

APPENDIX II

Aging & Adult Services Division

The Aging & Adult Services Division is in the City of Oakland's Department of Human Services. The Division administers five programs for seniors and adults with disabilities and provides services to approximately 3,000 older residents and residents with disabilities annually. The programs provide services that maximize self-sufficiency, safety, health, active living and independence. Community partners enrich a wide range of these City provided services that include care management, employment, training, volunteer opportunities, recreation and transportation assistance. These programs serve the most frail, disabled, and economically disadvantaged residents of Oakland and offer services not delivered directly by the Alameda County's Department on Aging. In addition, the Department also manages the City's five senior centers for older active residents. The following lists the City-run programs for seniors and adults with disabilities:

- Linkages Program and Multipurpose Senior Services Program (MSSP)
- Senior Companion Program/Foster Grandparent Program (SCP/FGP)
- Oakland Paratransit for the Elderly & Disabled (OPED)
- ASSETS Senior Employment Opportunities Program (ASSETS)
- Oakland Multipurpose Senior Centers

These programs have distinctive services, eligibility requirements and goals. All, except for the Senior Centers, are primarily funded by federal, state or county dollars.

Care Management & Support Services for Frail Elderly and Adults with Disabilities

Mayor/Council Goal: Ensure that all Oakland youth and seniors have the opportunity to be successful

- **Linkages Program and the Multipurpose Senior Services Program (MSSP)**

Through Linkages and MSSP, these programs enable adults with disabilities and frail seniors to continue living safely and independently in the community rather than in nursing homes. Services such as transportation, nutritional support, personal care, service coordination and information and referral assistance are provided. The Linkages Program serves Oakland residents, 18 years and older, frail elderly or disabled adults, who need assistance to remain at home. MSSP serves Oakland residents, 65 years or older, receiving Medi-Cal and who are at risk of nursing home placement.

There is no other care management program operating within Oakland which utilizes the Linkages model to serve the younger functionally impaired population. Client care management includes comprehensive in-home assessments and care planning by social workers to determine needs and to arrange and/or purchase services necessary to live at home (such as Respite Care).

MSSP is a medical and psychosocial model which utilizes public health nurses and social workers. The care management process involves a detailed in-home assessment, two quarterly visits, recertification, reassessment, and monthly phone monitoring. Staff makes referrals to and purchases services to help frail seniors stay safe and independent at home.

These two programs provide 160,000 hours of arranged or purchased in-home assistance for frail seniors and adults with disabilities which allow them to continue living safely and independently in the community rather than in nursing homes. In addition, the programs provide long term care information and referral services to 5,800 residents in the City.

