

WELCOME!

- Aging Reimagined 2.0 •





Aging Reimagined Gap Analysis

Understanding the Needs &
Finding the Opportunities

Karen Doolittle, FUSE Executive Fellow
May 1, 2018

Acknowledgement



Supported by a grant from SCAN Health Plan, based in Long Beach, California.

SCAN is an nonprofit public benefit corporation dedicated to finding innovative ways to enhance seniors' ability to manage their health and to continue to control where and how they live.

Agenda

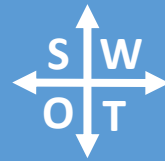
Gap Analysis

Context & Scope

Approach

Core Needs

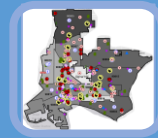
- SWOT Analysis



- Hassle Map



- Heat Map



Trends

Next Steps

Questions



Context & Scope



Long Beach Current State

- 470,000 residents
- 2nd largest city in LA County
- 25% of population is aged 50+ and 9% is aged 65+

Burning Platform

- Increasing need for senior services
- Ethnically diverse, plus growing older and poorer
- By 2025, more than 22% will be below poverty line

Long Beach has identified **major gaps** and **lack of coordination** in the services it currently offers elderly residents



The City of Long Beach partnered with FUSE Corps to host an executive-level Fellow for one year to:

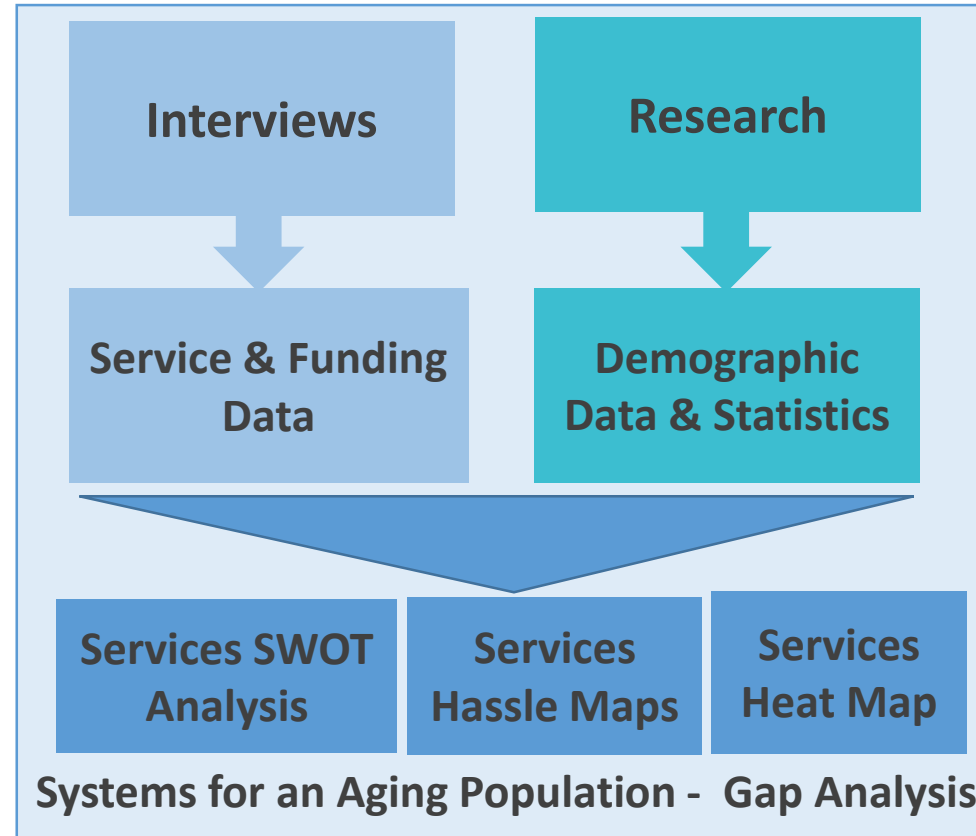
- 1) Conduct a **Gap Analysis**
- 2) Oversee the selection of an **Online Referral System**
- 3) Identify **Metrics** for performance and outcomes

Overarching Goal

To improve the quality of life for the city's elderly residents by linking them to a coordinated health and social service continuum of care

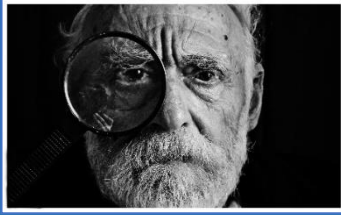
Gap Analysis Approach

- ✓ 60+ Stakeholder Interviews
- ✓ Senior Center Interviews
- ✓ Senior Commissioners Meeting
- ✓ Civic Innovation & Livability Summit
- ✓ Senior Links Program data
- ✓ Senior Center I&A data
- ✓ 6 Senior Centers Programs & Meals data
- ✓ MSC Senior data
- ✓ JFCS Service data
- ✓ Senior Police Partners data
- ✓ LBFD EMT/Paramedic calls/dispatch data
- ✓ Area Agency on Aging (AAA) Data

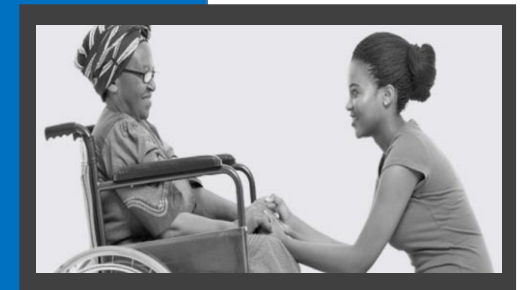


- ✓ AARP Articles
- ✓ Business Articles (i.e. McKinsey, Harvard, Stanford, etc.)
- ✓ Medical Journals
- ✓ Measuring Racial Equity: A Groundwater Approach
- ✓ Live Well Long Beach
- ✓ SAGE LGBTQ
- ✓ WHO
- ✓ Healthycity.org
- ✓ UCLA California Health Interview Survey (CHIS)
- ✓ LA County Health Survey
- ✓ LB 2016 Community Health Assessment
- ✓ LGBTQ Health Equity Research packet

