

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

Friday, February 24, 2023– 8:45am-12:30pm

CONFERENCE PROGRAM

8:45-9am – Soft Start/Orientation

9-9:10am – Welcome

Speaker: Wendy Peterson – Executive Director, Senior Services Coalition of Alameda County

9:10-9:45 – Keynote Conversation: What does Equity Have to do with Aging in Community?

Speakers: Denny Chan – Managing Director, Equity Advocacy, Justice In Aging

Dr. Terry Hill, MD, FACP – California Association of Long Term Care Medicine

Moderator: Kweli Kitwana – Associate Director for Policy & Advocacy, Senior Services Coalition

9:45-10:50 – Panel I: The Power of Community-Based Approaches

Panelists: Sophay Duch, LCSW – Senior Case Manager, LIFE ElderCare

Roland Gigon, RN, MBA – East Bay Continuum of Care Services Director, Kaiser Permanente

Sonya Frost – Division Director, Department of Adult & Aging Services, Alameda County Social Services Agency

Pamela Powell – Program Manager, Alameda County Social Services Agency, Department of Adult and Aging Services

Serom Sanftner, LCSW – Vice President of Program Services, East Bay Innovations

Moderator: Matthew Woodruff – Chief Operating Officer, Alameda Alliance for Health

10:50-10:55 - Check-in / Break

10:55-11:30 – Panel II: New Populations of Focus in CalAIM – Long Term Care Residents and Those at Risk of Institutionalization

Panelists: Amy Stevenson, DNP – Clinical Manager Enhanced Case Management, Alameda Alliance for Health

AJ Dixon, RN – Senior Program Manager, State Directed Programs, Alameda Alliance for Health

Moderator: Steve O'Brien, MD – Chief Medical Officer, Alameda Alliance for Health

SENIOR SERVICES COALITION OF ALAMEDA COUNTY PRESENTS

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

11:30-12:25 – Panel III: Making it Real – Changing the Trajectory for At-Risk Older Adults

Panelists: Kadin J Caines – Regional Strategic Implementation Manager, NCAL Kaiser Permanente Health Plan

Kathryn Stambaugh – Geriatric Services Director, Lifelong Medical Care

Dr. James Mittelberger, MD – Medical Director, Center for Elders' Independence

Jennifer Martinez – Principal, Wellbrook Partners

Jennifer Stephens-Pierre – Director, Alameda County Area Agency on Aging

Moderator: Maria Zamora – CEO, Center for Elders' Independence

12:25-12:30pm - Reflection and Thank You

SENIOR SERVICES COALITION OF ALAMEDA COUNTY PRESENTS

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

MADE POSSIBLE WITH THE GENEROUS SUPPORT OF:



CENTER FOR ELDERS'
independence

Your life just got better



CEIFoundation
Center for Elders' Independence

Because we are all caregivers.



**KAISER
PERMANENTE®**



**SENIOR & DISABILITY
ACTION**

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

ABOUT OUR KEYNOTE SPEAKERS

Denny Chan

Denny serves as the Managing Director of Justice in Aging's Equity Advocacy team. In this role, he is responsible for developing and leading Justice in Aging's Strategic Initiative on Advancing Equity, with a primary focus on race equity for older adults of color, and he also coordinates the organization's equity team. He joined Justice in Aging as an attorney on the health team in 2014 and is based in Los Angeles, CA. The son of working-class Chinese immigrant parents, Denny has worked significantly on non-discrimination, language access, and healthcare delivery reform issues for low-income older adults and brings all of these experiences to his advocacy. He previously served as a rotating law clerk for the US District Court in Los Angeles and participated in the Fulbright English Teaching Program as a fellow in Macau, China. Denny is a graduate of the University of California, Irvine School of Law. He received his BA from the University of Michigan. State Bar Admission: California

Terry Hill, MD, FACP

Dr. Terry Hill is a board-certified internist and geriatrician who recently served as COVID-19 Medical Director for the Alameda-Contra Costa Medical Association. Formerly in private practice geriatrics, his career has included executive positions at Laguna Honda Hospital, California's Quality Improvement Organization, the California Prison Receivership, and Hill Physicians Medical Group. Dr. Hill has served in various leadership and board roles for the California Medical Association, California Association of Long Term Care Medicine, Cal Healthcare Compare, Coalition for Compassionate Care of California, and HealthImpact, California's nursing workforce center. His publications have addressed the COVID-19 pandemic, accountable care, organizational development, professional self-regulation, ethnogeriatrics, and moral judgment. He received his MD from UCSF and his fellowship training at Stanford.

