



ELDER JUSTICE

LUNCH & LEARN

AWARENESS, PREVENTION & INNOVATION IN THE AGE OF COVID-19



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Nicole Howell (Facilitator)

Executive Director

Ombudsman Services of Contra Costa, Solano, and Alameda

Welcome & Introductions



YOUR TOOLBOX...



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ASL available via Zoom video feed



The logo features a stylized sunburst or fan shape composed of several vertical bars of varying heights and colors, including orange, yellow, grey, and teal.

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Mark your calendars for the **third Thursday of every month** from June 18, 2020, to May 20, 2021. Each session is scheduled from **12 to 1 PM** PST.



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CCoA
California Commission on Aging
Healthy and Purposeful Longevity
For All Californians



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Sharon Nevins

Director & Public Guardian
Aging & Adult Services—Public Guardian
San Bernardino County

Reflections on COVID: One Year Into the Pandemic



TRANSFORMATIVE CHANGES DURING THE PANDEMIC: WHAT HAPPENS NEXT?



CREATION IN RESPONSE TO THE PANDEMIC

- Adaptability and flexibility
- Recognizing challenges and mobilizing existing resources
- Developing new approaches to service delivery



LEVERAGING RESOURCES THROUGH COLLABORATION

- Governing Board, County Leadership, and Departments
- State and Local Government Agencies
- Health Plans
- Service Providers and Community Organizations



CHANGE FOR THE FUTURE

- Equity - accessible services for a diverse population.
- Implementing innovative programs.
- Cultivating existing relationships while forming new ones.
- Assuming an integral and expanded role in making changes.



NEXT STEPS

Moving forward...
what happens next?



The logo for "ELDER JUSTICE LUNCH & LEARN" features a stylized sunburst of colorful lines (yellow, orange, red, teal, grey) above the text. "ELDER JUSTICE" is in a large, bold, black sans-serif font, and "LUNCH & LEARN" is in a smaller, black sans-serif font below it.

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Rigo Saborio

President & CEO

St. Barnabas Senior Services

Reflections on COVID: One Year Into the Pandemic





Our Mission

To empower a diverse community of older adults to Live Well, Feel Well and Age Well in the community with dignity and respect.

Who We Serve

Vulnerable older adults 60+. Low income, BIPOC, LEP. Housing & Food Insecure, multiple chronic conditions, limited mobility.

A teal banner at the bottom of the slide features a row of seven diverse people's faces, including men and women of various ethnicities, all smiling. The text "St. Barnabas Senior Services" is overlaid in white, bold, sans-serif font.

St. Barnabas Senior Services

SBSS Programs and Services

- Senior Centers
- Nutrition and meal services
- Social services/Case management
- Transportation
- Technology training
- Health and wellness activities
- Evidence-based programs
- Health screenings and education
- Family caregiver support services
- Education and Advocacy

Pre-Pandemic Overview

Pandemic: Program Delivery

Restructure to Meet Basic Needs First:

- Home-delivered meals
- Stabilizing individual situations through intensive case management



COVID-19 Response

Impact on SBSS Clients

- Emotional: isolation, fear, anxiety, depression, end of life issues
- Access: personal protection equipment and products; basic goods and appliances
- Affordability: housing insecurity, emergency expenses, mobility
- Tech: little to no skills, lack connectivity, poor access to service apps

COVID-19 Response

Needs Prioritization

Social-Emotional:

- Telephone classes and games
- Coffee hours with Site Managers
- SBSS At Home newsletter



“Reading SBSS At Home was the first time I have been able to take my mind off COVID since the outbreak.”

- SBSS meal delivery client

Needs Prioritization

Technological:

- Addressing the digital divide spectrum
- Remote digital literacy
- Zoom classes
- Advocacy to underscore need



COVID-19 Response

Maria Sanchez, SBSS Client

Staying safe, healthy, and connected with
the help of SBSS



Maria's Story

The New Need: COVID – 19 Vaccine

*Building on the trust and **reach** we have in our community*

- **Establish Information Resource Center**
- Launching an outreach campaign
- **Case managers: direct assistance**
- **Provide Transportation**
- **Establishing partnerships to increase vaccination rate among clients**

The New Need: COVID-19 Vaccine

SBSS Vaccine Information Resource Center

*Building on the **trust** and reach we have in our community*

- Weekly distribution of printed materials
- **In-bound, multilingual hotline - NEW**
- Case managers: direct assistance
- Flyers to senior-serving organizations
- SBSS At Home newsletter
- Telephone classes
- Coffee hours with Site Managers
- Discovery Series

The New Need: COVID-19 Vaccine

Equity

- The Digital Divide creates disparities in access to critical information.
- More research is needed to determine best ways to overcome Digital Divide among low income, BIPOC.
- Multi-pronged, multi-lingual, regular, and continuous outreach is key in reach the 'hardest to reach' older adults.
- Intensive case management needed to provide the same level of access to services that more affluent older adults enjoy

Lessons Learned

Trust

- Community-based organizations (CBOs) hold a high level of trust among the populations they serve.
- Other organizations and agencies can leverage this depth of reach into hard-to-reach communities by partnering – and investing in – CBOs.

Lessons Learned

Advocacy

- Advocacy efforts are key to ensuring important issues stay at the forefront.
- California's Master Plan for Aging provides a blueprint on the state level.
- Relationships with elected officials and foundations are critical for local efforts.

Lessons Learned

In-Person Services

- Case management
- Technology training
- Exercise classes
- Health talks
- Arts classes

Remote Services

- Uber Conference
- Zoom classes
- Remote case management

Digital Access and Ability

- Access to devices and internet
- Digital education
- Increased access to digital lifeline services

Post-Pandemic: A Hybrid Model

Contact US!



Rigo Saborio

President & CEO
St. Barnabas Senior Services
rsaborio@sbssla.org



Sharon Nevins

Director & Public Guardian
Aging & Adult Services—Public Guardian
San Bernardino County
sharon.nevins@hss.sbcounty.gov



Q&A DISCUSSION



Type in your question or comment



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REGISTRATION NOW OPEN!

JOIN US for Session #11 – April 15, 2021



Elder Health Care Abuse: Fraud & Scam Prevention



Micki Nozaki

Director, Fraud Prevention and Education Program
California Health Advocates



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Thank you!

