

Making The Difference:
Leveraging Social Determinants
The Impact of Age-Friendly Change in Alameda County
Convened by the Senior Services Coalition of Alameda County

A G E N D A

9:00 am - Welcome and Opening Remarks

Marisa Melo, Executive Director, Meals On Wheels of Alameda County / SSC Fiscal Sponsor
Wendy Peterson, Director, Senior Services Coalition of Alameda County

9:15 am - Conference Plenary & Panel Discussions

Elderhood - Redefining Aging, Transforming Medicine, Reimagining Life

Keynote Speaker: Louise Aronson, MD, MFA

Geriatrician and Professor at UCSF, author of *Elderhood* and *A History of the Present Illness*

Age-Friendly Transformation in Cities and Communities

Moderator: Monique Parrish, Principal, LifeCourse Strategies

Panelists:

Rafi Nazarians, Associate State Director, AARP California
Suzanne Shenfil, Human Services Director, City of Fremont
Tanya Bustamante, Aging Services Manager, City of Berkeley
Bryan Ricks, Chairman, Oakland Mayor's Commission on Aging

Prevention: A Window of Opportunity

Moderator: Marty Lynch, LifeLong Medical Care

Panelists:

Marko Mijic, Deputy Secretary, California Health & Human Services Agency
Alameda County Supervisor Nate Miley, District 4
Alameda County Supervisor Wilma Chan, District 3
Randy Morris, Assistant Agency Director, Alameda County Social Services Agency
Angela Ball, Director of Public Health Nursing, Alameda County Health Care Services Agency

12:30 pm - Lunchtime Discussion Café

All attendees: A working lunch to generate insights and concrete proposals for advancing age-friendly change.

1:45-2:00 pm - Community Wall Tour

• Friday, November 1, 2019 • Nile Hall, Preservation Park, Oakland •

Making the Difference convenes community-based service providers, health care professionals, health, housing and social services agency leaders, policy makers and community members in Alameda County. Together we'll examine the challenges and opportunities we face as we transform our systems and our communities to serve older people, exploring these topics in terms of their practical relevance in Alameda County.

Made Possible with the Generous Support of:



About Our Keynote Speaker

Louise Aronson

Louise Aronson is a geriatrician, writer, educator, and professor of medicine at the University of California, San Francisco (UCSF) and the author of *The New York Times* bestseller *Elderhood: Redefining Aging, Transforming Medicine, and Reimagining Life*.

A graduate of Harvard Medical School and the Warren Wilson Program for Writers, Dr. Aronson has received the Gold Professorship in Humanism in Medicine, the California Homecare Physician of the Year award, and the American Geriatrics Society Clinician-Teacher of the Year award. Her writing appears in publications including *The New York Times*, *The Washington Post*, *Discover Magazine*, and the *New England Journal of Medicine* and has earned her four Pushcart nominations, the Sonora Review Prize, and a MacDowell fellowship. Her work on aging has been featured on CBS This Morning, NPR's Fresh Air, Politico, LitHub, Kaiser Health News, and Tech Nation.

About Our Moderators

Monique Parrish

Dr. Monique Parrish is the Director of LifeCourse Strategies a healthcare consulting firm providing strategic planning, meeting facilitation, community-based research, program development, and project management to public and non-profit organizations addressing the health and social service needs of underserved and vulnerable older adults and individuals with chronic illness and disabilities. Recent reports prepared by LifeCourse Strategies include: *Weaving Palliative Care into Primary Care: A Guide for Community Health Centers*; *Santa Clara County Gap Analysis on Care Facilities and Transitional Housing*; *Addressing San Francisco's Vulnerable Post-Acute Care Patients*; and, *Santa Clara County Adult Day Services Feasibility Study: Subsidy Pilot Report*. Dr. Parrish provides weekly volunteer clinical social work services to homeless women.

Marty Lynch

Dr. Marty Lynch is the CEO of LifeLong Medical Care in the San Francisco Bay Area. Dr. Lynch has more than 40 years with LifeLong, 38 of which have been as CEO. Dr. Lynch began his career with the Over Sixty Clinic and subsequently, after becoming the CEO, he grew Over Sixty into what is now LifeLong Medical Care. Four decades later, LifeLong is home to a 25-site Federally Qualified Health Center that also provides care on the street, in patients' homes, and in nursing homes and supportive housing. In addition to serving uninsured and Medi-Cal populations, LifeLong focuses on providing integrated services to special populations, such as the disabled elderly, individuals who are homeless with medical, mental health, and substance abuse problems, and patients with complex behavioral health problems. Dr. Lynch cofounded the Subcommittee on Healthy Aging of the National Association of Community Health Centers (NACHC) and is a past chair of the California Primary Care Association (CPCA). He served on state task forces to examine policy changes necessary for the integration of primary care and mental health services and to develop a

• **Friday, November 1, 2019** • **Nile Hall, Preservation Park, Oakland** •

California plan for Alzheimer's disease. In August 2019, Dr. Lynch was appointed by Governor Gavin Newsom to serve on the California Master Plan on Aging Stakeholder Advisory Group and has served on the California Medi-Cal Stakeholder Advisory group since 2014.