ABOUT OUR MODERATORS

Kweli Kitwana

Kweli Kitwana has served as the Senior Services Coalition's Associate Director for Policy & Advocacy since 2017, and brings a combined 35 years of experiences in local, state and national grassroots advocacy and progressive policy. Before coming to SSC, Kweli served as Interim Associate Director for the Mid-West Academy for two years before handing off the reins to move closer to her family in California, and she continues to fill in as a lead trainer. Kweli has worked to advance affordable housing, economic security and social justice issues, working with USAction Education Fund, Planned Parenthood, The Center For Progressive Leadership and Progressive Majority.

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

Kweli's experience has taught her that organizing groups includes deepening their understanding of how strategic actions lead to wins, and she has specialized in leadership and coalition building. She is skilled in developing appropriate tools for dissecting the relationships of power, and has a broad understanding of policy and civic engagement. She values intersectional partnership building and is committed to advancing policies that positively impact underserved and disenfranchised communities.

Matthew Woodruff

Note: Bio to be included following the conference.

Steve O'Brien, MD

Dr. Steve O'Brien is an Internal Medicine physician who graduated from the University of Washington Medical School and did residency training at UCSF. He has provided HIV care in Oakland since 1995 as Medical Director of East Bay AIDS Center. He was Chief Medical Officer at Alta Bates Summit Medical Center from 2011 until joining Alameda Alliance for Health as CMO in 2018.

Maria Zamora

Maria Zamora became CEO of Center for Elders' Independence in March 2021, bringing more than 24 years of experience in the healthcare and insurance industries. She has held executive management positions in for-profit and not-for-profit organizations, and has an extensive background in PACE (Program of All-inclusive Care for the Elderly).

Prior to joining CEI, Maria served as Vice President of Senior Care Services/PACE at AltaMed Health Services and she also was the Regional Executive Director for InnovAge, which operates PACE programs Southern California and several other states. She has cultivated strong community relationships related to her expertise in health care and senior services. She is Chair and Executive Committee member of the Board of Directors for National PACE Association (NPA). She also serves as Vice Chair and Executive Committee member of the Board of Directors for California PACE Association (CalPACE).

Maria's commitment to the national PACE model of care serves her well as she guides CEI through its next phase of expansion and innovation. She holds a Master of Business Administration (MBA) from Webster University in St. Louis, MO, and a Bachelor of Science in Business Accounting from the University of Phoenix.

ABOUT OUR PANELISTS

Roland Gigon, RN, MBA

Roland Gigon, RN, MBA, is the East Bay Continuum COCSD, and Interim Home Health/Hospice Service Director, and has been part of the Kaiser Permanente continuum leadership East Bay team since 2014. His portfolio consists of an array of community-based services including: Managing non-KP facility Claims (members admitted to non-KP facilities), Referrals (members requiring higher level of care unavailable at KP

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

facilities, Community Care Program (program focused on assisting high-risk members in the community to effectively self-manage), Transportation (to and from KP and non-KP facilities), DME (for KP members and non-members), Dialysis Centers, and CCS (California Children Services). Prior to Kaiser Permanente, he worked at various facilities managing home health and hospice services, including Sutter Health in the Bay area.

