



Office of the City Manager

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INFORMATION CALENDAR

April 14, 2020

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Lisa Warhuus, Director, Health, Housing, & Community Services

Subject: Summary of Aging Services

INTRODUCTION

The City of Berkeley's older adult population (adults age 60 and over) is expected to double within the next decade and is anticipated to comprise 20% of the population by 2030. This report offers information on the incredible array of services provided to Berkeley's older adult community by the Aging Services Division.

CURRENT SITUATION AND ITS EFFECTS

The Aging Services Division is one of five divisions in the Health, Housing, & Community Services Department. It consists of 27FTE staff and a budget of approximately \$4.9 million, of which 63% is City of Berkeley General Fund.

The Aging Services Division enhances the well-being and independence of older adults age 55 and older by offering social connections, activities, and lifelong learning. The Division operates two vibrant senior centers that provides events, workshops, day trips and thousands of classes. The senior centers also serve almost 32,000 nutritious weekday lunches for our older community members each year. Our shuttle busses pick up seniors every morning to bring them to the centers then takes them back home in the afternoon. Senior service assistants in the senior centers provide approximately 600 face-to-face information and referral sessions to older adults each year. For more intensive consultations, case managers within the Division's Social Services Unit provide comprehensive services and referrals and linkages to community resources for approximately 100 Berkeley adults age 55 or over each year.

Through staff and volunteers, the Division provides over 50,000 nutritious meals annually to home-bound seniors through our Meals on Wheels program. Taxi and van vouchers are offered to older adults and disabled Berkeley residents through the Division's Berkeley Rides paratransit services program to improve quality of life and access to community resources. Last year over \$425,000 worth of taxi and van vouchers were provided to disabled and older adult Berkeley residents through this program. This resulted in over 13,200 taxi and van rides for our clients.

Finally, over 200 volunteers provide more than 11,000 hours of service in Aging Services programs every year.

In 2017 the South Berkeley Senior Center underwent a 6 month \$700,000 interior renovation funded through HUD Community Development Block Grant. Currently, the North Berkeley Senior Center is undergoing an \$8 million seismic retrofitting and interior/exterior renovations funded by FEMA and Measure T1 that will be completed later this year. The renovations allow for multi-functional use of the space and enhanced service delivery to the older adult population, as well as care and shelter facilities in the case of an emergency in the case of NBSC.

Within the past year, the Aging Services Division has increased efforts to collaborate with both internal and external partners through Berkeley's Age-Friendly initiative. Aging Services Division staff are spearheading this initiative and currently collaborating with the divisions within HHCS and other Departments throughout the City. This innovative, inter-departmental collaboration, which currently includes the Parks, Recreation & Waterfront, Planning, and Public Works Departments, is addressing the following four priority areas identified in Berkeley's Age-Friendly Action Plan:

- Housing & Economic Security
- Transportation & Mobility
- Health & Wellness
- Social Participation & Civic Engagement

The collaborative committee is currently identifying performance measures and following a results-based accountability rubric for each of these priority areas.

We are very proud of the incredible work provided through this division. As the need continues to grow so too will the demand on Aging Services staff and volunteers. In order to continue and expand these important programs, the City will need to increase investments in these efforts.

BACKGROUND

Nationally, the fastest growing population is >85, while the 2nd fastest growing population is over age 100 years.

In 2010 in Berkeley, approximately 1 in 8 residents were older adults (age 65 and over). By 2030, **more than 1 in 5 people** will be older adults. In fact, by 2035, there will be more people over 65 than under 18.

ENVIRONMENTAL SUSTAINABILITY

There are no identifiable environmental effects or opportunities associated with the subject of this report.

POSSIBLE FUTURE ACTION

City Council may wish to recommend an increase in capital or financial resources allocated to the Aging Services Division, and/or to the Health, Housing, & Community Services Department, in order to increase the Division's capacity to provide quality services to Berkeley's older adult population. An increased allocation could also enhance the Division's capacity to continue to lead an interdepartmental approach in addressing objectives in Berkeley's Age-Friendly Action Plan, as well as continue our important engagements with Community Partners. Additionally, Council may decide to increase its fiscal support of Age-Friendly community partners in order to sustain collaborative progress.

FISCAL IMPACTS OF POSSIBLE FUTURE ACTION

Greater efficiencies in resources due to prioritization of this work and alignment with the City's Strategic Plan.

CONTACT PERSON

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Attachments:

- 1: Program Impact Summary – Senior Center Activities
- 2: Program Impact Summary – Meals on Wheels/Senior Nutrition
- 3: Program Impact Summary – Social Services Unit
- 4: Program Impact Summary – Transportation Services

Berkeley Senior Centers

A Hub for Learning, Socializing, & Accessing Resources

Berkeley’s two senior centers enhance the well-being and independence of older adults by offering fun and engaging activities, opportunities for social connection and lifelong learning. In FY19, approximately 2,200 older adults participated in activities and over 100,000 visits were made to the senior centers.