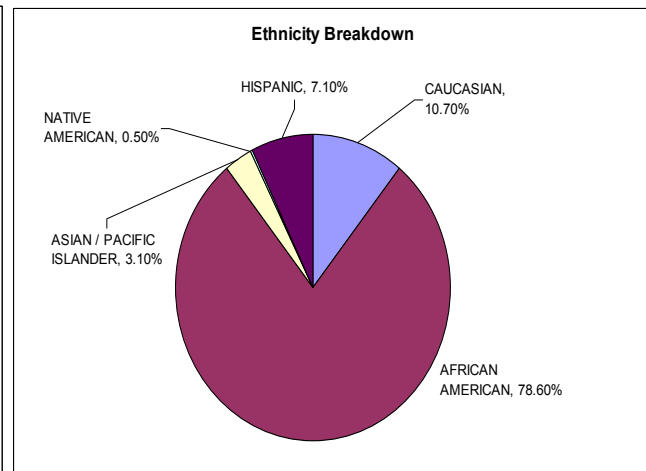
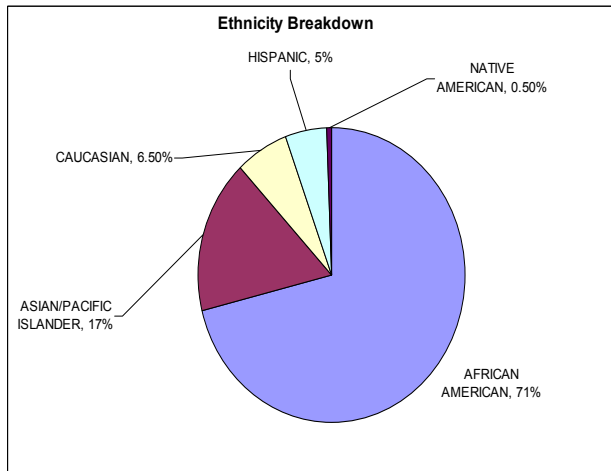
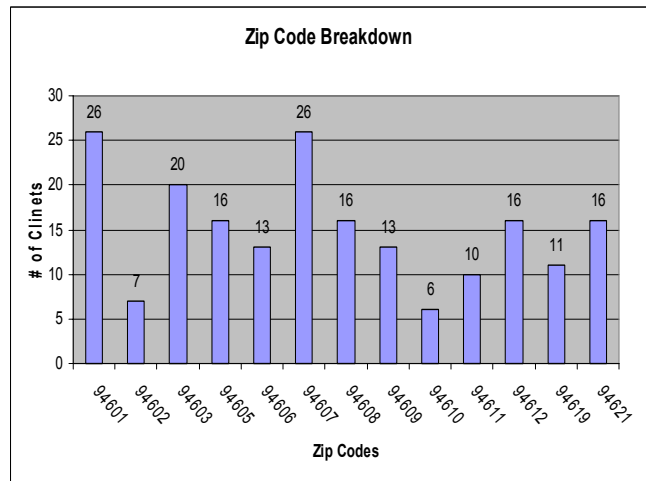
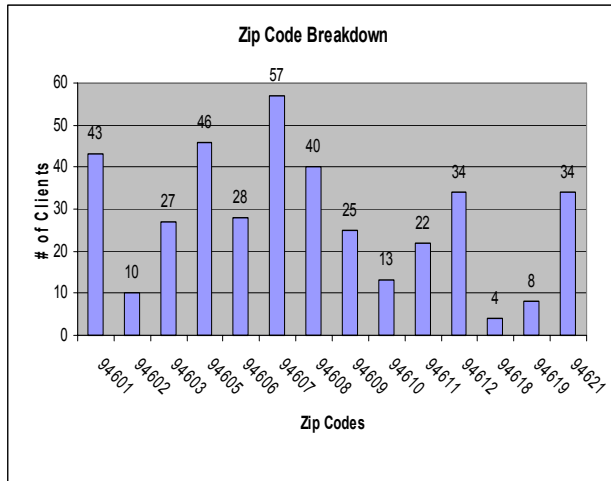
Linkages & MSSP operate under the Federal Home and Community-Based Services, under Title XIX of the Social Security Act. Both programs address the issues raised by the Supreme Court Olmstead Decision. In July 1999, the Federal Supreme Court ruled in the Olmstead Decision confirmed the right of individuals with disabilities to live within their communities.

Service by zip code: MSSP largest numbers of clients live in the following zip codes: 57 in 94607, 46 in 94605, 43 in 94601, and 40 in 94608. Those four zip codes encompass parts of Oakland's North, West, East and Fruitvale communities. Linkages largest numbers of clients live in the following zip codes: 26 in 94601 and 94607 and 20 in 94603. These zip codes represent the Fruitvale area, West Oakland and East Oakland. See table for complete zip code breakdown.

MSSP client base consists primarily of African American (71%) and Asian/Pacific Islander (17%) seniors. The African American is the largest racial/ethnic population in the City of Oakland for residents age 55+. MSSP also has a bilingual team of care managers to work directly with Asian/Pacific Islander seniors. The Linkages Program also serves a large number of African American (78.6%) clients and Caucasian (10.7%) clients.