Core Needs



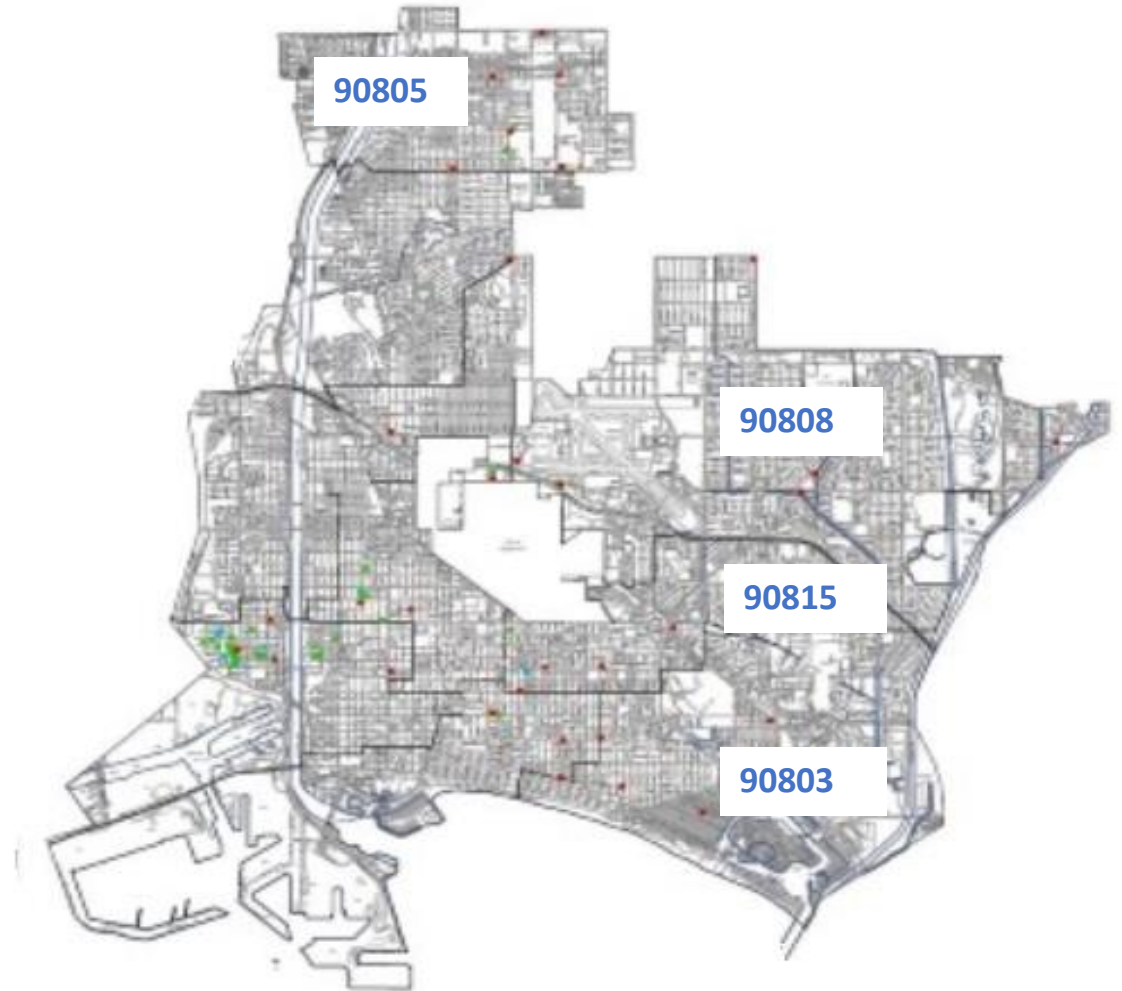
1. **More affordable Senior-appropriate HOUSING**
2. **Enhanced TRANSPORTATION options for all seniors**
3. **Wraparound HEALTH Services to address complex health and mental health issues, including affordable clinical and non-clinical in-home care**
4. **Holistic team focus to proactively address SAFETY concerns in active daily living**
5. **Better coordination and collaboration of services to improve senior's QUALITY OF LIFE through leveraging longevity and sharing economies, intergenerational programs and volunteerism**



Long Beach Aging Population Demographics

Numbers of Seniors by Zip Code

Zip Code	Age Range (Yrs)				TOTAL	Per 10,000
	55-64	65-74	75-84	85+		
90805	9,616	5,434	2,187	750	17,987	1.80
90808	5,997	3,703	1,795	1,004	12,499	1.25
90803	5,464	4,155	1,755	731	12,105	1.21
90815	5,373	3,541	1,894	1,204	12,012	1.20
90807	4,615	2,981	1,320	888	9,804	0.98
90813	5,255	2,782	1,165	378	9,580	0.96
90802	4,817	2,975	1,212	489	9,493	0.95
90806	4,587	2,715	1,186	438	8,926	0.89
90810	4,088	2,622	1,357	522	8,589	0.86
90804	4,002	2,171	801	438	7,412	0.74
90814	2,465	1,556	627	276	4,924	0.49
Total	56,279	34,635	15,299	7,118	113,331	



Long Beach Population Demographics: Aged 65+

Percentage Living Below Poverty Level by Zip Code

90813	29.0%
90806	22.3%
90802	21.0%
90805	16.7%
90804	15.9%
90810	11.7%
90814	10.4%
90807	10.2%
90803	6.1%
90815	6.0%
90808	4.8%