Classes offered include ceramics, drawing, Spanish, and poetry. Line dancing, yoga, and Tai Chi are also available. The center offers a daily, nutritious, low cost lunch for seniors over the age of 60. Staff provide individualized consultation, helping older adults access housing, energy assistance, Social Security and Veteran’s benefits, and food resources.

The South and North Berkeley Senior Centers have recently been renovated through a mix of local and federal funding. Major improvements included seismic upgrades, enhanced accessibility, and a refreshed and inviting reception area.



Human Impacts

Participants rely on the senior centers for a healthy meal, to feel less isolated, and to engage in fun and enriching activities. Senior centers also help connect older adults to resources in the community.

Approximately 100 volunteers assist senior center staff. These volunteer opportunities provide a meaningful way for older adults to give back to the community and younger volunteers to gain hands on learning experiences. By recruiting younger volunteers, the senior centers also encourage positive connections and relationships across generations.



Almost 32,000 lunches provided

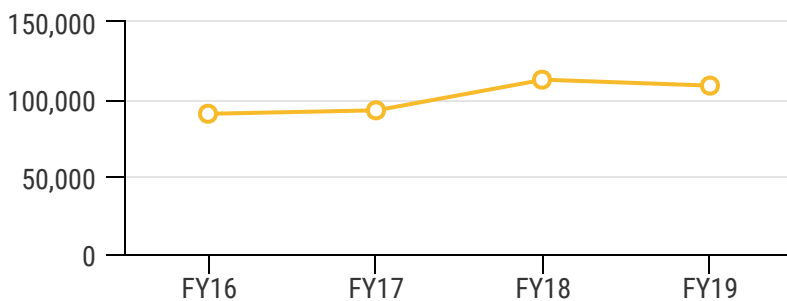


Over 11,000 hours of volunteer service each year



Approximately 600 information & referral consultations

Number of Visits Per Year



Elaine's Story

“In my years of attending the Berkeley Senior Centers I’ve been able to expand my friendships by engaging with a multitude of people with stories, wisdom, health tips, and good advice. I love coming for the comradery, special events, the delicious and healthy lunch program, field trips, and the abundance of resources. Especially resources concerning food, housing, income, and medical issues. I am hoping that the senior centers consider another meal program such as breakfast in the near future. I would immediately volunteer for that!”

Meals on Wheels Page 5 of 7

Helping Older Adults Live Independently

Meals on Wheels helps older adults live independently in their homes for as long as possible. For 45 years, Meals on Wheels has delivered nutritious meals to the doors of homebound older adults that are no longer able to prepare a hot meal for themselves.

The program relies heavily on a corps of over 100 trained volunteers to prep, pack and deliver the meals by foot, car, or cycling. Volunteering with the program provides a meaningful opportunity for those looking to give back to their community. The program has partnered with community organizations that serve adults with developmental disabilities, such as ToolWorks, Inroads, and Ala Costa. Volunteers from these agencies join with others to serve the older adult community and build confidence, skills and relationships in the process.



Human Impacts

In addition to delivering meals, the program conducts wellness checks on homebound seniors. Volunteers spend quality time with older adults that may be isolated or living alone. They can also prevent slips and falls and call 911 in emergency situations. The program operates through challenging conditions such as the recent power outages. The program was able to respond to emergency needs in impacted areas while continuing daily operations, ensuring that all of our seniors could count on their nutritious and delicious meal from the program.

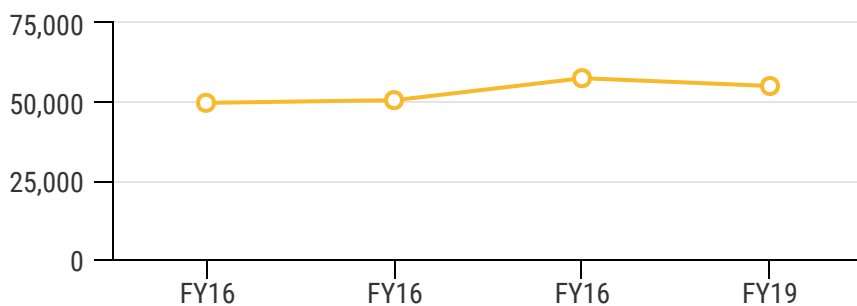


Almost 55,000 meals delivered



Over 100 trained volunteers

Number of Meals Served



Client Appreciation

"I love my Meals on Wheels because they travel and come to my front door always in groups and always smiling...I am 90 years old and some days, they are my only 'happy visitors.'" – Katherine

"It really has helped me to conquer diabetes. The volunteers here are just fabulous...I am just so grateful." – Jerry

"I am pleased with the flexibility of service and I thank Meals on Wheels for a job well done!" - Jack

Social Services Case Management

Helping Older Adults Navigate and Access Resources

Older adults with more complex needs can access support through the Social Services Unit. Case managers work with older adults to address many concerns, including transportation, food access, medical care, health insurance, legal assistance, affordable housing, utilities and energy assistance resources, accessibility and safety issues in the home.

