to honor and remember Maui's recent disaster victims, first responders, and the countless volunteers.

4. Kaua'i RSVP Volunteer Program

RSVP has a total of two hundred seventeen (217) volunteers who served a total of 23,657 hours at forty-two nonprofit organizations and government agencies, reflecting a savings value of \$839,823.50 through volunteer service activities of the AmeriCorps Seniors Kaua'i RSVP program.

Volunteers serving as AARP Tax Aides provided 799 hours of in person tax services earlier this year completing 436 tax returns at no cost for seniors and those with low income who are unable to afford tax return preparation services. These returns provided \$223,218.00 in state and federal refunds back into the wallets of these individuals while saving tens of thousands of dollars in tax preparation fees to those in most need.

AmeriCorps Seniors RSVP program continues to be a win for all, addressing critical community needs while engaging adults aged 55 years and better, stay mobile, engaged, and healthy. The volunteer satisfaction surveys are reflective of how the program has positively affected its volunteers, reduced social isolation, and kept volunteers healthy post-COVID. Volunteers continue to report 100% would recommend volunteering with RSVP, agreed that they do not feel lonely, feel good by keeping active and healthy, while having a more positive attitude.

Kaua'i RSVP continues to partner on many projects including assembling and delivering bags of non-perishable food items, frozen local ground beef and tofu kits through the Kaua'i Independent Food Bank and the Hawai'i Food Bank – Kaua'i Branch. Volunteers delivered a total of 6,515 boxes and bags of fresh produce, non-perishable food items, and helpful flyers and brochures that provide notification and informational alerts in each delivery.

D. Our Money

Public funds are used carefully to meet our needs. We account for every dollar and invest wisely for our future.

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.

Kaua'i Economic Opportunity Inc. (KEO) is one of the providers delivered home-delivered meals to 215 older adults providing 18,075 meals and 2,699 congregate meals to 79 elderly.

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. Seventy-four (74) older adults were served, providing 9,043 meals.

Samuel Mahelona Memorial Hospital is the third new provider of home delivered meals and congregate meals. Two hundred eighty older adults were served 28,328 home delivered meals and 19 elderly were served 516 congregate meals.

The American Rescue Plan funds provided the following services:

- a. Food security services:

- i. Kaua'i Economic Opportunity, Inc served 22 older adults with prepared meals twice a week.
 - ii. Nourish Kaua'i Ohana served 21 adults with meal kit every week.
 - iii. Malama Kaua'i served 74 adults with fresh produce every other week.
 - b. Mental health counseling:
 - i. WorkLife, Child & Family Service, served nine older adults.

2. Service Utilization Tables 1-6 are referenced at the end of the report.

E. Our Freedom

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

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 359 older adults.

Managing and Staff Attorneys represented and assisted senior clients with housing matters and family matters including divorce, adoptions, name changes, estate planning, and a temporary restraining order for domestic violence. The pandemic continues to result in Legal Aid seeing more housing cases than in pre-pandemic times. Housing cases are more complex.

Paralegals assisted senior clients with social security matters including disability, retirement, and overpayment issues; obtaining vital documents; assisted with Durable Powers of Attorney, Advance Health Care Directives, Simple Wills, Transfer on Death Deeds, guardianship, and unemployment matters.

F. Our Heart

We are supported to discover our best selves as a community.

1. 58th Annual Older Americans Award Recognition



2024 Kaua'i Outstanding Older Americans Honorees pictured above seated from left to right, Carol Yotsuda, Zenon Wong, Paula Schultz, Maura Sabado, Bonnie Lake, Kimo Keawe, Allen Hom, Beverly Gotelli, Jane Goldsmith, Gordon Doo and Veronica Carillio. Back row from left to right, Councilmember Felicia Cowden, Councilmember Bernard Carvalho, Jr., Councilmember Billy DeCosta, Governor's Representative Dana Hazelton, Mayor Derek S.K. Kawakami, Councilmember Ross Kagawa, and Kealoha Takahashi.

The 58th Annual Older Americans Award Recognition Ceremony was held on May 3, 2024, honoring Kaua'i's eleven Na Kupuna who were recognized at a ceremony at the Outrigger Kaua'i Beach Resort & Spa. The Older Americans Month theme was "Powered by Connection" focused on the profound impact that meaningful connections have on the well-being and health of older adults.