Sophay Duch (Pai), LCSW

Sophay Duch is a Licensed Clinical Social Worker (LCSW) serving older adults in Alameda County at LIFE ElderCare. She graduated from the University of Southern CA with a Master of Social Work with a concentration in Community, Organization, and Business Innovation. Sophay started practicing as a Medical Social Worker focusing on older adults, end of life care, and counseling individuals and families. The Covid-19 pandemic impacted the healthcare industry greatly. Many patients passed away, families and communities fractured due to isolation, and taking care of patients became more difficult, as did supporting the mental and emotional health of staff. As a manager, Sophay had to ensure that health care services were being delivered to patients and also support and motivate staff to continue to serve. At LIFE ElderCare Sophay leads a team that provides case management services to a diverse population and ages that range from 60-100 years old. Applying an interdisciplinary and systems based approach to her work has helped her develop culturally sensitive interventions. In July 2022 LIFE ElderCare partnered with Kaiser Oakland in the efforts to deliver its mission to help older adults age in place. The Kaiser Oakland and LIFE ElderCare Pilot program is designed to test the integration of Community Based Organizations (CBOs) into the Kaiser care team through the Kaiser's Thrive Local Initiative/UniteUs Platform, working with select Kaiser departments and a small group of SSC's member organizations, led by LIFE ElderCare, to address the unmet social needs of Kaiser Permanente and non-Kaiser member including food/meals, transportation, isolation, lack of caregiver support, and additional supportive services for the home. Sophay utilizes her mental health clinical training to meet people where they are at and empower each of them to connect to the resources that can increase their quality of life. Her goal is to contribute to the collective wellness of the community one person at a time, one organization at a time.

Sonya Frost

Sonya Frost began her professional career with the Alameda County Social Services Agency in the Workforce and Benefits Administration Department in 1990. This position was the first of many that would lead her to a career in Social Work for the 32 years. During her tenure with Alameda County SSA, Sonya also worked in the Department of Children and Family Services for 26 years in 15 different programs as a Child Welfare Worker, Induction Trainer, MSW Intern & Clinical Licensing Coordinator, Child Welfare Supervisor, Facilitator, Program Manager and Division Director. Although Child Welfare was her passion, she became curious about the disabled and older adult population and expressed an interest in working with this population. In November 2020, a door of opportunity opened, and Sonya took the leap over to the Department of Adult and Aging Services. Sonya currently oversees the Division of Aging and Adult Protection which houses 115 employees and 100+ contracts that provide critical resources for clients who are served by the County Veteran Services Office, Adult Protective Services, Area Agency on Aging, Public Administrator and the Public Guardian-Conservatorship/Laterman Petris Short programs.

Outside of her professional work, Sonya finds joy in the simple things in life, but her ultimate love is being a grandmother and parenting her adult children. She also loves traveling and surrounding herself with family

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

and friends. When time permits, you can find her volunteering at community events with her sorority and church family.

Sonya currently holds both a Bachelor and Master's Degree in Social Work from San Jose State University, and recently earned a Master Certificate in High-Performance Leadership.

Pamela Powell

Pamela Powell is a program manager with the County of Alameda Social Services Agency (SSA) – Department of Adult and Aging Services (AAS). Prior to this position, Pamela has contributed to the agency in a broad capacity, working as a Social Worker for the In-Home Supportive Services (IHSS) program, Social Work Supervisor, and Managerial contributor with the agency's Training and Consulting Team. Pamela's tenure with SSA has granted her the opportunity to forge her passion for coaching and professional development with her calling for service to under resourced communities and the protection of vulnerable adults.

Outside of SSA, Pamela's professional experience includes, but is not limited to, Quality Assurance and Case Management for San Andreas Regional Center, which is a community-based, private nonprofit organization that serves individuals with developmental disabilities, training as a certified instructor for the American Red Cross, coaching high school volleyball, and previously serving as a member on the Board of Directors for Silicon Valley FACES, whose mission is to build communities free of bias, bigotry, bullying, and violence.

Pamela holds a Bachelor's degree in Sociology and Master's degree in Education with an emphasis in Counseling from San Jose State University. Most recently, Pamela has completed the U.C. Davis Division of Continuing and Professional Education, Management Development Program in May 2021.

Pamela is committed to the macro work of equal opportunity and justice for all, the mezzo work of transformational executive leadership, and on the micro level, she aligns firmly with the social work principle of respecting the inherent dignity and worth of every person.