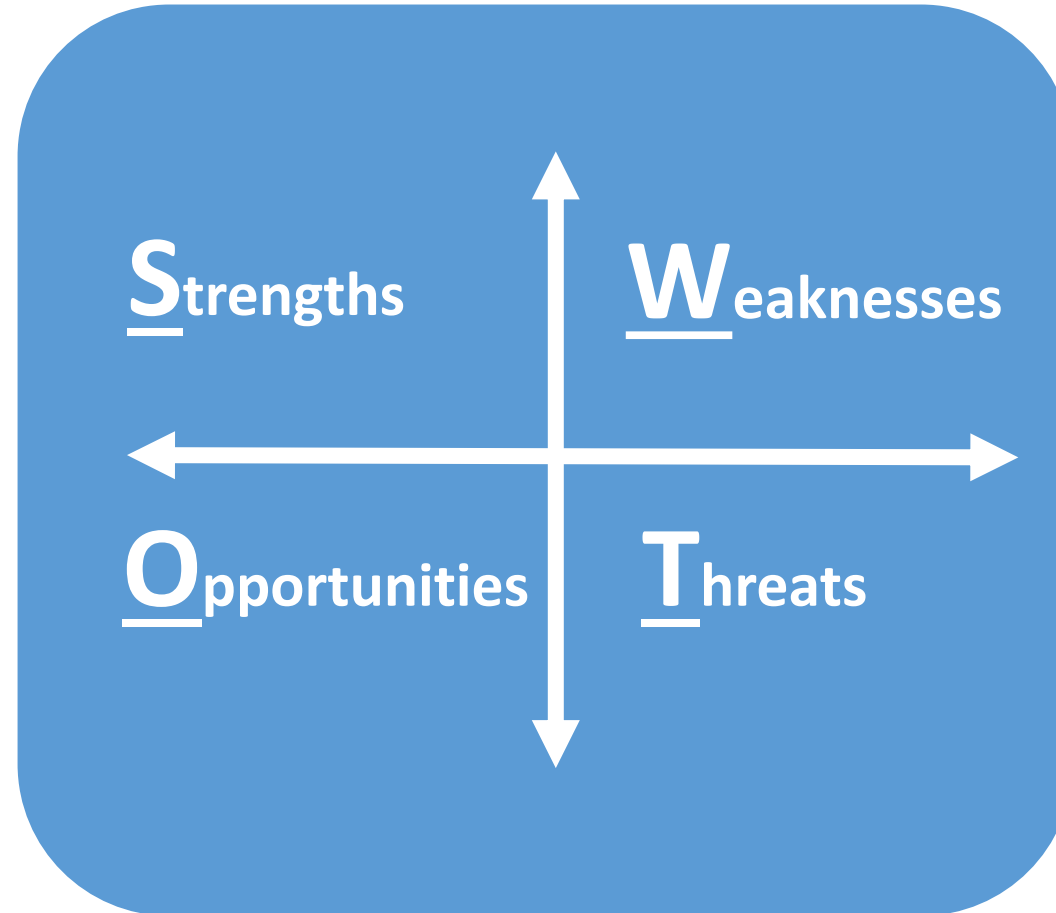
Percentage Living Below Poverty Level

14.0 %

Percentage Living Alone

28.7 %

SWOT Analysis



SWOT Analysis - Housing

Strengths

Weaknesses



Development & Enhancement of Affordable Senior Housing

Lack of Affordable Housing

Co-location of Support

Increase in Homelessness for Older Adults

Modular Housing: Development faster than construction

Lack of Senior-appropriate Housing

Co-location allows for support

Seniors Face additional Barriers when Seeking Housing

Intergenerational Housing

Opportunities

Threats

SWOT Analysis - Transportation

Strengths

Connected Seniors Club

FAME

Livability Summit

DHHS Nurses support

Pilot Senior Transportation
Projects from other Cities

Transportation
Considerations for Seniors

Opportunities

Weaknesses

Positive Reviews of Transportation
riddled with caveats

*"I don't want to spend 5 hours in
transportation, for a 1 hour appointment."*

LB Transit Faces and Contributes to
Barriers for Transportation

First mile/Last mile Challenge

Long Beach needs to stay ahead to
prevent gaps in transportation

Threats



*"We could potentially have 20-30 more
Senior Center participants daily if
seniors had transportation"*

SWOT Analysis - Health

“Take away my pension so I can be eligible for Cal Fresh and Medi-Cal.”

Strengths

Weaknesses



Higher Insured Rates than other Age groups
Hoarding Task Force
In-home Assessments

Caregiving is becoming increasingly challenging, and for the Middle Class
Chronic Illnesses & Complexities
Senior Mental Health Issues



Elders need Patient Advocates & Home Visits

Challenges with Qualifying for Support Programs

Improved coordination will use resources more effectively

Greatest Need is for Affordable Non-Clinical In-Home Care



Opportunities

Threats

SWOT Analysis - Safety

Strengths

Holistic Elder Abuse Response Team (HEART)

Long Beach Elder Abuse Prevention Team

LBPD Senior Police Partners

Parks are a Catch-22 when it comes to Safety

Opportunities to Teach about Safety

Weaknesses

Seniors are Vulnerable in Active Daily Living

Huge Gaps in Social Workers for Adults vs. Children

Adult Protective Services (APS)

Department of Children & Family Services (DCFS)

40,000 cases/200 social workers

50,000 cases/5,000 social workers

Ratio: 200 to 1

Ratio: 10 to 1

People do not want to talk about Elder Abuse

Safe Community Spaces

Opportunities

Threats



**Parks
Make
Life
Better!**



SWOT Analysis - Quality of Life

Strengths

Weaknesses

LGBTQ Center & United Cambodian Community (UCC)

Lack continuity & depth of services

PRM Programming & Intergenerational Events

Complexity + interdependency of issues creates barriers

Programs for peer to peer support

Senior Economic Drivers are currently Cost Avoidance

“People are working until their last breath!”