**MSSP CLIENTS
By Zip Code and Ethnicity 2003-2004**

**LINKAGES CLIENTS
By Zip Code and Ethnicity 2003-2004**



Senior Volunteer Services

Mayor/Council Goal: Inspire creativity and civic engagement

- **Senior Companion Program (SCP)/Foster Grandparent Program (FGP)**

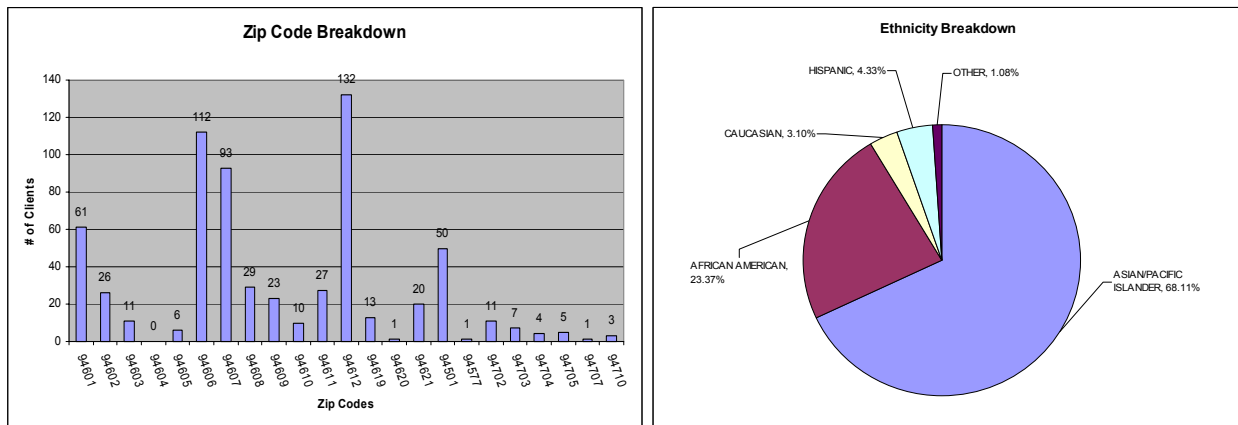
This program provides volunteer opportunities for seniors to help strengthen their communities. The Senior Companion Program provides support and care for the frail elderly people in jeopardy of being institutionalized. Senior Companions make a difference by being a friend to other adults, and helping with grocery shopping and other daily tasks. Foster Grandparents help at-risk children and youth by giving them much needed attention, advice on life issues and help with their studies. These low-income volunteers, aged 55 years and older, receive training and stipends for their contributions.

SC/FG Programs operate under the Federal Domestic Volunteer Act of 1973, as amended. The 128 senior volunteers give 133,632 hours of community service to assist over 600 clients. The clients consist of frail elderly and at-risk children, youth and families.

Service by zip code: SCP/FGP serves companions and clients throughout Oakland (87.3%) and from Alameda, Berkeley and San Leandro as required by federal and county grants. Volunteers and clients come from three primary zip codes: 132 in 94612, 112 in 94606, and 93 in 94607. These areas are located Downtown, east of Lake Merritt and West Oakland. See table for complete zip code breakdown.

The Program’s ethnic representation is reflective of the three primary zip codes areas which have larger numbers of Asian/Pacific Islander and African American seniors.

SENIOR COMPANIONS/FOSTER GRANDPARENTS CLIENTS By Zip Code and Ethnicity 2003-2004



Paratransit for Seniors and Adults with Disabilities

Mayor/Council Goal: Ensure that all Oakland youth and seniors have the opportunity to be successful

- Oakland Paratransit for the Elderly and Disabled (OPED)**

The OPED Program provides limited amount of subsidized paratransit services to people who cannot access public transportation. Taxis, wheelchair-lift vans, and shuttle buses give clients access to services such as medical appointments, shopping and other activities. The program serves Oakland and Piedmont residents who cannot access public transportation, age 70 years and older or 18 years and older with a mobility disability.

