BOARD OF SUPERVISORS

GREG COX
First District

DIANNE JACOB
Second District

KRISTIN GASPAR
Third District

NATHAN FLETCHER
Fourth District

JIM DESMOND
Fifth District

COUNTY OF SAN DIEGO

AGENDA ITEM

08

DATE: **September 15, 2020**

TO: Board of Supervisors

SUBJECT
RECEIVE UPDATE ON THE AGING ROADMAP AND THE COUNTY'S AGING INITIATIVES (DISTRICTS: ALL)

OVERVIEW
In 2010, there were nearly 688,000 San Diegans over the age of 55, and by 2025, that number will be more than one million. Given this projected growth, it is crucial that we take the needs of our region's older adults into account as we plan for the future. The Aging Roadmap is the County of San Diego's (County) regional plan to ensure that the region has programs and communities that support the needs and celebrate the contributions of the growing population of older adults in the San Diego region. Launched at the direction of the San Diego County Board of Supervisors (Board) on September 24, 2019 (04), the Aging Roadmap identifies specific goals and action steps in ten priority areas:

- Health and Community Support
- Housing
- Social Participation
- Transportation
- Dementia-Friendly
- Caregiver Support
- Safety
- Preparedness and Response
- The Silver Economy
- Medical and Social Services

The Aging Roadmap is designed to be flexible to address emerging needs with appropriate adaptations to policy and service delivery goals. This flexibility has been necessary during the COVID-19 pandemic, when older adults and individuals with disabilities confronted new and pressing needs across all ten Aging Roadmap priority areas. Aging Roadmap teams and infrastructure adapted to the COVID-19 pandemic. Food insecurity and public health outreach and education became primary issues. New collaborations and partnerships were formed, and emergency response processes were developed. Going forward, partnerships and lessons learned will be key in addressing the long-term impact of the COVID-19 pandemic, including social

isolation and increased use of technology. The Aging Roadmap offers a guiding framework to reimagine services and supports and ensure that older adults are acknowledged and included as co-creators of safe and thriving communities.

Today's actions request the Board receive the first annual report of the Aging Roadmap. These actions support the County's *Live Well San Diego* vision by supporting older adults and persons with disabilities to live healthy, safe, and thriving lives and helping to ensure a community that is livable for persons of all ages.

RECOMMENDATION(S)
CHIEF ADMINISTRATIVE OFFICER
Receive update on the Aging Roadmap and the County's aging initiatives.

FISCAL IMPACT
There is no fiscal impact associated with the proposed action. There will be no change in net General Fund costs and no additional staff years.

BUSINESS IMPACT STATEMENT
N/A

ADVISORY BOARD STATEMENT
The Aging & Independence Services Advisory Council reviewed this item at the August 10, 2020 meeting and recommended approval.

BACKGROUND
The Aging Roadmap serves as a guide for the future of aging in the San Diego region. It was developed through input and information gathered from hundreds of older adults during community assessments and stakeholder interviews. It builds upon excellent work already underway and allows for innovation, flexibility, and coordination to meet current and future regional needs. The Aging Roadmap was launched on September 24, 2019 (04), when the San Diego County Board of Supervisors (Board) directed County of San Diego (County) staff to implement the Aging Roadmap in partnership with community-based organizations, hospital partners, the County departments of Aging & Independence Services (AIS), Planning and Development Services (PDS), Public Works, the Sheriff's Department, the District Attorney (DA), and the Office of Emergency Services (OES).

The Aging Roadmap identifies specific goals and action steps in ten priority areas:

- Health and Community Support
- Housing
- Social Participation
- Transportation
- Dementia-Friendly
- Caregiver Support
- Safety

- Preparedness and Response
- The Silver Economy
- Medical and Social Services

The Aging Roadmap is the product of multiple phases of community input and collaboration. In 2016 the community provided input and selected the first five priority areas listed above to comprise Age Well San Diego, the County's AARP® age-friendly initiative, approved by the Board on May 15, 2018 (6). Teams of community members, experts, and County staff were created to develop and implement goals in each of the five priority areas; these five teams, led by community members, continue to meet and achieve goals. In 2019 the Aging Roadmap was conceptualized as a broader framework to encompass all County programs for older adults and individuals with disabilities. Additional community input was garnered, and the remaining five priority areas were identified completing the Aging Roadmap's ten priority areas. In 2020, The Aging Roadmap was adopted as the organizational framework for AIS's Fiscal Years 2020-2024 Area Plan (Area Plan), approved by the Board on July 7, 2020 (07). The Area Plan identifies the priorities and direction for County activities on behalf of older adults. As part of the development of the Area Plan, County staff solicited community input; this feedback was integrated into the Area Plan and now informs AIS programs and services. With the rise of the COVID-19 pandemic, another round of outreach was conducted, including calls to over 20,000 older adults. This outreach informed the development of new programs and the adaptation of current programs, which were implemented to address current and anticipated long-term impacts of the COVID-19 pandemic on seniors.