Sharing Economy “Time Banking”

Attacking the Digital Divide is increasingly important for seniors

Restaurants as gathering place

Expo Center offers well received programming, yet existence is threatened

More of PRM Senior Centers quality offerings replicated & shared across centers

Opportunities

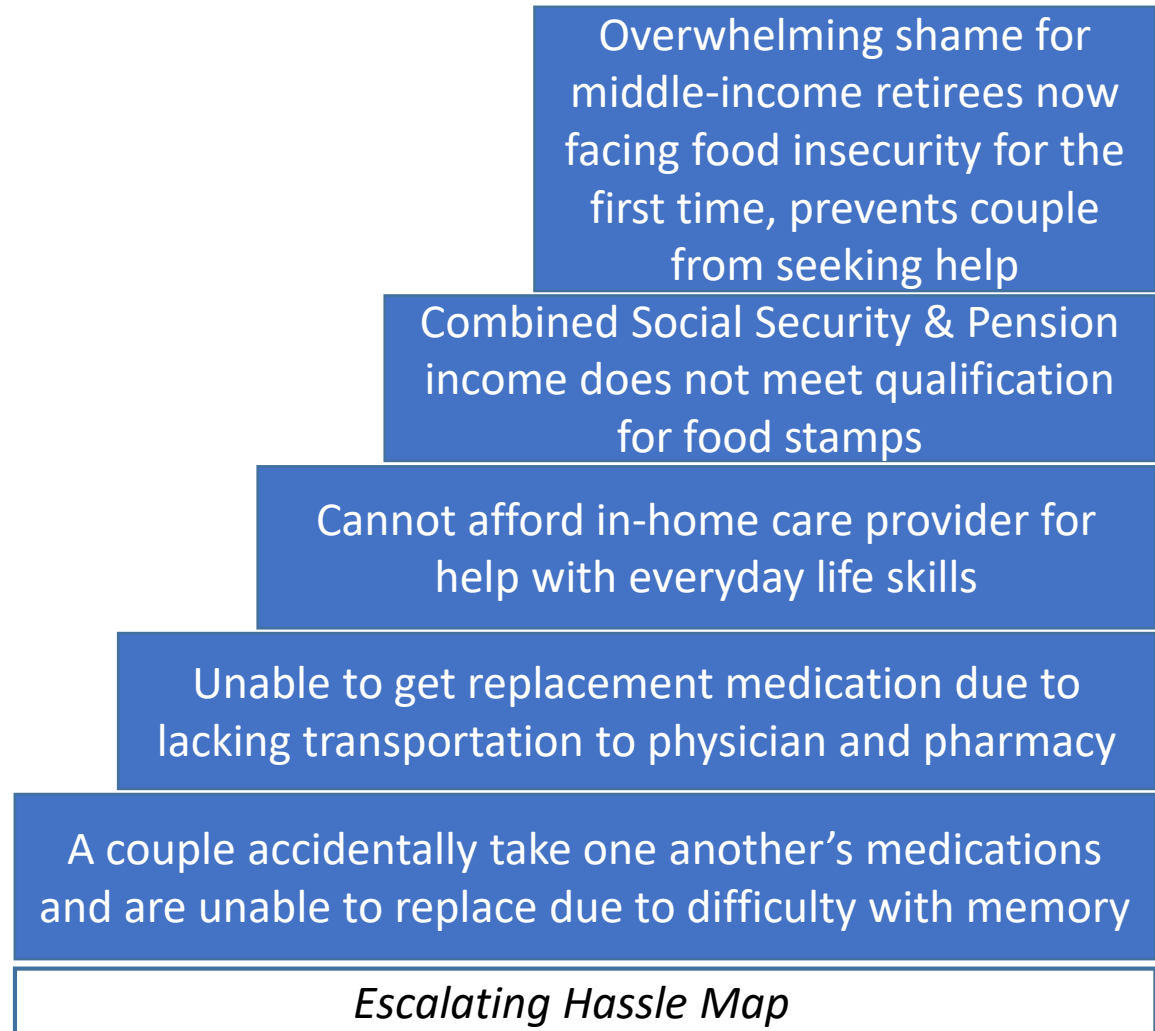
Threats



The Longevity Economy
Generating economic growth and new opportunities for business



Middle-income couple experiencing food insecurity



LGBTQ Community Snapshot



LGBTQ Health Impacted Statistics - Nationally (Source: SAGE)

40%

Do not disclose their sexual orientation to their healthcare provider

42%

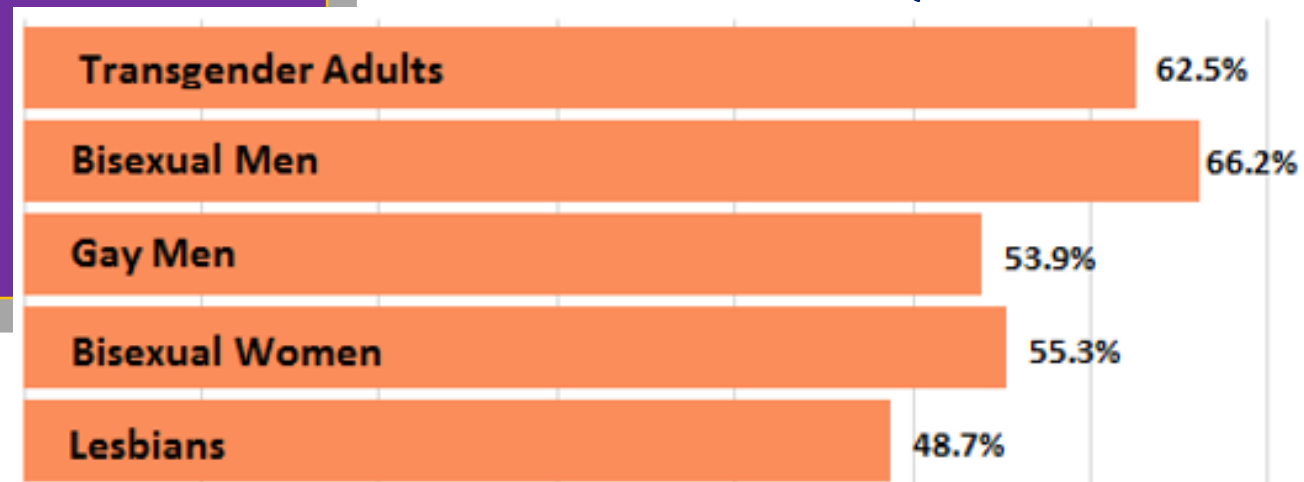
Fear they will outlive their retirement savings