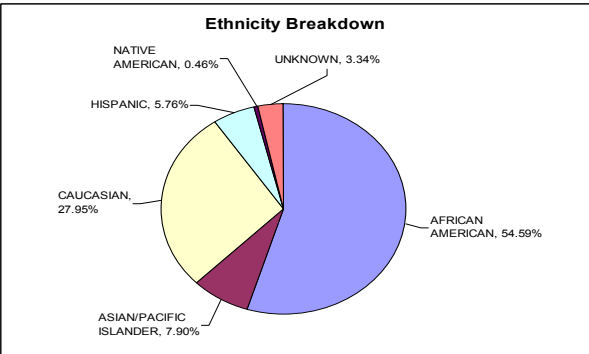
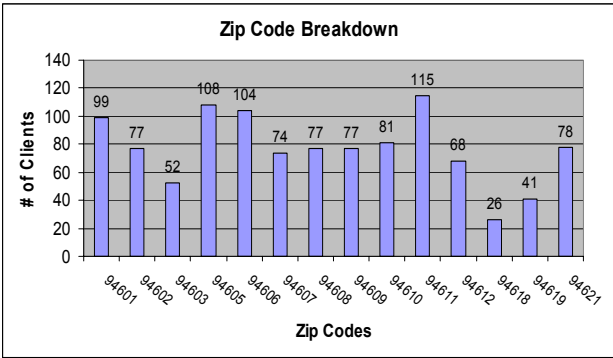
OPED subsidizes over 55,000 one-way paratransit trips for Oakland’s frail elders and adults with disabilities. The majority of these rides are for medical appointments, dialysis, and cancer treatments. OPED has expanded the West Oakland Senior Shuttle to become the Oakland Senior Shuttle. At this time the shuttle serves West, East and North Oakland communities. As new operational funds are identified, the shuttle will continue to grow.

OPED operates under the approval of the Alameda County Transportation Improvement Authority (ACTIA) and the recommendation of the Alameda County Paratransit Advisory & Planning Commission (PAPCO) to receive Alameda County sales tax from Measure B.

Service by zip code: OPED’s largest numbers of clients live in the following zip codes: 115 in 94611, 108 in 94605, 104 in 94606, and 99 in 94601. A large number of riders in the 94611 and 94605 zip codes are out of scope for East Bay Paratransit due to the limited number of AC Transit routes in the hills. This population is thereby limited to the City’s paratransit service for transportation. The 94601 and 94606 zip codes are east of Lake Merritt through San Antonio, Fruitvale and Melrose districts. See table for complete zip code breakdown.

OPED provides paratransit assistance primarily to African American (54.6%) and Caucasian (27.9%) seniors and individuals with disabilities. OPED has recently hired part-time staff with language capabilities to assist with outreach into underserved populations.

**OPED CLIENTS
By Zip Code and Ethnicity 2003-2004**



Older Worker Employment and Training Program

Mayor/Council Goal: Ensure that all Oakland youth and seniors have the opportunity to be successful

- **ASSETS Senior Employment Opportunities Program**

ASSETS provides a continuum of services designed to meet the needs of employers and older job seekers. The Program prepares older adults for entry or re-entry into the competitive labor market by offering vocational classroom training in such areas as computer literacy, general office skills, early childhood education, and customer service. Enrollees also receive career counseling and are placed in community work experience positions. ASSETS also operates a One-Stop Career Resource Center designed specifically for adults age 50+. The goal is for the older adult to become gainfully employed.