Serom K. Sanftner, LCSW

Serom K. Sanftner, MSW, LCSW, is the Vice President of Program Services at East Bay Innovations (EBI) and has been working with EBI for over a decade in varying capacities. Most recently, Serom oversaw and led the growth of the Transitional Care/Case Management department from 2015 to 2022. The department started with a focus on helping individuals with disabilities and seniors in medical institutions transition safely to the community for increased quality of life, while decreasing expenditures for the state/federal Medicaid program through the federal Money Follows the Person pilot. The department has since grown to serve a wider population of clients with complex chronic health conditions experiencing homelessness, with the primary goal of helping clients find stability in the intersection of health and housing. Under Serom's leadership, the department has piloted programs with the County to implement a health-housing subsidy with flexible funding to provide housing and critical support to meet individuals' medical and housing needs. Serom and her team have worked closely with the County's medical facilities to creatively troubleshoot and facilitate discharges of some of their most complex long-term patients to stable long-term housing and care settings, as well as decrease unnecessary utilization of inpatient and emergency services. Serom has a passion for helping individuals learn their rights and resources related to healthcare, housing, and bridging the gaps in service by helping clients to access Medi-Cal Waiver programs, affordable and accessible housing, and build

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

upon their natural support systems. Serom also has a particular interest in fostering staff growth and mentorship, believes that all accomplishments are a team effort, and is proud of each of her team members' contributions towards the department's goals.

Amy Stevenson, DNP

Dr. Amy Stevenson is a Registered Nurse, Public Health Nurse, and certified case manager who graduated from Samuel Merritt University Entry-level Masters Nursing Case Management program in 2015 and Doctor of Nursing Practice in 2021. She is also an Albert Schweitzer Fellow for Life completing her fellowship in 2015. Since joining Alameda Alliance for Health in 2016 she has held multiple leadership positions within the organization. She is currently the Clinical Manager, Enhanced Care Management.

Annjanette Dixon, RN

AJ Dixon is a Registered Nurse. She has over 30-year experience in various care delivery settings. She was with Kaiser Permanente for 14 years assuming multiple roles in the Inpatient and Extended care settings, including the Skilled Nursing Pilot in 2007. She also oversaw the delegation of 15 health plans and almost 1 million lives with one of the largest IPA in San Francisco/Bay Area. She is a Certified Process Improvement Advisor with (IHI) Institute for Healthcare Improvement with a published storyboard on Transitions of Care. She is currently the Sr. Program Manager for State Directed programs in Alameda Alliance for Health.

Kadin J Caines

Kadin Caines is the Regional Strategic Implementation Leader for NCAL Kaiser Permanente Health Plan. He started his professional career in Health Resources and Services Administration (HRSA), a U.S. Department of Health and Human Services agency in 2006 as a HRSA fellow. During his fellowship years, he worked in the Vaccine Injury Compensation Program, Bureau of Primary Care, Health Center operations, and the office of Communications & Public Affairs. He was eventually hired as an analyst, conducting financial assessments and audits of awarded grantees to assure federal dollars were managed appropriately.

In 2006, Kadin joined Kaiser Permanente as a consultant for KFH/HP in Southern California, where he worked in regional strategic capital planning and new ventures, assisting the business case development of four medical centers, numerous medical office buildings, and in the acquisition of a medical center and medical group. He also worked in Kaiser Permanente's Data Analytics department KP Insight, leading the redesign of the Hawaii region's reporting.

In 2013, Kadin left Kaiser Permanente and joined the Center for Medicare and Medicaid Services (CMS) Office of Strategic Planning to assist in the implementation of the Affordable Care Act. During his tenure at CMS, he worked extensively on price transparency initiatives and in CMS Program Statistics. In the area of evaluation and program development, he managed the Million Hearts Stroke research project in partnership with the Center for Disease Control and Prevention, participated in the development of the Cardiac Bundled Payment for Care Improvement Model, coordinated the redesign of the Maryland state all payer model, and planned and supported the development of State Innovation models for the states of Vermont and Pennsylvania.

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

Kadin returned to Kaiser Permanente in the Mid-Atlantic region in 2016 as a leader in Operational Analytics. He worked on a variety of projects, including the development of a Medical Assistance staffing model and led efforts to reduce Radiology MRI and ultrasound backlog. Most recently, he led the reorganization of teams for pharmacy, lab, member experience, quality, delivery system operational reporting, and analytics.