The Unit welcomed a new licensed clinical case manager to address the complex mental health needs of older adults. In FY20, the Social Services Unit will work closely with Shelter Plus Care, a program that provides rental subsidies and supportive services to chronically homeless individuals. Two new case managers will be added to the team to provide support for clients enrolled in the Shelter Plus Care program.



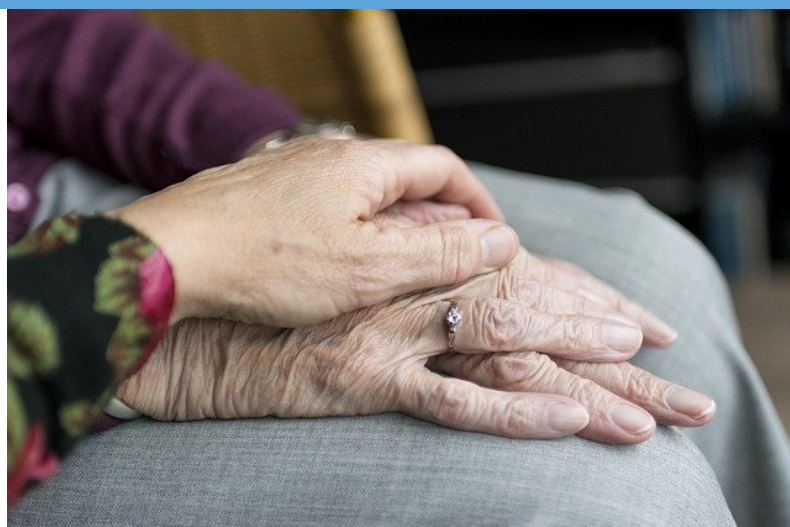
156 older adults served in FY 19



1,305 face to face visits



On average clients received 8 visits per year



Human Impacts

The Social Services Unit helps older adults navigate resources and supports available in the community to improve their quality of life. Case managers meet with older adult clients in their homes, at the senior centers, or at a pre-designated community locations and provide confidential services to comprehensively address their needs.

The Unit fosters ongoing collaborative relationships to better serve clients. For example, the Social Services Unit is an active member of the CARE team, a City of Berkeley collaborative effort that includes representatives from the Fire Department Emergency Medical Services, City of Berkeley Public and Mental Health Divisions, and other local health and community services providers. This group works collaboratively to provide and coordinate care.

Client Appreciation

I am highly appreciative of the services provided by the Shelter + Care program in conjunction with the Aging Services program. After 12 yrs. of homelessness they have provided me with shelter and guided me to services available to aide me in sustaining a livable lifestyle. I thank God for the S+C and Aging Services programs. Without this program and its services I don't know where I would be today or even if I would be here. -00

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Helping Older Adults Get to Where They Need to Go

Transportation is consistently identified as a major concern for older adults. In Berkeley, a number of transportation options are made available that connect older adults to needed services and social activities.

Our mini shuttle buses provides door-to-door pick up and drop off for the Berkeley Senior Centers. Older adults can participate in day trips and organized group outings for shopping, festivals, concerts, museums and other community activities. In addition, programs are available to help with transportation costs. Older adults can access free Taxi Scrip, Wheelchair Van Vouchers and East Bay Paratransit Service tickets. Extra help is available to those with chronic and severe health conditions that require frequent medical appointments.

To broaden the resources available, the Aging Services Division is considering a pilot program with GoGoGrandparent, a call center that arranges rides for seniors through companies such as Uber and Lyft.



Over 13,200 Taxi and Van Rides



Over \$425,000 of Taxi and Van Vouchers Provided



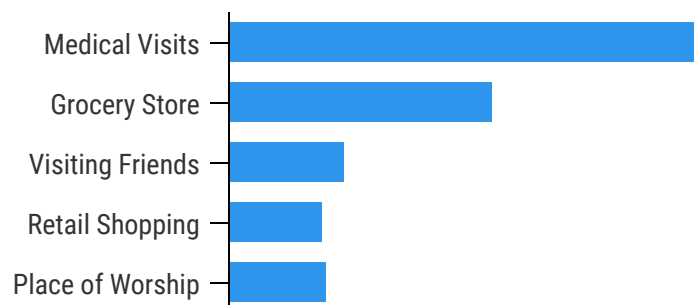
229 Organized Trips



Human Impacts

Reliable, friendly and accessible public transportation is a critical service for older adults who have no other means of transportation. Transportation services through the Aging Services division connect older adults to important services, health and wellness activities, learning opportunities and classes. Organized field trips provide mentally and physically stimulating adventures and socialization that many older adults would not otherwise experience.

Most Frequent Destinations (2019)



Betty's Story

Betty is an 85 year old widow living in Berkeley. She has multiple chronic health conditions that require frequent medical appointments, including: congestive heart failure, atrial fibrillation, severe asthma, osteoporosis and Celiac Disease. Betty had a severe fall several years ago and shattered 14 vertebrae which required multiple surgeries and has rendered her with severe difficulty in walking. She does not have any local family members who can help her with her transportation needs and like many seniors she lives on a fixed income. Betty has frequently stated she does not know where she would be without the city's taxi scrip program, particularly the High Medical Need program.