The Aging Roadmap & COVID-19
The Aging Roadmap is designed to be flexible to address emerging needs with appropriate adaptations to policy and service delivery goals. This flexibility has been necessary during the COVID-19 pandemic, when older adults and individuals with disabilities confronted new and pressing needs across all ten Aging Roadmap priority areas. Older adults face heightened risks of becoming infected and having severe illness from COVID-19, making social distancing and sheltering in place critical. Many older adults needed access to food, requiring swift collaborative efforts to deliver prepared meals and food boxes. Social isolation, access to internet and technology, and safe transportation became priority issues. The existing Aging Roadmap teams and infrastructure were critical in the timely response to these needs. Aging Roadmap goals were adapted, new collaborations and partnerships were formed, and emergency response processes were developed. These efforts facilitated a timely response to older adults' needs and strengthen operational capacity moving forward.

Continued program and policy adaptations will be necessary so long as older adults are encouraged to stay home, congregate meal sites remain closed, and in-person service delivery is modified for social distancing. While many community members resume some normal activities, there is a concurrent need to keep older adults safe and to engage and acknowledge them as meaningful contributors to community life. The Aging Roadmap offers a guiding framework to help reimagine services and supports and ensure that older adults are acknowledged and included as co-creators of safe and thriving communities.

Even with adaptations due to the COVID-19 pandemic, there is much to celebrate as goals were achieved across all priority areas. Attachment A details the successes to date and demonstrates how collaborations across multiple sectors can result in significant progress. Special thanks are given to the community volunteers on each of the existing Age Well teams, many dedicated County staff, and diverse partner organizations. With the continued support of the Board, the Aging Roadmap can become a model for age-friendly communities and aging services across the country.

Next Steps
Building age-friendly communities requires sustained efforts, and the Aging Roadmap provides the blueprint for the work ahead. Goals and priorities will continue to be adapted in response to the COVID-19 pandemic, which has brought to the forefront issues of social isolation, access to technology, food security and safe transportation. Progress will continue for existing age-friendly projects promoting accessory dwelling units, villages, and supports to help older adults age in place. Opportunities will be identified to expand intergenerational programming, and programming that is inclusive of people living with dementia. The Board's ongoing interest and support of the County's collective age-friendly journey is greatly valued.

LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN
Today's proposed action supports the Building Better Health, Living Safely, and Thriving Initiatives in the County of San Diego's 2020-25 Strategic Plan and the County's *Live Well San Diego* vision by strengthening the system of care for older adults and ensuring a community that is livable for residents of all ages.

Respectfully submitted,

HELEN N. ROBBINS-MEYER
Chief Administrative Officer

ATTACHMENT(S)
Attachment A – Update on the Aging Roadmap and the County's Aging Initiatives

SUBJECT: RECEIVE UPDATE ON THE AGING ROADMAP AND THE COUNTY'S AGING INITIATIVES (DISTRICTS: ALL)

AGENDA ITEM INFORMATION SHEET

REQUIRES FOUR VOTES: ☐ Yes ☒ No

WRITTEN DISCLOSURE PER COUNTY CHARTER SECTION 1000.1 REQUIRED
☐ Yes ☒ No

PREVIOUS RELEVANT BOARD ACTIONS:
August 4, 2020 (04), approve allocation of $48.8m of CARES Act funding; July 7, 2020 (07), approve AIS Area Plan 2020 – 2024; October 29, 2019 (02), launch Neighborhood Evacuation Team (NET) Program; September 24, 2019 (4), launch a Roadmap for Aging in San Diego County; May 21, 2019 (20), develop an enhanced employment program, Jay's Program, for individuals with disabilities; January 9, 2019 (8), waiver of development impact and permit fees of accessory dwelling units; May 15, 2018 (6), receive and approve submittal of Age Well San Diego Action Plan; April 24, 2018 (02), launch Respite Voucher Program for family caregivers of persons with ADRD; March 1, 2016 (3), direct CAO to submit a membership application to join the AARP® Network of Age-Friendly Communities; May 6, 2014 (5), launch the Alzheimer's Project.

BOARD POLICIES APPLICABLE:
N/A

BOARD POLICY STATEMENTS:
N/A

MANDATORY COMPLIANCE:
N/A

ORACLE AWARD NUMBER(S) AND CONTRACT AND/OR REQUISITION NUMBER(S):
N/A

ORIGINATING DEPARTMENT: Health and Human Services Agency

OTHER CONCURRENCE(S): N/A

CONTACT PERSON(S):

Kimberly Gallo	Naomi Chavez
Name	Name
858-505-6329	858-495-5251
Phone	Phone
Kimberly.Gallo@sdcounty.ca.gov	Naomi.Chavez@sdcounty.ca.gov
E-mail	E-mail

UPDATE ON THE AGING ROADMAP AND THE COUNTY'S AGING INITIATIVES

September 15, 2020

Launched at the direction of the San Diego County Board of Supervisors (Board) on September 24, 2019 (04), the Aging Roadmap is the County of San Diego's (County) regional plan to ensure that the region has programs and communities that support the needs and celebrate the contributions of the growing population of older adults in the San Diego region.