34%

Live Alone

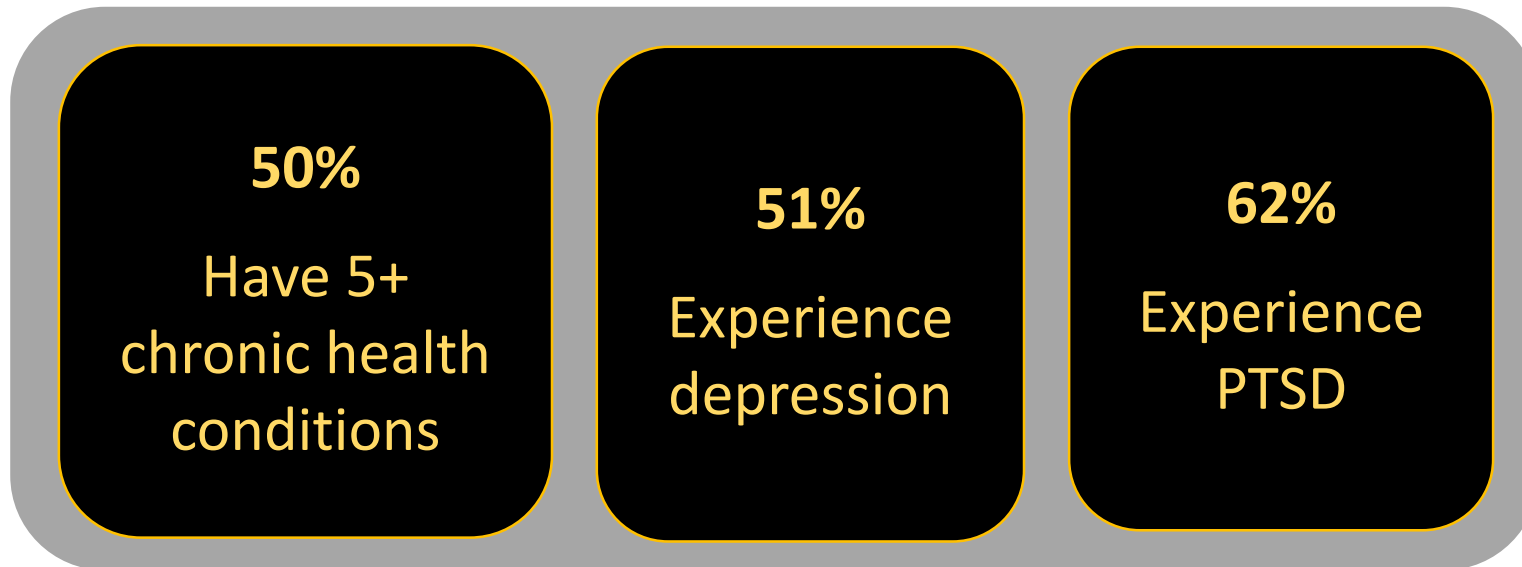
~3100 Same Sex Couples in Long Beach

Social Isolation in LGBTQ Older Adults



Cambodian Community Snapshot

Long Beach Cambodian Health Related Statistics



Heat Map Inputs







Resources for Mapping

416 Total

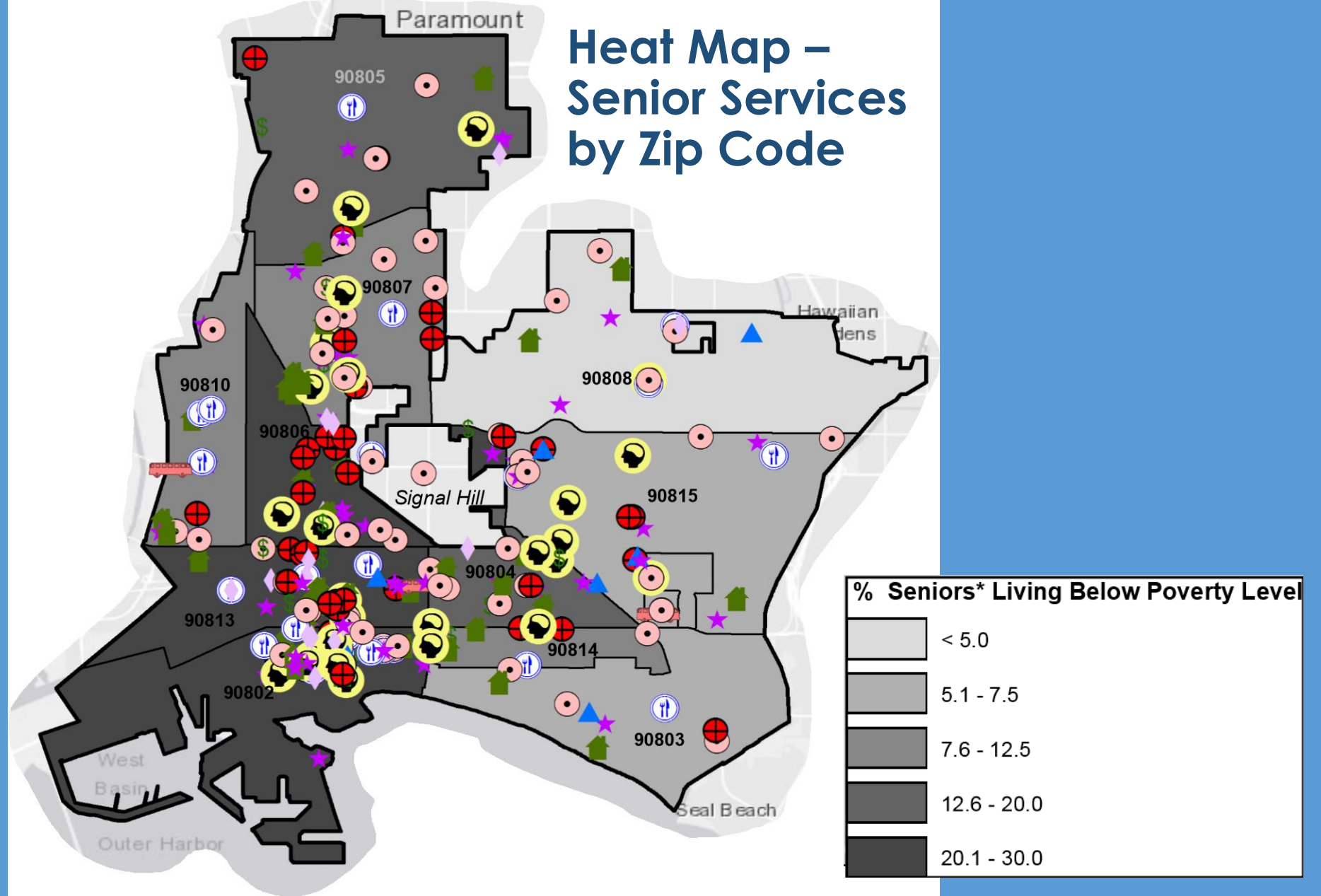
Low and No-Cost
Service Organizations
Compiled