Zenon Wong and Maura Sabado pictured above wearing the purple orchid leis were selected to represent Kaua'i at the State Recognition event on June 7, 2024.

2. Provide support for caregivers caring for frail elders with dementia.

Kaua'i Adult Day Health Center served fifteen (15) participants daily.

Alzheimer's Association provided 86 caregivers with counseling, support group sessions and training.

Child and Family Service provided support to eight grandparents raising grandchildren.

3. 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.

Better Choices, Better Health is known nationwide as the Chronic Disease Self-Management Education, an evidence-based program where individuals with chronic or ongoing medical condition can learn how to better manage their health conditions to improve their quality of life.

Better Choices Better Health is a 6-week self-management workshop that was developed and tested by Stanford University. The workshop does not replace prescribed treatment. Instead, the workshop complements and supports medical-professional-recommended treatment plans. People learn skills to help them manage their health conditions and interact with their health care providers.

Diabetes Self-Management Program workshops were conducted via phone and using teleconference technology.

EnhanceFitness is an exercise program designed for older adults to improve cardiovascular fitness, strength, flexibility, and balance for older adults. The program helps build relationships among participating seniors, creates an exercise environment that is fun and friendly.

There are three EnhanceFitness instructors and one Master Trainer providing four in-person classes and one virtual senior class for a total of 92 participants attending classes.

Service Utilization Tables 1-6

Table 1. Utilization of Access Services				
SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Information and Assistance⁵	AEA	1,478	6,213	\$273,824.96*
Outreach⁵	AEA	568	1,529	\$121,713.30*
Case Management²	AEA	74	110	\$88,659.87
Transportation²	Kaua'i Bus	91	8,757	\$108,690.00
Assisted Transportation²	Regenerative Kaua'i	39	889	\$43,781.00
	Mastercare	3	28	\$1,239.16
	Garden Isle Medical Transport	4	21	\$2,052.34

Table 2. Utilization of In-Home and Community-Based Services				
KUPUNA CARE SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Personal Care²	Mastercare	4	479.50	\$17,262.00
	Kōkua Healthcare	35	2,862	\$152,410.00
Homemaker²	Mastercare	5	254	\$8,636.00
	Regenerative Kaua'i	44	2,752	\$93,568.00
Chore	Regenerative Kaua'i	16	290	\$13,050.00
Adult Day Care²	Kaua'i Adult Day Health Center	15	14,734	\$103,138.00
Exercise Physical Fitness⁹	AEA	92	4,169	\$76,245.00

Table 3. Utilization of Nutrition Services				
SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Home Delivered Meals⁶	KEO-Regular	215	18,075	\$289,200.00
	Mom's Meals	74	9,043	\$160,988.25
	Samuel Mahelona Memorial Hospital	280	27,812	\$500,616.00
Congregate Meals¹	KEO	76	1,913	\$21,956.00
	Samuel Mahelona Memorial Hospital	19	516	\$5,160.00
Food Security¹⁰				
Prepared Meal	KEO	22	1,621	\$17,020.50
Fresh Produce	Malama Kaua'i	74	1,545	\$23,175.00
Meal Kit	Nourish Kaua'i	21	670	\$16,750.00

Table 4. Utilization of Legal Services				
SERVICES	Provider	PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Legal Assistance¹	Legal Aid Society of Hawai'i	359	1,810.40	\$97,659.50
Mental Health Counseling¹⁰	Child & Family Service-WorkLife	9	153.75	\$27,675.00

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	86	244.50	\$31,503.00
Respite Care¹	Mastercare	1	53	\$1,855.00
	Kōkua Healthcare	18	1,564	\$86,020.00
Kupuna Caregiver Program³	Kaua'i Adult Day Health Center	15	14,734	\$103,138.00

Falls Prevention⁷	AEA	107	1,078	\$19,569.06
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Table 6. NFCSP – Grandparents or Relative Caregiver 55+ Service Utilization				
SERVICES		PERSONS SERVED (Undup Count)	UNITS OF SERVICE	EXPENDITURES
Counseling, Support Groups, Training¹	Child & Family Service	8	18	\$4,000.02

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

¹⁰American Rescue Plan Act Funded

N/A = Not Available