The Aging Roadmap is the product of multiple phases of community input and collaboration. In 2016, the community identified the first five priority areas to comprise Age Well San Diego, the County's AARP® age-friendly initiative, approved by the Board on May 15, 2018 (6). Teams of community members, experts, and County staff were created to develop and implement goals in each of the five priority areas. In 2019, the Aging Roadmap was conceptualized as a broader framework to encompass all County programs for older adults and individuals with disabilities. Additional community input was garnered, and the remaining five priority areas were identified, completing the Aging Roadmap's ten priority areas:

- Health and Community Support
- Housing
- Social Participation
- Transportation
- Dementia-Friendly
- Caregiver Support
- Safety
- Preparedness and Response
- The Silver Economy
- Medical and Social Services

In 2020, the Aging Roadmap was adopted as the organizational framework for the Health and Human Services Agency, Aging & Independence Services' (AIS) Area Plan 2020-2024, approved by the Board on July 7, 2020 (07), which identifies the priorities and direction for County activities on behalf of older adults. As part of the development of the Area Plan, County staff solicited community input; this feedback was integrated into the Area Plan and now informs AIS programs and services. With the rise of COVID-19, another round of outreach was conducted, including a questionnaire with senior food service providers, interviews with disability service providers, and calls to over 20,000 older adults and residents with disabilities. This outreach informed the development of new programs and the adaptation of current programs, which were implemented to address current and anticipated long-term impacts of the COVID-19 pandemic on seniors.

PROGRESS IN PRIORITY AREAS
To capture the voice of older adults and caregivers, nine Public Feedback Forums were held in January 2020 throughout the region. The public forums were held in Chula Vista, San Ysidro (which was conducted in Spanish), El Cajon, Tierrasanta, Downtown San Diego, the Skyline area of the City of San Diego, Carlsbad, Vista, and Escondido. Questions were asked in survey format

as well as in focus groups that addressed all areas of the Aging Roadmap. The results were incorporated into the AIS Area Plan and inform how programs serving older adults are shaped and implemented. With the rise of COVID-19, another round of outreach was conducted, including a questionnaire with senior food service providers, interviews with disability service providers, and calls to over 20,000 older adults and residents with disabilities.

Health and Community Support

The Age Well Health and Community Support Team envisions communities that offer accessible health and community services, technology to support aging in place, and village-like support systems.

- *Technology Training & COVID-19:*
  During COVID-19 shelter-in-place orders, commercial food delivery services played a role in meeting food needs, but many older adults were not comfortable with the online ordering process. County staff created three videos to teach older adults who have smart phones how to use meal delivery platforms to browse local restaurants, place an order within the mobile application, and track delivery in real-time. The videos are available on the AIS website (www.aging.sandiegocounty.gov) and were shared with older adult service providers to share with their clients.

- *Increasing Awareness of Existing Resources:*
  The Age Well Health and Community Support Team is constantly working to increase awareness of the many resources available to older adults. Questions were added to the AIS Area Plan survey to assess respondents' awareness of 2-1-1 San Diego and the AIS Call Center. Results showed that certain respondents had less awareness of 2-1-1 San Diego, and many respondents were not familiar with the AIS Call Center. These findings inform education and outreach efforts to help deliver targeted messaging and address gaps in knowledge.

- *Technology to Support Aging in Place:*
  A key goal of the Age Well Health and Community Support Team is to increase access to technology that supports aging in place. In partnership with San Diego Oasis, a nonprofit focusing on continued learning, the Age Well Health and Community Support Team held a Technology Fair in Fall 2019 aimed at increasing older adults' access to and understanding of technology. The Age Well Health and Community Support Team gave a presentation on new technologies in the areas of fall prevention, home safety, and healthcare. Additionally, they also drafted a survey that San Diego Oasis administered to older adult attendees to determine use and barriers to use of technology. With over 1,000 participants, the Technology Fair was a success. The Age Well Health and Community Support Team will partner again with Oasis San Diego to hold a virtual Technology Fair in October 2020.

- *Villages:*
  A "village" is a social support network aimed at helping older adults age in place by offering rides to medical appointments, assisting with household chores, and coordinating social activities. AIS received feedback from the community that there is a desire to support the six existing villages in San Diego County. Building off the momentum of two "Village Symposiums" held by the Health and Community Support Team in 2019, the Team conducted

research to better understand San Diego's existing villages, including their resources and challenges. Leaders from each of the six existing villages were interviewed and asked about their village's organizational structure, membership fees, services, and organizational challenges. Additionally, a survey was distributed to village members to determine which services they use and their experiences with villages. Next steps include holding an event to bring together the leaders of existing villages to share lessons learned and explore ways Age Well teams can support villages through education, connection to resources, and technical assistance.

Housing
The Age Well Housing Team envisions communities that offer a variety of affordable housing options within walking distance to shops and services.