1. One Degree www.1degree.org
2. Aunt Bertha www.auntbertha.com
3. AgeWell Magazine
4. LGBTQ Center Guide
5. Mental Health Guide
6. SAFE Long Beach Guide
7. Research discoveries

Service Category

-  Basics
-  Financial
-  Food
-  Health & Wellness
-  Housing
-  In-Home Care
-  Mental Health
-  Support & Safety
-  Transportation
-  Volunteer/Activities

Heat Map – Senior Services by Zip Code



Trends



Next Steps



Mapping the Older Adults' Journey



Adoption of an Age-Friendly Mindset



Seniors Volunteerism



Inclusion of Vulnerable Communities



Just-in-Time Systems



Integration of City Social Services



Coordination of Like Services



Scalability of Co-Located Services

Questions



Download the
Gap Analysis here:
[www.longbeach.gov/
health/long-beach-
healthy-aging/](http://www.longbeach.gov/health/long-beach-healthy-aging/)

College of Health and Human Services

Helping People to Live Happier, Healthier,
and Safer Lives



Profile of CHHS

- 11 Schools/Departments and 11 Centers
- 156 Tenured/Tenure Track Faculty
- 310 Full and Part-Time Lecturers
- 25 undergraduate degree programs
 - 6,622 Student Majors
 - 546 Minor or Certificate Students
- 30 graduate degree programs
 - 2,128 Grad Student Majors
- Over \$10M in research expenditures

COLLEGE OF
HEALTH AND
HUMAN SERVICES



CHHS Core Values

Innovation

We stimulate and foster excellence in innovation that advances the education of our students and the multiple academic disciplines that comprise the college. We aim to increase understanding, discover scientific breakthroughs, and **enhance the communities we serve.**

Collaboration

We facilitate and support collaboration. **We strive to grow existing partnerships and develop new relationships that are responsive to current and future health and human service problems.**

Toward CHHS Collective Impact

Goal: Identify CHHS faculty broad-based areas of interest that coincide with high areas of priority of the communities we serve

- **Step 1:** Survey of the Faculty
- **Step 2:** Consult with Community Leaders
- **Step 3:** University/Community Roundtable Discussion



Areas of CHHS & Community Synergy

- Homelessness
- Health Disparities
- Meeting the Comprehensive Needs of Older Adults
- Preventive and Clinical Health Care

John Bishop, *CEO, Memorial Care Health Systems*

Terry Geiling, *President and CEO, American Gold Star Manor*

Joe Prevratil, *President and CEO, Archstone Foundation*

Mark Taylor, *Chief of Staff for the Mayor, City of Long Beach*

Chris Wing, *President and CEO, SCAN*

Andrea Taylor, *Vice President of University Relations and Development*

Dr. Brenda Vogel, *Director, School of Criminology, Criminal Justice, and Emergency Management*

Dr. Lucy Huckabay, *Director, School of Nursing*



96 CHHS Faculty and more than 76 Community Partners attended the roundtable discussions on April 21st, 2017.

Aging Brief Summary: Meeting the Comprehensive Needs of Older Adults

Key needs:

- Supports for successful aging in place
- Knowledge of and access to services in the community
- Enhancing social and community engagement
- Overcoming economic barriers (public and private)

The path forward:

- Information and communication systems development
- Educational opportunities
- Strategic planning
- Capitalizing on our collective passion and commitment

Center for Successful Aging

Vision:

To serve as a leader in community engagement and applied research to address disparities and promote quality of life in aging.

Mission:

To bring together faculty and community partners to develop creative solutions for aging populations.



Aging Focus at CHHS

- ***Gerontology Program***

- Undergraduate certificate (1977- present)
- Master's program (1994- present)
- Minor (2016 – present)

- ***Departments and programs supporting age-related education and workforce development***

- Health Sciences, Health Care Administration, Social Work, Nursing, Physical Therapy, Kinesiology, Nutrition, Speech Language Pathology
- Consumer Affairs, Criminal Justice, Fashion Merchandising

Partners



American Gold Star Manor

Phase One Programs

- To navigate the complex systems of public benefits and services
- To decrease risk of falls
- To address social isolation
- To create a culture of health



LBSU CHHS Commitment to Community-based Solutions and Collective Impact

- *Going beyond the traditional academic arena to:*
 - Engage communities in identifying issues and solutions
 - Incorporate the voices of older adults and their friends and families
 - Work with community organizations in the design and implementation of solutions



Filling in the Gaps: How SCAN Augments Aging Services in Long Beach and Beyond

May 1, 2018



Dr. Romilla Batra
SCAN Chief Medical Officer

40 Years of Serving Long Beach Seniors

Our Mission: Keeping seniors healthy and independent

- ▶ Partnered with City of Long Beach, CSULB and other community partners to support creation of Long Beach Aging Services Office
- ▶ Collaborative efforts to improve access to services for seniors, their family members, and caregivers (reach diverse ethnic populations)
- ▶ Funded FUSE Fellowship to design a coordinated system of services to help the city become more age-friendly

Filling the Gaps in the Community

Identifying Health Opportunities:



Independence at Home

Independence at Home (IAH) is a community service of SCAN, offering:

Service Delivery

- Direct services delivered in the home
- Free of charge
- Serving seniors and their caregivers
- “Resource of last resort”

Menu of Services

- Care management and coordination
- Behavioral health
- Medication safety
- Volunteer support and engagement
- Linking to community resources
- Education and advocacy assistance
- Toll-free 866 resource and referral line

Why is it imperative to be in the home?