Dr. Lynch received a PhD in Social and Behavioral Sciences from the University of California San Francisco (UCSF) and a Master of Public Administration from the Kennedy School of Government at Harvard. He is actively involved in national, state and local public policy and research activities related to health access for the uninsured, long-term care models, chronic care, and financing care for disabled populations. In addition, Dr. Lynch is a lecturer at the University of California Berkeley in the School of Social Welfare.

Dr. Lynch serves on a number of boards including CPCA, the Community Health Center Network, the Alameda Alliance for Health (the local Medi-Cal health plan), and the Center for Elders' Independence.

About Our Panelists

Rafi Nazarians

Rafi is Associate State Director at AARP CA. He is the statewide coordinator for the Network of Age-Friendly States and Communities and works with jurisdictions throughout the state. Previously, he worked for United States Senator Barbara Boxer in various capacities. Rafi was responsible for Los Angeles, Ventura, and Santa Barbara counties, serving as the Senator's representative to local governments, elected officials, businesses, non-profit organizations, and constituents. He advised the Senator, and collaborated with communities on federal legislative needs and priorities. Rafi also served Senator Boxer as statewide liaison for areas of health, public works, and LGBT issues.

Suzanne Shenfil

Suzanne Shenfil began her career with the City of Fremont in 1978. Under Ms. Shenfil's leadership the Human Services Department has developed a reputation for innovation and excellence. Founding the Fremont Family Resource Center in 1999 which co-locates 25 State, County and City and non-profit agencies offering an integrated service approach, the FRC has enriched the lives of countless individuals and families throughout its 20-year history. The Department has also developed a robust array of programs serving older adults. In 2004, the department, received a prestigious Robert Wood Johnson Foundation Grant, 1 of 8 given nationally among 487 competitors. Through an extensive community dialogue process in nine languages, a senior action plan, "Pathways for Positive Aging", was developed. Fremont's Age Friendly initiative has been able to build on this solid foundation.

Committed to using the skills of older adults, the Community Ambassador Program launched as part of Pathways to Positive Aging, has trained hundreds of community volunteers from the Tri-Cities' cultural and faith-based communities, and other affinity groups, about issues that confront older adults and community resources to assist them. Ambassadors help seniors in their own languages and in places where seniors feel most comfortable congregating and receiving support. The program received the Grantmakers in Aging,

• Friday, November 1, 2019 • Nile Hall, Preservation Park, Oakland •

Diversity Award in 2018 and the National League of Cities 1st place Cultural Diversity award in 2014. The Department's Caregiver Support Program, and Senior Peer Counseling have been recognized by the Alameda County Mental Health Association; the Senior Peer Counseling was recognized by the International City Manager's Association.

Suzanne is currently spearheading the development of Fremont's new state of the art Senior Center, in the southern part of the City and her team is nurturing the development of the Greater Niles Village, a community of neighbors who share their skills and support to navigate the challenges and opportunities of aging. This is the first of what the City hopes will be many Villages to come!

Tanya Bustamante

Tanya began her role as Aging Services Manager for the City of Berkeley Health, Housing, & Community Services (HHCS) Department in 2017. As the Aging Services Manager, she is responsible for the administration and oversight of two senior centers, a case management unit, and a Meals On Wheels/senior nutrition program. Additionally, Tanya works closely with her Age Friendly Berkeley partners - both internal and external - to ensure that issues concerning the older adults of the Berkeley community remain at the forefront of the HHCS Department's work, as well as a priority of the City of Berkeley's Strategic Plan.

Tanya has been with the City of Berkeley for approximately 10 years. Prior to her current role, she supervised both emergency preparedness and chronic disease prevention programs in the Public Health Division. Tanya also worked for the San Francisco Department of Public Health and the San Mateo County Health Department.