- *Affordable Housing:*
  An age-friendly community is one where people of all ages have access to affordable housing. The Age Well Housing Team engaged housing experts, community members, and local partners in designing a presentation to educate community members about the need for and solutions to the housing supply and affordability crisis in San Diego County. The presentation applies FrameWorks Institute principles, which include using value-based messages of fairness, and highlights how affordable housing benefits community stability. The presentation, along with other educational materials on affordable housing strategies, will be offered to community groups throughout the county. This work supports the County's 2011 General Plan goal to promote the production and acceptance of affordable housing through educational outreach to developers, non-profit housing groups, the public, community groups, other jurisdictions, and County staff.

- *Accessory Dwelling Units (ADU):*
  Accessory Dwelling Units can provide an important housing solution for older adult homeowners by creating additional income as a rental, providing a place for a caregiver to stay, and allowing family to live nearby. To address the increasing demand for information about ADUs, the Age Well Housing Team held an ADU Symposium on March 7, 2020. The event was a collaboration across five County departments that included AIS, Planning and Development Services, Parks and Recreation, the Assessor/Recorder/County Clerk's Office, and the Department of Environmental Health. The event drew over 175 attendees and featured eight speakers with presentations on ADU basics, construction, design, permitting, financing, and the 2020 State laws. The Age Well Housing Team's work supports the Board's 2019 pilot program, adopted January 9, 2019 (8), to waive ADU development and impact fees in the unincorporated areas of the county. The collaboration across five County departments demonstrated a successful cross-disciplinary implementation of age-friendly work.

- *Home Safe Grant:*
  The Home Safe grant provides $500,000 in State funding over two years to support AIS' Adult Protective Services (APS) efforts in identifying clients at risk of homelessness and connecting them with housing navigation services. Additionally, the Home Safe grant provides funding for rapid re-housing of older adults involved in Adult Protective Services. The Age Well Housing Team worked with APS and the Health and Human Services Agency (HHSA),

Integrative Services Division to research best practices for housing navigation to inform the implementation of the grant. The program began July 1, 2019 and as of August 19, 2020, Home Safe served 79 clients from the APS program who were at risk of homelessness.

- *Homelessness Policy:*
  Many in San Diego County are impacted by the shrinking number of affordable housing options. According to the 2019 Regional Task Force on the Homeless (RTFH) Point-In-Time Count, homelessness is increasing disproportionately among the older adult population. The Age Well Housing Team is working on implementing policies and programs to prevent and overcome homelessness. In collaboration with HHSA's Housing and Community Development Services, the Age Well Housing Team drafted policy language for the County's Consolidated Plan, which governs affordable housing decisions and funding. In particular, the Age Well Housing Team provided language describing the specific and unique needs of older adults who are homeless or at risk of homelessness. Additionally, the Age Well Housing Team provided research and proposed policy language to the RTFH, the San Diego region's Continuum of Care, regarding older adult homelessness and best practices for service providers.

Social Participation

The Age Well Social Participation Team envisions a livable community for all ages that values respect and social inclusion. Focus areas include intergenerational programs, leadership and civic engagement opportunities, and programs for people who are isolated, have dementia, or do not speak English. State and County Public Health Orders that required social distancing and to shelter-in-place during the COVID-19 pandemic made social isolation a priority issue and the Social Participation Team responded with new resources and programs.

- *Reaching Isolated Seniors:*
  The Age Well Social Participation Team revised their "Ways to Engage" handout and developed a COVID-19 Edition. The handout provides older adults with information about recreational, educational, and volunteer opportunities that are safe and accessible during the COVID-19 pandemic. The resource was widely disseminated on County websites and to community partners who work with older adults. The Age Well Social Participation Team is now working on a more robust "Get Connected" toolkit with resources to engage and support isolated older adults. Additionally, a culturally appropriate Spanish version of the "Get Connected" guide is currently being developed.

- *Intergenerational Programs:*
  To address social isolation during the COVID-19 pandemic, County staff created a letter writing program to connect students from Southwestern College in Chula Vista, with residents in the Memory Care Unit at St. Paul's Plaza. Next steps are to expand the letter writing program and involve more older adults and youth of various ages. In addition, a virtual chat program is in development that will connect University of California San Diego (UCSD) students and other potential partners with residents at St. Paul's Plaza and the City Heights Village, a social support organization of older adults.

- *Mental Health Resources:*
  To address increasing social isolation and mental health issues during the COVID-19 pandemic, a video was created, "Mental Health and Coping during COVID-19." The video provides information about signs of stress, coping strategies, and resources available in the San Diego region. In addition, County staff developed a resource page for the AIS website with information for mental health services, including crisis line telephone numbers. These resources were shared with community partners who work with older adults.

- *Live Well at Home Collaboration:*
  To help community members maintain health while staying home during the COVID-19 pandemic, the Age Well Social Participation Team coordinated with the *Live Well San Diego* support team to help build a resource library for older adults on the Live Well at Home website. The Live Well at Home website for older adults includes information such as Feeling Fit classes, AIS food resources, and the Ride Well to Age Well Transportation Guide.

Transportation
The Age Well Transportation Team envisions communities where older adults can get around even if they can no longer drive.