The Importance of Behavioral Health Care

- ▶ Approximately 20% of adults 55+ experience a mental health condition¹
- ▶ Impairments to physical, mental or social functioning, reduced quality of life
- ▶ Complicates ability to function and conduct self-care
- ▶ Increased use of hospital services
- ▶ Increased risk for nursing facility care resulting in loss of independence²

Important Contributor to Health: Caregivers

- ▶ Constant demands, often with no support
- ▶ More often, also seniors
- ▶ Often have own chronic conditions
- ▶ Between 40-70% of caregivers experience depression and/or anxiety³
- ▶ Rates higher for caregivers of persons with dementia and/or cognitive impairments⁴



Insights: Senior Mental Health Program

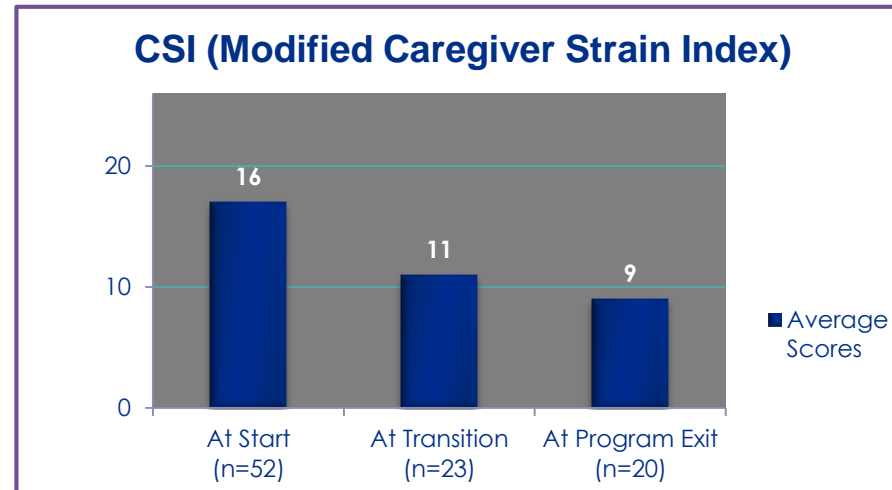
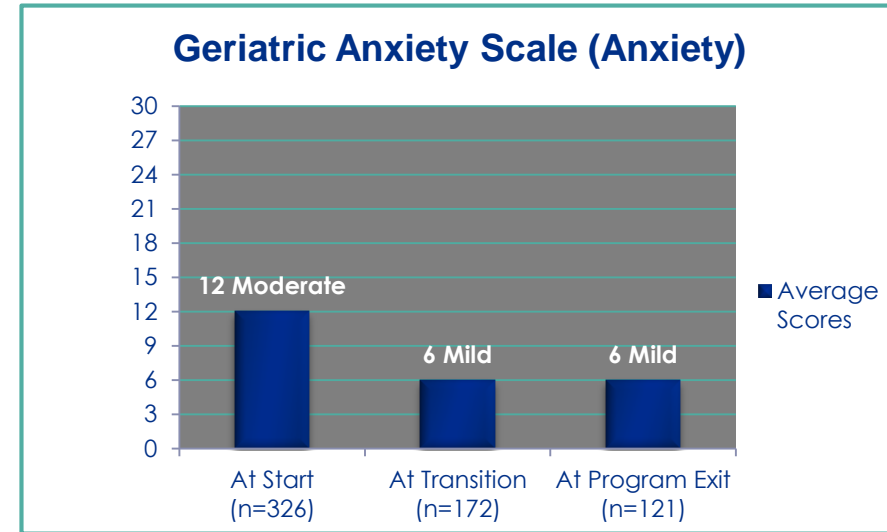
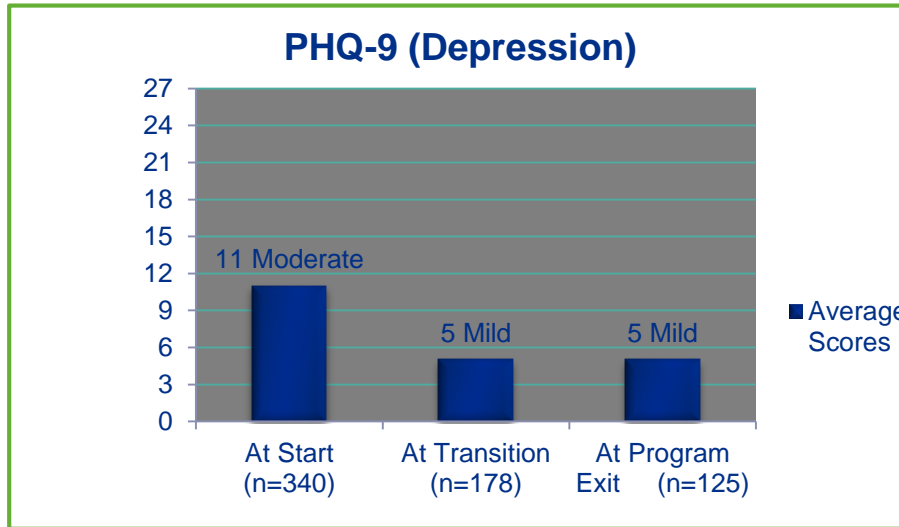
Service

- **In-home** behavioral health program for seniors and their caregivers
- Connection to other services, as needed
- Free of charge
- Available in Los Angeles and Orange Counties

Delivery

- Addresses depression, anxiety and stress
- Staff are licensed therapists
- Provides evidence-based care
- Services provided in four languages (English, Korean, Spanish, Vietnamese)

Insights Program Outcomes



PHQ9 Scale = 1 – 4=Minimal Depression, 5 – 9=Mild, 10 – 14=Moderate, 15 – 19=Moderately Severe, 20 – 27=Severe Depression
 QGAS Scale = 1 – 6=Minimal, 7 – 9=Mild, 10 – 11=Moderate, 12 – 30=Severe
 Modified CSI = 0 indicating no caregiver strain and 26 indicating extreme strain.