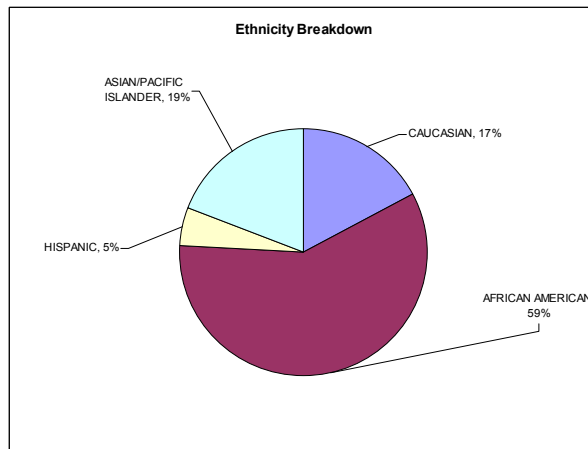
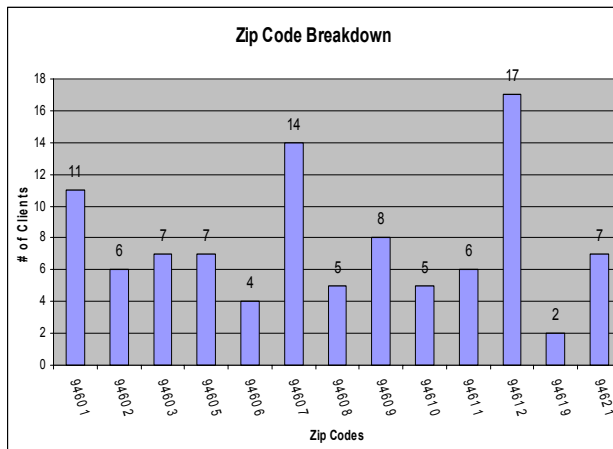
The program annually serves over 279 low-income Oakland residents, 55 years or older, by providing participants with the skills necessary to find part-time or full-time employment .

ASSETS operates under the Title V of the Older Americans Act – Community Service Employment for Older Americans. The Department of Labor requires that 30% of the program’s authorized enrollment level is transitioned into unsubsidized employment.

Service by zip code: ASSETS largest numbers of clients live in the following zip codes: 31 in 94612, 28 in 94608, and 25 in 94607 illustrating a concentration in Downtown and North/West Oakland. Clients are widely distributed throughout the City and other areas of the County. See table for complete zip code breakdown.

ASSETS’ participants are mainly from the African American, Caucasian, and Asian/Pacific Islander populations.

ASSETS SENIOR AIDES By Zip Code and Ethnicity 2003-2004



Multipurpose Senior Centers

Mayor/Council Goal: Ensure that all Oakland youth and seniors have the opportunity to be successful

- **Oakland Senior Centers**

Senior Centers offer programs for active seniors. The four senior centers located throughout the City (North, West, Downtown, and East) and the new center in Fruitvale/San Antonio, along with one contracted center in Chinatown, offer an array of programs, including social, recreational, nutritional and educational activities.

There are 2,159 individuals that have joined their local senior center in North, East, West and Downtown Oakland, and many more individuals participate in center activities. The centers are used for community activities and sponsored events, adult day care, congregate meals and brown bag donations, recreational classes, information, and healthy activity. The centers in the Fruitvale/San Antonio and Chinatown (Hong Lok Senior Center) have just recently opened and are growing. These demographic numbers for the Centers were not included in the tables below.

The Center participants are largely from the surrounding communities and reflect the neighborhood demographics. The senior centers all have elected Advisory Councils to support the Center.

The Centers are more than just a concrete facility but in the bigger picture they serve as focal points for a larger community of seniors and neighborhood groups.

Income

The Older Americans Act gives preference to providing services to older individuals with the greatest social and economic needs. Social needs are related to non-economic factors such as disabilities, language barriers, and isolation that restrict the ability to perform normal daily tasks or threaten the capacity for independence. Locally and nationally, ethnic minorities constitute a rapidly increasing segment of the nation's elderly population. Ethnic minorities have a much greater needs for services because of a high incidence of poverty, poor health and lack of access to resources.