- *Ride Well to Age Well Guide, COVID-19 Edition:*
  In response to the need for up-to-date information about transportation services during the pandemic, the Age Well Transportation Team partnered with Facilitated Access to Coordinated Transportation (FACT), Metropolitan Transit Services (MTS), North County Transit District (NCTD), and the Council on Access and Mobility to create a COVID-19 transportation guide for older adults. The Guide catalogues transportation options by region with information on costs, area of service, contact information, and changes in service due to COVID-19. The guide also explains how to use popular ride share services and mobile phone applications like Uber and Lyft. The guide was widely disseminated on County websites, FACT's website, and by other community partners.

- *AARP Community Challenge Grant:*
  El Cajon is home to a large Iraqi refugee population. Many older adults in this community suffer from Post-Traumatic Stress Disorder and social isolation, and fear leaving their communities due to cultural and language barriers. Despite living less than 20 miles from the coastline, many Iraqi older adults have never ventured outside El Cajon to see the beach or the City of San Diego. The Age Well Transportation Team collaborated with Circulate San Diego, Program of All-inclusive Care for the Elderly (SDPACE) El Cajon, Elder Multicultural Access and Support Services (EMASS), MTS, the City of El Cajon, and Valhalla High School to develop a grant proposal to familiarize Iraqi older adults with the local public transit system and increase confidence to use the system independently. The grant will fund Circulate San Diego to lead the creation of an online resource library about public transit, a public transit "How-To" video in Arabic, transit training materials for high school volunteers, and the creation and distribution of a transit map specific to El Cajon that highlights local amenities and services.

- *Complete Streets for all Ages:*
  Complete streets are streets that safely accommodate pedestrians, cyclists, motorists, and transit users. Complete streets make active transportation more attractive for people of all ages and abilities. Certain features, like crosswalks with extended crossing times and benches at bus-stops, benefit older adults and families alike. The Age Well Transportation Team researched and developed an "Age-Friendly Complete Streets" guide with best practices and implementation strategies. Next steps include integrating feedback from partners (Department of Public Works and Circulate San Diego) and finalizing the document for dissemination. The Age Well Transportation Team has begun developing a presentation to introduce the toolkit to transportation-related organizations and coalitions.

- *The San Diego Association of Governments (SANDAG) Regional Bikeway Project:*
  The Age Well Transportation Team partnered with SANDAG to provide older adults with information and resources about new bike and pedestrian facilities. The resources encourage active transportation and offer safety tips about use of new features such as roundabouts.

Dementia-Friendly
While there is currently no cure for Alzheimer's Disease and Related Dementias (ADRD), communities can improve the quality of life for people living with dementia and their caregivers. The Age Well Dementia-Friendly Team envisions a community that is informed, safe, and inclusive of individuals living with dementia. To advance its dementia-friendly vision, the Age Well Team includes representatives from dementia service organizations in the San Diego region such as Jewish Family Service (JFS), Alzheimer's San Diego, and Alzheimer's Association San Diego Imperial Chapter.

- *San Diego Healthy Brain Initiative:*
  In January 2020, HHSA applied for and received a $750,000 grant from the California Department of Public Health to work on local implementation of the national Healthy Brain Initiative (HBI) goals. The grant objectives build upon The Alzheimer's Project and support Aging Roadmap goals. HBI goals are to:
  1. Develop an updated prevalence estimate for ADRD in the San Diego region;
  2. Integrate ADRD into local public health planning;
  3. Develop tools for clinicians to educate patients about brain health and cognitive impairment;
  4. Raise awareness of the risk of abuse for individuals with dementia;
  5. Educate caregivers on dementia resources;
  6. Work with health systems to implement sustainable policies and procedures for best practices in clinical care. The two-year grant term began July 2020.

- *Training of "Local Champions":*
  In 2019, the Age Well Dementia-Friendly Team partnered with Dementia Friends California, a regional support network for dementia-friendly communities, to host a train-the-trainer workshop. Twenty-five "Local Champions" were certified and are now qualified to conduct Dementia Friends sessions throughout the San Diego region. The Local Champions include members of local nonprofits, residents, students from local universities, and County staff. Additionally, in January 2020, the Age Well Team organized a "Dementia Friends Kickoff

Week" with four training sessions held throughout the county. As a result, 54 new people became certified Dementia Friends, bringing the total number of people locally certified to 237.

- *Dementia-Friendly Activities Toolkit:*
  Families and caregivers play a critical role in helping people with dementia stay physically and mentally active. However, finding appropriate activities can be a challenge. To address this need, the Age Well Dementia-Friendly Team created a toolkit to provide caregivers with accessible ideas for engaging their person living with dementia. The guide introduces "dementia-friendly practices" to help caregivers with communication and interaction strategies and offers activity adaptations for different levels of dementia progression. Activities meet a variety of interests including art, music, physical activity, cooking, gardening, and more. The Toolkit is now being piloted by the Age Well Dementia-Friendly Team's member organizations and their client families. In addition to the Toolkit, the Dementia-Friendly Team created a "tip card" for caregivers to use when they are in the community to let people know their companion has dementia and offer communication tips.