Tanya has a Master of Public Health degree from UC Berkeley, and a Doctorate of Public Health degree from the University of Illinois-Chicago. She has a passion for collaborating with, and serving, the community. In her free time, Tanya enjoys spending time with her husband, 2 kids, and 2 dogs.

Bryan Ricks

Bryan is the current Chair of the Oakland Mayor's Commission on Aging. He also serves on the Livable Oakland Committee which focuses on the city's Age-Friendly initiatives. He is also the owner of CareBuilders at Home, a non-medical home-care company based in Oakland.

Marko Mijic

Marko Mijic serves as the Deputy Secretary for Program and Fiscal Affairs at the California Health and Human Services Agency. In this role, Marko leads the policy and budget development for 12 departments and four offices, which includes over 30,000 employees and a total annual budget of approximately \$160 billion. Prior to serving as the Acting Deputy Secretary, Marko served as an Assistant Secretary with responsibility of the human services portfolio, which included the California Department of Aging, the California Department of Community Services and Development, the California Department of Child Support Services,

• **Friday, November 1, 2019** • **Nile Hall, Preservation Park, Oakland** •

and the California Department of Social Services. He also served on the statewide Alzheimer's Advisory Committee and staffed the Child Welfare Council. Prior to joining the California Health and Human Services Agency, Marko worked at the American Heart Association and the U.S. Department of Health and Human Services in Washington, DC. He earned his Bachelor of Science degree from the University of Utah and his Master of Public Policy degree from the American University School of Public Affairs.

Nate Miley

Nate Miley was elected to the Alameda County Board of Supervisors in November 2000 and is serving his fifth term this year. Nate represents District 4, which includes portions of Oakland, from Montclair in the north to Oracle Arena and coliseum in the south, and the communities of Ashland, Castro Valley, Cherryland, El Portal Ridge, Fairmount Terrace, Fairview, Hillcrest Knolls and Pleasanton. He has worked to engage communities, protect open space, strengthen our healthcare system, and create more livable and safe neighborhoods. Prior to representing District 4, Supervisor Miley had the honor of serving the residents of Oakland City Council District 6. Nate is also the founder of the United Seniors of Oakland and Alameda County and is passionate about empowering older adults to improve their quality of life.

Nate has dedicated his entire adult life to community and public service. After graduating from Franklin & Marshall College and finishing Law School at the University of Maryland in 1976, he moved to Oakland to work as a Jesuit Volunteer. Nate began his community involvement by taking a position with Oakland Community Organizations (OCO) and has worked with many community-based groups as well as trained community organizers through the National Center for Urban Ethnic Affairs.

In 1986, Nate discovered his passion for advocating for older adults who do not often have a voice - and created United Seniors of Oakland and Alameda County (USOAC). USOAC empowers older adults to improve their quality of life. Nate served as the Executive Director of the United Seniors for more than 20 years and was elected President of the Board in November 2010. Nate is a proud father of two children and has lived in Oakland for more than 30 years. He brings with him a commitment and platform to deliver and improve transportation, healthcare, public safety, and social services to his diverse constituents of Oakland, Pleasanton and the unincorporated communities of Ashland, Fairview, Castro Valley and Cherryland.

Wilma Chan

Alameda County Supervisor Wilma Chan represents District 3, which includes the cities of Alameda, San Leandro, parts of Oakland including Chinatown, Jack London, Fruitvale and San Antonio neighborhoods, and the unincorporated communities of San Lorenzo and Hayward Acres. She is currently Chair of the Health Committee and ALL IN, a multi-stakeholder initiative to end poverty in Alameda County.

From 2000-2006, Supervisor Chan served in the California State Assembly where she became the first woman and first Asian American to be Majority Leader. Prior to that, she served

• **Friday, November 1, 2019** • **Nile Hall, Preservation Park, Oakland** •

four years on the Oakland Board of Education (1990-94) and then became the first Asian American elected to the Alameda County Board of Supervisors (1994-2000).

Supervisor Chan holds a Bachelor's degree from Wellesley College and a Master's degree in Education Policy & Administration from Stanford University. She has two grown children and one grandchild.

Randy Morris

Randy Morris is the Assistant Agency Director of the Adult & Aging Services Department of the County Social Services Agency. He has worked for the Agency since 1994, where he started as a Child Welfare Worker. He worked in the Child Welfare Department until 2011 when he was promoted to his current position. His department administers the IHSS & APS programs, as well as the Public Administrator / Guardian / & Conservator programs; Veteran's Service office; and Area Agency on Aging (AAA).