According to the 2000 U. S. Census, 13.1% of Oakland residents over the age of 65 reported income less than the federal poverty level. The federal poverty level is \$8,629 annually. In California, individuals receiving Supplemental Security Income (SSI) receive \$9,480 annually. Individuals on SSI would not be included in the number age 65+ below poverty. The 2000 U. S. Census has not provided the number of individuals at 125% of poverty by age. Four of the City's aging programs, ASSETS, Senior Companion Program/Foster Grandparent Program, MSSP and Linkages have an income requirement at approximately 125% of the federal poverty level. Oakland Paratransit and the Senior Centers have not had an income requirement and serve the community as a whole. Oakland Paratransit serves a special population of residents unable to use public transportation and in some cases East Bay Paratransit. The senior centers serve the community of seniors surrounding the facilities.

Tables

The following two tables give a side by side comparison by number and percentage of the five Aging & Adult Services programs by zip code and by ethnicity. The first table focuses on number of clients served by Oakland zip codes. The 2nd table compares each program’s clientele by ethnicity and by total age 55 and older population by percent.

Table I. Program Participants by Zip Code

Zip Codes	ASSETS		Linkages		MSSP		OPED		SCP/FGP	
	#	%	#	%	#	%	#	%	#	%
94601	17	6.1	26	13.3	43	11.0	99	9.2	61	9.4
94602	8	2.9	7	3.6	10	2.6	77	7.1	26	4.0
94603	12	4.3	20	10.2	27	6.9	52	4.8	11	1.7
94605	13	4.7	16	8.2	46	11.8	108	10.0	6	1.1
94606	15	5.4	13	6.6	28	7.2	104	9.7	112	17.4
94607	25	9.0	26	13.3	57	14.6	74	6.9	93	14.4
94608	28	10.1	16	8.2	40	10.2	77	7.1	29	4.5
94609	14	5.1	13	6.6	25	6.4	77	7.1	23	3.4
94610	11	4.0	6	3.0	13	3.3	81	7.5	10	1.6
94611	12	4.3	10	5.0	22	5.6	115	10.7	27	4.2
94612	31	11.2	16	8.2	34	8.7	68	6.3	132	20.4
94618	1	0.4			4	1.0	26	2.5		
94619	4	1.4	11	5.6	7	2.0	41	3.8	13	2.0
94621	10	3.6	16	8.2	34	8.7	78	7.3	20	3.1
Other	76	27.4							83	12.8
Unknown							500*			
TOTAL	277	100	196	100	391	100	1577	100	647	100

* Unknown # includes OPED riders on shuttles, group rides, East Bay Paratransit referrals, and riders under agreements with other programs.

Table II. Program Participants by Race/Ethnicity

Race/Ethnicity	ASSETS		Linkages		MSSP		OPED		SCP/FGP		Census 55+ ³
	#	%	#	%	#	%	#	%	#	%	%
African American	151	55.0	154	78.6	278	71.0	588	54.6	151	23.3	38.2
Asian/ Pacific Islander	52	19.0	6	3.1	65	17.0	85	7.9	440	68.0	19.0
Caucasian	57	21.0	21	10.7	26	6.5	301	27.9	20	3.1	32.5
Hispanic	14	5.0	14	7.1	20	5.0	62	5.8	28	4.3	8.4
Native American	2	1.0	1	0.5	2	0.5	5	0.5			0.4
Other	1	0.0					36	3.3	8 ²	1.2	6.1
Unknown							500 ¹				
TOTAL	277	100	196	100	391	100	1577	100	647	100	100

1. Unknown # includes OPED riders on shuttles, group rides, East Bay Paratransit referrals, and riders under agreements with other programs. Not included in total %.
2. Other equals Native American, East Indian/Declined to state
3. Census data for Oakland residents age 55 and older is used as a sample to reflect the senior population. Each program has different age eligibility and two programs serve adults with disabilities and one program is intergenerational (seniors with youth).