Currently, Kadin is a Northern California Regional Strategic Implementation Leader in Social Health. His work includes the implementation and adoption of Social Determinants of Health technologies throughout Northern California.

Kadin holds a Master of Public Health from Yale University and a Bachelor of Arts in Sociology from Rollins College.

Kathryn Stambaugh

Kathryn Stambaugh, MPH, MBA has been with LifeLong Medical Care since 2003. In her current role as Geriatric Services Director, she is responsible for strategic planning and implementation of projects that support the health and well-being of older adults, including development of a new Program of All-Inclusive Care for the Elderly (PACE), efforts to become an Age Friendly Health System, and improvements in access to palliative care. Ms. Stambaugh oversees LifeLong's Adult Day Health Center and Care at Home program. She has developed and supervised supportive behavioral health services for low-income seniors, coordinated practice transformation efforts in preparation for value-based contracting, and directed a three-year, CMMI-funded collaboration with the Center for Independent Living to improve primary care for older adults with disabilities. She is a recipient of the California Association for Adult Day Services Quality Leadership Award and the UC Berkeley "Spirit of Public Health" award, and holds master's degrees in business and public health from UC Berkeley and a BA in history from the University of Virginia.

Jim Mittelberger, MD, MPH

Dr. Mittelberger is a board-certified geriatrician with four decades of experience with vulnerable elders. He is the Chief Medical Officer for the Center for Elder's Independence in the East Bay and a Clinical Professor of Medicine at the UCSF School of Medicine. Other roles have been Medical Director of the Over 60s Clinic, Alameda County Medical Center Chief of Geriatrics, Chair of the Alameda Alliance for Health, West Region Chief Medical Officer for UnitedHealth Care Medicare and Medicaid, and Chief Medical Officer for the Optum Center for Palliative and Supportive Care.

Jennifer Martinez

Jennifer Martinez is a Co-Founder and Principal at Wellbrook Partners LLC. Jennifer's work has focused on facilitating cross-sector connections to promote more effective care management and coordination, overcoming relational, structural, and data sharing barriers. Jennifer's expertise includes finding common ground between medical, mental health, substance use disorder treatment, housing, and social supports; overcoming data sharing barriers through governance, regulations, agreements, and consent; and implementing improvement programs and incentives to promote access to primary care, care transitions, and integration of mental and medical health care. Jennifer was the key leader in Alameda County's Whole Person Care Pilot (Alameda County Care Connect), specifically focused on care coordination, care

MAKING THE DIFFERENCE

Striving for Equity at the Intersection of Health, Housing and Aging in the Community

management, and the Community Health Record and Social Health Information Exchange - from concept phase to full implementation over a 6-year period.

Jennifer Stephens-Pierre

Jennifer Stephens-Pierre is the Director of the County of Alameda Area Agency on Aging, an Executive Partner of Alameda County ADRC, and the manager of the County Veterans Service Office. She joined the County of Alameda Social Services Agency-Division of Aging and Adult Protection in February 2008 as a Deputy Public Guardian- Conservator Investigator and in 2012 she was promoted to an Adult Protective Service Supervisor for Adult Protective Services, Public Guardian/Conservator, and the Public Administrator programs.

Prior to coming to Alameda County, she acquired over ten years of experience as the Program Coordinator of HIV/AIDs, Homeless, and Substance Abuse programs at a non-profit in San Francisco, CA.

Jennifer holds a Bachelors degree in Criminology/Public Administration from Florida State University and earned her Masters Degree in Counseling Psychology with an emphasis in Marriage in Family Therapy from Holy Names University. Jennifer's work and life experiences have given her a deep appreciation for vital safety net programs that seek to improve the quality of life for our most vulnerable populations.

Through advocacy and community engagement, Jennifer strives to minimize silos and improve consumers' access to long-term service supports (LTSS) in Alameda County.

CONFERENCE MATERIALS

Forum presentations and other materials are available on our website at:

<https://bit.ly/3YLIuSp>

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 over 20 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 foster collaborative efforts to connect individuals with the services they need.