- *Alzheimer's Project:*
  The Aging Roadmap also encompasses the significant strides made by the Alzheimer's Project. On May 6, 2014 (05), the Board established the Alzheimer's Project, an initiative designed to advance research for a cure, support caregivers, improve clinical care, and increase public awareness about Alzheimer's throughout the San Diego region. In Fiscal Year 2019-20, some of the major accomplishments include:

  o *Collaboration4Cure:*
    Collaboration4Cure, the Alzheimer's Project committee focused on research, selected two new research projects aimed at identifying a potential cure, bringing the total number of supported projects to 14 since inception in 2015. The results of the most promising of these local research projects have been successfully leveraged to secure 4 larger research grant awards, totaling $6.6 million, from the National Institutes of Health.

  o *Clinical Roundtable:*
    Alzheimer's Project partners collaborated to develop the *Physician Guidelines for Screening, Evaluation, and Management of ADRD* in 2016 to assist primary care physicians in supporting those impacted by dementia. In 2019, Kaiser Permanente, Scripps Clinic, Sharp Healthcare and UCSD Geriatric Emergency Department began incorporating the recommended actions described in the *Physician Guidelines for Screening, Evaluation, and Management of ADRD* into their daily operations. This type of systemic adoption of best practices ensures sustainable quality care.

  o *Care Roundtable:*
    A special project spearheaded by the Alzheimer's Project Care Roundtable is the Alzheimer's Response Team (ART). ART is the result of a public-private partnership between the County, local health systems, local law enforcement, and community-based organizations. When people with Alzheimer's disease and related dementias (ADRD) are experiencing crisis, ART provides assistance through case management and secures

ongoing support for persons with dementia and their families, with the goal of preventing unnecessary admissions to jail or the emergency room. In an effort to outreach to more people in San Diego, the ART Program has expanded through partnerships with La Mesa and Escondido Police Departments and the continued support of the County Sheriff's Department, including areas served by the Rancho San Diego station, such as Imperial Beach and Lemon Grove. All three law enforcement agencies and fire department personnel have been trained on ART procedures. Since 2015, the ART program has served 86 families and has proven to be an important and necessary safety net for people living with dementia and their loved ones.

- o *Public Awareness & Education:*
  All resources for the Alzheimer's Project can be found at www.sdalzheimersproject.org. The Alzheimer's Project website was updated with additional resources for caregivers and redesigned to be more user-friendly and accessible. In addition to website resources, the Age Well Dementia-Friendly Team, created a "tip card" for caregivers to use when they are in the community to let people know their companion has dementia and offer communication tips.

Caregiver Support
The COVID-19 pandemic created new and varied challenges for caregivers. Many caregivers assumed additional responsibilities due to the closing of day and respite care programs, while others were unable to see loved ones in long-term care facilities. Activities within the Age Well Caregiver Support priority of the Aging Roadmap, work toward providing caregivers access to the support and resources necessary to provide responsive care to older adults, while also tending to their own well-being.

- *Ongoing Caregiver Support:*
  AIS works with trusted community partners to deliver the federally funded Family Caregiver Support Program (FCSP). The FCSP offers home and community-based caregiver support services including counseling, skills training, respite care, minor home modification, legal services, and supports for grandparents raising grandchildren. Southern Caregiver Resource Center (SCRC), the largest FCSP provider, found that due to the COVID-19 pandemic, clients were hesitant to receive in-home respite care. As a result of this finding, this aspect of support was reduced and SCRC now provides telephone and video support groups, live-stream caregiver classes, and virtual companionship respite.

- *Respite Voucher Programs:*
  On April 24, 2018 (02), the Board directed the Chief Administrative Officer to explore expanding the County's efforts with respite care. In 2019, AIS launched a $1.0 million Respite Care Voucher program to provide relief to family caregivers of persons with ADRD. Through this program, a family would pay for 50% of the cost of care and the County covers the remaining cost. To date, more than 1,650 clients have been served.

- *Caregiver Coalition:*
  The Caregiver Coalition (Coalition) is facilitated by County staff and aims to make caregiving less stressful through support, education, and advocacy. Traditionally, the Coalition hosted in-person conferences for caregivers on a bimonthly basis. To respond to new challenges faced by caregivers during COVID-19, the Coalition moved its regular meetings to a virtual format and increased its webinars with topics such as COVID-19 Scams; Mental Health & Nutrition during COVID-19; and End of Life & COVID-19 Issues. In addition to the live audience present during each webinar, the webinars are posted on the Coalition's website (www.caregivercoalitionsd.org).

- *Grandparents Raising Grandchildren:*
  The Aging Roadmap recognizes and aims to support a wide spectrum of caregivers, including the critical caregiving role filled by grandparents raising grandchildren. In response to the COVID-19 pandemic, a virtual meeting of the Grandparents Raising Grandchildren Workgroup, a task force comprised of County and community partners, was held to address unique challenges facing kinship families during this pandemic. In addition, HHSA is partnering with the County's Department of Parks and Recreation to host a drive-by event in Fall 2020, to distribute school supplies and provide other helpful items to support kinship families.