Angela Ball

Angela Ball is the Director of the Division of Public Health Nursing for the Alameda County Public Health Department, where she is responsible for planning, organizing, and directing public health nursing units within the Departments of Public Health, Adult and Aging and Children and Family Services, as well as the Nursing Division's community outreach and pre-eligibility units, immunization clinics, the Health, Education, and Attendance for Life program with the Alameda County District Attorney's Office, and inspections of city and county holding facilities and jails within the county.

Angela has been a Registered Nurse and a Public Health Nurse for 20 years and has dedicated her entire professional nursing career assisting members of the public in overcoming the health issues that prevent them from achieving their full potential and improve their quality of life. She is an active member of several councils, organizations and boards, including the Alameda County Council for Age Friendly Communities, the California Directors of Public Health Nursing (Past President 19/20), Governance Committee for the California Public Health Association - North, Planning Committee for the 2017 - 2020 Alameda County Plan for Older Adults, and the Board of Directors for Academy for Restorative Education.

Angela is a member of the California Chronic Disease Prevention Project Leadership Team which provides recommendations on how the Center for Healthy Communities of the California Department of Public Health can support an integrated approach to chronic disease prevention at the state and local level. Ms. Ball was selected to participate in the Bay Area Regional Health Inequities Initiative (BARHII) Leading Change Cohort, currently focused on standardizing and improving the collection of race/ethnicity data across all ACPHD programs and subcontracted community partners.

- Friday, November 1, 2019 • Nile Hall, Preservation Park, Oakland •

Nile Hall's wifi is available for you to access conference materials online.
The wifi ID is NILE and the password is 5108747582.

Conference presentations and other materials are available on our website at:
<http://seniorservicescoalition.org/2019-ssc-conference-making-the-difference/>

The Senior Services Coalition of Alameda County represents nonprofit and public organizations who are working together to ensure that Alameda County seniors can rely on an easily accessible, coordinated system of social, medical and supportive care.

SSC has been a unifying and collaborative force in Alameda County for 19 years. SSC works to strengthen the aging services voice in policy making; increase funding for senior services and strengthen the safety net for economically disadvantaged seniors; make the case for community-based supportive services that help seniors live independently; and promote greater flexibility within our County to connect individuals with the services they need.

Lunchtime Discussion Café

Tables in the hall will be designated for each of the following topics:

SENIOR CENTERS - Rethinking Connection, Engagement and Service Delivery (tables 1 & 2)

Senior centers exist in nearly every city in Alameda County and are already doing age-friendly work, so they offer unique opportunities to advance age-friendly change in their communities. How might senior centers (or one specific senior center) be places for supportive and health service delivery, civic or volunteer engagement, social connection, or communication?

Age-Friendly Opportunities in the UNINCORPORATED AREAS (table 4)

The unincorporated areas of the county don't have the city infrastructure that often provides a foundation for Age-Friendly Communities. This is why Alameda County's age-friendly resolution calls out unincorporated areas as a county focus. How might the County and stakeholders partner to advance age-friendly change in these communities?

Transforming Older Adults' Experience of HEALTH & MEDICAL SERVICES (tables 6 & 8)

Envision health care delivered in an age-friendly setting, using age-friendly practices, with results that support community living and improved health outcomes. What practical, specific changes in policy or practice could make a difference?

EMPLOYMENT AND EMPLOYERS (tables 10 & 12)

Ageism is a barrier for people seeking or wanting to maintain employment. What would it look like if local employers adopted age-friendly policies? What concrete changes in policy or practice could make a difference?

Focus on EMERYVILLE - Next Steps in Age-Friendly Development (table 15)

We invite audience members from county agencies, other cities, CBOs and the public who have a stake in Emeryville to join this discussion, where we will look at key findings from the city's survey and listening sessions, and generate concrete next steps and partner commitments.

Adjoining rooms will be used for the following topics:

Workforce Training - Help shape the County's EMBRACING AGING TRAINING INITIATIVE (Small Ginn Room)

What if the workforce in every sector, public and private, possessed core competencies that would improve the service delivery experience for older adults, both in terms of quality and outcomes? Learn about and help inform the "Embracing Aging" training initiative that is starting in Alameda County. Anna Chodos and Michael Harper of UCSF will facilitate.

Informing California's MASTER PLAN FOR AGING (Large Ginn Room)

Share your ideas and suggestions for how we can collectively build an age-friendly California. What's important? What best practices and data metrics would be impactful? How might the state's Master Plan best to guide the work of state government, local communities, private organizations and philanthropy to build environments that promote healthy aging.