(2015 to YTD 2018)

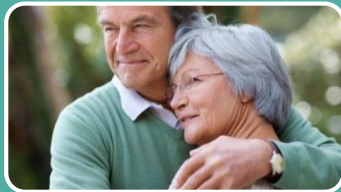


We Care for Caregivers



C-MEDS

- Community Medication, Education, Data & Safety program assists with understanding of medication management



COACH

- Caregivers and Older Adults Connected & Healthy provides care management and support



Resource Line

- Consultation with bi-lingual staff (English, Spanish, Korean) and referrals to community resources



Insights

- In-home behavioral health services for older adults and their caregivers

Commitment to the Aging Community

If someone in your care, a family member or loved one has questions about aging, help is just a phone call away:

- ▶ Call: 1-866-421-1964
- ▶ email: communityoutreach@scanhealthplan.com





LONG BEACH

DEPARTMENT OF HEALTH
AND HUMAN SERVICES

Creating an Age-Friendly City of Long Beach

Kelly Colopy, Director

Tiffany Cantrell-Warren, Bureau Manager

May 1, 2018

Senior Services Milestones



- Published Strategic Plan for Older Adults
- City Council approved one-time allocation from the General Fund, to open an “Office on Aging”
- Long Beach accepted into AARP Network of Age-Friendly Communities
- Aging Services Program Manager hired, housed at 4th Street Senior Center
- Aging Reimagined 2.0
 - Publish Gap Analysis
 - Announcing our new center



Long Beach Healthy Aging Center

Get to know us!

Department of Health and Human Services staff

- **Tiffany Cantrell-Warren**, Community Health Bureau Manager
- **Nancy Riano**, Nursing Services Officer
- **Mercedes Perezchica**, Program Manager, Long Beach Healthy Aging Center
- **Janine O'Hara**, Public Health Nurse, Long Beach Healthy Aging Center
- **Cynthia Brayboy**, Social Worker, Long Beach Healthy Aging Center

Department of Parks Recreation and Marine staff

- **Stephen Scott**, Interim Director, Department of Parks, Recreation and Marine
- **Gladys Kaiser**, Bureau Manager, Community Recreation Service
- **Lori Jarmacz**, Recreation Superintendent
- **Elyse Garcia**, Community Services Supervisor, Senior Center
- **Terri Eggers**, Community Services Supervisor, Senior Program Coordinator
- **Barbara Loeffler**, Lead Senior Program Specialist

Our Future Approach

Adopting an Aging Lens

What do we mean by lens?

Focusing from the perspective of older adults when designing policies, programs and practices across the city

- In the City of Long Beach, we are working on approaching policies and programs through an equity lens
- We must take an aging lens to evaluate existing programs
- We must apply an aging lens to all future plans and policies

Applying Universal Design

A community designed to promote wellness for seniors and young children, makes a healthier community for everyone

Existing City of Long Beach plans

- Strategic Plan for Older Adults update 2016
- CX3 Pedestrian Plan – Appendix to Mobility Element of General Plan
- City of Long Beach Economic Development Blueprint
- City-wide Early Childhood Education Strategic Plan
- Department of Health & Human Services Strategic Plan coming 2018

Shifting the Narrative

Shift the public narrative about older adults and aging from ...

Cost Avoidance – Decrease Healthcare Costs

... to one that acknowledges their economic contribution, their human capital resource, and the value of their talent and human skills.

Benefits – Contributions – Economics

Longevity Economy

- Entrepreneurism: People in their 50s and 60s launch new businesses at nearly twice the rate of people in their 20s
- Consumer Spending: Americans over 50 account for \$7.6 trillion in direct spending and related economic activity

Systems Change Design Process

- Human-centered design
- Shift from systems-centered to client-centered programs and services

Systems change is not for the faint of heart

Next Steps

<i>FUSE Fellow</i>	Publish Gap Analysis	Evaluate Funding Options	Host Journey Mapping	Conduct Model Benchmarking for LB Healthy Aging Center	Complete Fellowship
2018	May	June	July	August	September
<i>City of Long Beach</i>	Co-Host Aging Reimagined 2.0, Announce LB Healthy Aging Center	Commence Age-Friendly Consortium Steering Committee	Participate in Journey Mapping	Implement Online Referral System	Commence Age-Friendly Consortium Workgroups

Age-Friendly Consortium



Join Us in Creating an Age-Friendly Long Beach!



LONG BEACH
HEALTH & HUMAN SERVICES

Age Friendly Consortium

COMMITMENT FORM

Thank you for your interest in being a part of the Long Beach Age-Friendly Consortium. Throughout the next year, Long Beach Department of Health & Human Services and Parks, Recreation & Marine will be working with Key Partners to create an Action Plan.

Primary Organizational Contact:

Name: _____ Title: _____

Organization: _____

Address: _____

E-mail: _____ Phone: _____

*For Comments,
please use the back
side.*

Thank You!

Please check all that apply:

- I am interested in participating in the **Safety Workgroup**.
- I am interested in participating in the **Health Workgroup**.
- I am interested in participating in the **Transportation Workgroup**.
- I am interested in the Mayor's **Everyone Home Long Beach** effort. Please send me updates.
- Other ways I can support or help the Age-Friendly Consortium: _____



LONG BEACH
DEPARTMENT OF HEALTH
AND HUMAN SERVICES

Thank you

Contact:

Tiffany Cantrell-Warren

Bureau Manager, Community Health
Department of Health & Human Services

City of Long Beach

Telephone: (562) 570-4208

Email: Tiffany.Cantrell-Warren@longbeach.gov

WELCOME!

- Aging Reimagined 2.0 •