- *Disability Service Providers:*
  Caregivers for individuals with disabilities face COVID-19-related challenges ranging from food needs to mental health concerns. To identify needs and offer support, AIS staff contacted over 60 disability service providers and connected them with needed resources. This outreach resulted in the organization of two bulk food box deliveries to disability service organizations, as well as sharing of resources for mental health, staying engaged at home, accessible American Sign Language videos, and personal protective equipment (PPE) including clear face shields.

Safety
The vision for this priority is that older adults and persons with disabilities are safe in their own homes and community.

- *Scam Prevention:*
  AIS staff regularly offer free presentations on scam prevention and since January 1, 2020, eight presentations have been conducted. In response to new scams that arose during the COVID-19 pandemic, County staff created a video, "COVID-19 Scams: How to Protect Yourself" to help educate older adults about these potential threats. The video highlights new scams related to COVID-19 and offers advice on how to stay vigilant and avoid new scams, such as watching out for phishing emails and texts, researching before donating, and avoiding robocalls. The video was widely disseminated online and incorporated into webinars and virtual presentations.

- *Elder Protection Council:*
  The Elder Protection Council (EPC) was established in 2018 and brings together prosecutors, health and aging officials, law enforcement, adult protective services, and other community

agencies to collaboratively address the increase in elder abuse in the region. The vision of the EPC is to develop effective prevention and early intervention strategies, deploy appropriate resources to assist elders in crisis, and prosecute crimes against elders. The EPC celebrated World Elder Abuse Awareness Day on June 15, 2020 with a virtual meeting and presentation by National Center on Elder Abuse on the topic of Reframing Elder Abuse.

Preparedness and Response
This priority area works to ensure older adults and their caregivers are prepared to be safe during disasters.

- *Disaster Preparedness Plan:*
  The County Office of Emergency Services (OES) understands that older adults, people with disabilities, and people with other access and functional needs are disproportionately affected during times of disaster. AIS partnered with OES to create an emergency preparedness guide for people with access and functional needs. The guide will be released by November 2020 and will be featured on the ReadySanDiego.org website. It will address best practices to prepare for emergencies including fires, pandemics/influenza, earthquakes, flooding, power outages, and extreme heat advisories.

- *Neighborhood Evacuation Team (NET) Program:*
  On October 29, 2019 (02), the Board authorized OES to launch the NET program in partnership with Community Emergency Response Teams (CERT) to address the need to help older adults, people with disabilities, and people with other access and functional needs to prepare for safe and quick evacuation in emergencies. People who seek assistance will be guided by a CERT volunteer to make their own personalized plan. AIS will continue to partner with OES to provide information and resources on the needs of this vulnerable population and assist in outreach and education to bring community members into the NET Program.

Silver Economy
This priority area envisions a skilled and diverse workforce, with supporting technologies and products that promote healthy aging in the San Diego region, as well as ample opportunities for older adults to work and volunteer.

- *Video on Volunteering during COVID-19:*
  Many older adults sought opportunities to help others during the pandemic. County staff created a video, "How you can help during COVID-19," to provide information on how older adults could be of service, even while practicing social distancing. The video was with community partners who work with older adults and widely disseminated online and incorporated into webinars.

- *Volunteer Opportunities for Older Adults:*
  In order to help older adults, connect virtually during the COVID-19 pandemic, adaptations were made to existing volunteer engagement programs, such as Legacy Corps and Retired Senior Volunteer Patrol. Some volunteers met virtually with families to provide support, while others made welfare check telephone calls to isolated seniors in partnership with local law

enforcement sites. County staff has reached out to volunteer sites to offer support and guidance to volunteer coordinators and provide suggested adaptations due to COVID-19.

- *Jay's Program:*
  On May 21, 2019 (20), the Board approved Jay's Program, an initiative that provides paid work internships for adults with developmental disabilities in support of County efforts to maintain a diverse and inclusive workforce. AIS participated in Jay's Program by hosting an intern and providing the intern with work experience serving older adults. The intern contributed to Aging Roadmap programs such as Healthier Living and Feeling Fit courses that aim to improve the health and wellbeing of older adults.

- *Training Students to Support Intergenerational Community Building:*
  Building communities that meet the needs of people of all ages requires active involvement by people of all ages. Over the past two years, Age Well San Diego Teams hosted internships for nine public health students from UCSD, SDSU, and University of Southern California. The students work on various Age Well goals and gain valuable hands-on learning experience in age-friendly community building. In Spring of 2020, three students completed their Master's thesis research on Age Well topics. The students now carry with them an age-friendly lens to use throughout their careers.

Medical and Social Services System
The vision for this priority is care coordination among medical and social services providing proactive, seamless, prevention-focused, and responsive support.

