



Beverly Hills Older Adult Health and Safety Collaborative November 2014 Meeting Summary

Needs Assessment: Providers serving Beverly Hills' older adults identified the top systems issues that impede their ability to support the health, safety or independence this population. Issues raised indicated the following themes as barriers challenging the network: (1) culture/language, (2) finances/resources, (3) mental health/wellbeing, (4) professional provider communication, (5) transportation. To begin to address these problems, the City of Beverly Hills convened the Beverly Hills Older Adult Health and Safety Collaborative meeting in November 2014.

Meeting Purpose

1. Establish and strengthen collaborative relationships – inspire innovation
2. Through group work, gain new perspective on the network of providers
3. Identify and prioritize “small changes” to address the top five challenges
4. Establish a provider network for professional development, education opportunities and networking

Attendees: 65 professionals representing 45 different programs/services ranging from Cedars-Sinai Emergency Department to the Beverly Hills Dial-a-Ride shuttle. A network directory was produced.

Outcomes and Recommendations: Attendees processed a complex case study about a Beverly Hills resident whose needs touched 11+ entities; the case study demonstrated room to improve community-based older adult programming and service coordination across providers. Attendees produced specific, “small changes” in the way the network communicates, coordinates and provides services. The network's ideas and recommendations are as follows:

Issue: Culture/Language

Small Changes

- Increase education about the culture of aging within medical community & community overall.
- Create more opportunities for seniors as volunteers to stay engaged in the community.
- Create opportunities for education re: history of specific cultures
- Evaluation of languages by JFS
- Identify older adult's verbal & written comprehension of English & other languages
- Increase availability of translators & other professionals
- Educate service providers to provide best match in terms of culture and language
- Conduct home visits with someone who speaks same language and can connect culturally.

Providers Involved: Social workers, Home Care Assessor, TBD

Issue: Finances/Resources

Small Changes

- Create a short list of financial literacy/planning resources in community (i.e. banks)
- Legal help to understand renting out/selling home
- Ensure all income-qualified individuals are enrolled in appropriate federal and local benefits assistance programs.

Providers Involved: Banks, Jewish Family Service, Bet Tzedek, Legal Aid, WISE & Healthy Aging



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Issue: Professional Provider Communication

Small Changes

- 1st responder education & tool box
- Create a method to assign a “quarterback” early to complex cases
- Create registry of vulnerable older and set protocol for collaboration.
- Village to Village Program
- Outreach to RX for packaging of meds
- In-home behavioral health services
- SNF Respite
- Volunteers for older adults to provide support
- Create competency evaluation team to expedite referrals to Office of Public Guardian

Providers Involved: BHPD, APS, Human Services, JFS, LAC DMH, City Commissions, Community Agencies
i.e. Café Aroma, CVS, Rite-Aid, Target, D-touch points for coordinator. Mental Health Agencies

Issue: Transportation

Small Changes

- Facilitate information sharing between Dial-a-Ride, taxi, JFS, Human Services
- Caregiver assistance with scheduling coordination/JFS
- Virtual Assisted Transportation: leverage technology to make connections happen: Cable TV, Wireless Technology, SKYPE
- Expand BH Shuttle Service to include Door To Door.
- Explore desire for circulating shuttle with stops at specific sites including: City, social service and grocery.
- Address need for more shuttles to accommodate need to eliminate “stand by” (expand time)

Providers Involved: Dial-A-Ride (City of BH), Taxi Senior Swipe Card (City of BH), Transportation Resource Check List (City of BH w/JFS), City of BH Technology & Human Services, City of BH – via safety-net funding

Next Steps: City of Beverly Hills Human Services Division to continue facilitating network meetings to support improved communication, collaboration and service delivery to Beverly Hills’ older adult population.