- *COVID-19 Support and Resources:*
  As part of the County's Emergency Operations Center Community Sector Outreach and Education, AIS staff served as the lead for the Older Adult and Disability Provider Sector. This Sector provides timely public health guidance and resources to older adults and individuals with disabilities, and their family members, caregivers, and service providers regarding COVID-19 prevention, testing, treatment, vaccines, and caregiving. Telebriefings were conducted bi-weekly for the first three months of the pandemic (March-June 2020), and monthly thereafter. Specially crafted emails with resources relevant to older adults are disseminated weekly to community members and older adult service providers. Original content was created to address frequently asked questions, food resources, and social engagement. Five videos were created on pandemic topics, such as General Resources, How You can Help, Mental Health, Scams, and Ways to Engage, and three videos were created on food delivery services. Over 37 presentations were made to community groups. The Older Adult and Disability Service Provider Sector page on coronavirus-sd.com and the AIS website (aging.sandiegocounty.gov) have been updated regularly with the above-listed content and other relevant COVID-19 resources. Collaboration across sectors continue to allow staff to quickly meet older adults' needs and widely disseminate key resources.

- *In-Home Supportive Services (IHSS) Welfare Check Calls:*
  There are approximately 30,000 IHSS recipients including disabled children and adults of all ages, who receive personal care assistance to help them remain in their homes. In response to the COVID-19 pandemic and reports that some recipients were in need, IHSS staff completed 20,449 welfare check calls, starting with the most at-risk clients. Clients in need were referred to resources for food and medications.

- *Food Resources:*
  To meet increasing food needs, AIS increased meal recipients via contracts with JFS and other providers, from approximately 4,000 clients pre-COVID to approximately 7,000 clients and tripled the number of meals served from approximately 100,000 per month pre-COVID, to approximately 330,000. In addition, to meet increased needs for home delivered food boxes among residents with disabilities and older adults, AIS partnered with 2-1-1 San Diego, FACT, American Red Cross, United Methodist Committee on Relief, The Jacobs & Cushman San Diego Food Bank, and Feeding San Diego to create Operation FACT Food. Through Operation FACT Food, partners provided in-kind support to deliver food boxes to more than 890 households since April 10, 2020. Additionally, AIS staff implemented the Great Plates Delivered: Home Meals for Seniors program, which serves up to 4,000 seniors, three meals a day, in collaboration with numerous restaurants. On August 4, 2020 (3), this Board approved allocation of CARES Act funding to establish the Great Plates Delivered 2.0: Dinner Delivered program. This program will provide one home delivered hearty meal each day for up to 2,000 residents with disabilities and older adults who are not qualified for the original Great Plate Delivered program.

- *Seniors Come First at Geriatric Emergency Departments:*
  Going to the emergency department (ED) can be a stressful experience for older adults who are frail or living with dementia. The San Diego Senior Emergency Care Initiative (Initiative) aims to improve older adults' experience and outcomes in EDs by supporting Geriatric Emergency Department Accreditation for EDs across the San Diego region by 2021. These EDs will provide care that is tailored to the unique needs of the over-60 population by modifying the physical environment, adding senior-specific protocols, and providing staff with special training. The Initiative is a public-private partnership involving the County, the West Health Institute, and the region's major health systems. The Initiative, funded with grants and support from the County and the West Health Institute, makes San Diego County poised to be the first county in the nation to offer accredited senior-friendly emergency care for older adults across the region. A contract was executed with the Hospital Association of San Diego and Imperial Counties (HASD&IC) to coordinate the project. HASD&IC reported they have met initial milestones such as developing an implementation plan and formalizing agreements with Alvarado Hospital Medical Center and UC San Diego Health, two hospitals that have established accreditation, to help support other EDs through the accreditation process.

Additional Accomplishments

- *Websites:*
  A website was developed for the Aging Roadmap with dedicated pages for each priority area. Community members from all Age Well San Diego Teams provided input on the content, design, and featured resources included on their webpages. The website launched in Fall 2019 and serves as a resource for community members and other age-friendly initiatives throughout the nation.

- *Age-Friendly Collaborations:*
  The County was the first jurisdiction in the San Diego region to launch an age-friendly action plan and has since collaborated with local municipalities to provide technical support and promote age-friendly efforts across the region, including the cities of Chula Vista, La Mesa, and San Diego. Age Well San Diego leaders have presented at national and state conferences to share the Age Well San Diego Action Plan and project successes.

Partners
The accomplishments of the Aging Roadmap are the product of valued partnerships. Some of the many community partners who have joined Aging Roadmap efforts include 2-1-1 San Diego, AARP, Aging 2.0, Alliant University, Alvarado Hospital, Alzheimer's Association, Alzheimer's San Diego, Consumer Advocates for RCFE Reform, Circulate San Diego, City and County Libraries, Dementia Friends California, ElderHelp of San Diego, FACT, George G. Glenner Alzheimer's Family Centers, Inc., Jewish Family Service, Meals on Wheels, Metropolitan Transit System, NCTD, San Diego Oasis, Retired Employees of San Diego County, San Diego Association of Governments, San Diego Housing Federation, San Diego State University, Southern Caregiver Resource Center, UCSD, Union of Pan Asian Communities, Village Core, and West Health Institute.