

Two New PACE Centers Coming!

California is predicted to have one of the fastest growing senior populations with over three times the national rate for people over age 60. Many of these seniors call Alameda and Contra Costa Counties home. We also know that there are many seniors currently living in these two counties that need easier access to PACE close to where they live.

We stand for access to affordable, comprehensive social and medical care for all seniors.

Currently, less than 7% of eligible seniors in these two counties are enrolled and benefiting from the power of PACE. Many seniors live far away from their closest PACE center. CEI is meeting the growing need by opening two new PACE centers right in their neighborhoods.

Armed with staff, knowledge, skills and talent, CEI is uniquely qualified to meet the needs of seniors—now and in the future. We will be opening two new PACE centers toward the end of 2023. One will be located in the Tri-Valley area to serve the cities of Dublin, Pleasanton, Livermore and surrounding communities. The second location is in West Contra Costa County to serve Richmond, El Sobrante and surrounding areas.

"We are overjoyed to expand access to PACE with these two new centers to meet California's growing need. The over 85 population in these two counties is projected to grow over 500% by 2060. That is huge. CEI can help keep these seniors living safely at home," said President & CEO



Maria Zamora. "We have 40 years of successfully helping our community and we can bring that experience to new neighborhoods. These two new PACE centers will serve communities that do not have many options for senior care."

Creating Neighborhood Careers & Jobs

Many job opportunities will be available for medical and clinical staff, activity and geriatric aides, drivers and more.

Maria continues, "CEI is a great place to work and enjoy a fulfilling, meaningful career. Because many of participants stay with CEI for numerous years, they develop friendships and bonds with their doctor and care team. PACE allows for that longevity and vibrancy." ■

Stay tuned to our website (elders.org) for job opportunities, progress blog posts and grand opening announcements.



Dreaming Together, Working Together, Building Together



As a leadership team, we dove into visioning CEI's future. We asked ourselves tough questions. We listened deeply to the commitments expressed. We sharpened our pencils and grappled with how to define the CEI we will build – one that will be of the greatest service to older adults. After much intentional thought, deliberation and discussion, the 12-statement Charter was born. You can read the entire Charter on the next page.

We see this dedication every day in every center and with every participant. Whether we are

simply providing someone a hot lunch, driving someone to a specialist appointment or coordinating a safe discharge from a local hospital, our teams demonstrate a high level of care, respect and honor.

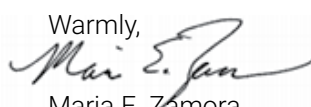
I invite you to watch a short video capturing a number of our dedicated, committed team members who express our Charter. It's on our YouTube channel: <https://youtu.be/fILdEW-vGBU>

We have big dreams and aspirations. I know that, together, we will bring them to life.

Thank you for being on this journey with us.

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Warmly,

Maria E. Zamora,
President & Chief Executive Officer



How to Support Seniors

Join us in financially supporting and helping expand programs for seniors.



Visit the website: ceifoundation.elders.org to support a specific cause.



Mail the enclosed return envelope with your check or credit card information.



Call the CEI Foundation at 510-318-7162 and speak with us directly about your gift.

We thank you for your support.

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New CEI Charter—Claiming the Future We Want

It's important to know where you are headed. In 2022, Center for Elders' Independence developed a charter to expand on our mission and declare the future of CEI. These charter statements are our guiding lights and maps as we continue moving, innovating and leading the way. ■

OUR CHARTER

WE ARE PASSIONATELY DEDICATED to supporting the health, dignity, and quality of life for all older adults in our community.

WE ARE AN EXEMPLARY AND INNOVATIVE care system that addresses the complex medical and social needs of seniors, allowing them to live at home.

OUR PARTICIPANTS CAN RELY ON US to deliver on our care promises at all times.

TO ENSURE OUR MISSION ENDURES, we are responsible stewards of our resources.

WE HONOR OUR WORD. We make things happen.

WE EMPOWER self-expression, creativity, and fun.

WE ARE COMMUNITY LEADERS who are inspired to make life better for our neighbors.

WE PROVIDE fulfilling and meaningful career opportunities that support our neighbors.

WE STAND FOR ACCESS to affordable, comprehensive social and medical care for all seniors and fiercely advocate for healthcare equity.

WE ARE A DIVERSE AND INCLUSIVE ORGANIZATION, reflective of our community. We bring our humanity, respective cultures, and life experiences to our work.

WE ARE COMMITTED to the neighborhoods we serve and are catalysts for dynamic connections with caregivers, benefactors, volunteers, and other community partners.

WE VALUE OUR TEAM as highly skilled healthcare champions. Together, we collaborate to impact lives by delivering what matters most to those we serve.



Social Workers are at the Hub

A major benefit of PACE healthcare is access to a social worker. Center for Elders' Independence employs close to 20 social workers and assistants to help participants get the services and support they need. Their work is vital to connect seniors with those services within CEI and within the community. They are knowledgeable about many critical services ranging from housing to home care, from meal delivery to caregiver education.



Christina Taylor supports the entire CEI social worker team.

Christina Taylor is a Functional Manager for Social Workers. She supports the team and guides them through challenges, plus, she provides additional training and education. "We spend a lot of our time calling and visiting participants and their families wherever they are, whether they are at home, in the center, in a skilled nursing facility or at a hospital. It's essential we go to them to remove barriers and make access as easy and simple as possible."

Family Education Services

Social workers do a great deal of education with family members and advocate for caregiver resources. "As situations change, say with a major medical event, being there for a family as they navigate a new normal is vital. We help them understand these new changes, learn what resources are available to them and address their questions and concerns. It's a huge service we provide," Christina continues.

Social workers have regular contact with participants to ensure their needs are being addressed and are met in a timely manner. Any identified concerns or issues are brought to the entire care team for further discussion and evaluation of services and/or support. It's all part of the wrap-around care PACE offers.

Dedication & Hard Work Pays Off

Christina emphasizes that the entire social worker team is very hard working and dedicated to seniors and their families. Feuy Saechao is a lead social worker at CEI for the past 7.5 years. She shares an example of that dedication.

"When Mr. C came to us, he was very depressed, suicidal and in a family abusive situation. As we learned more about his dysfunctional circumstances, it was apparent that we needed to find him a separate home, provide him with mental health therapy and help him make big decisions. We were able to find him an apartment close to the PACE Berkeley center, connect



Lead Social Worker Youngseong Seo shares a laugh with PACE participant Judy Ngo in Downtown Oakland.

him with a great therapist and provide him with a safe place to rebuild friendships. Several years later, now when we see him, he is smiling, healthy and thriving. The family situation has improved as well although Mr. C continues living separately."

Finding housing is a big job as seniors are unable to increase their income to pay market prices. Many seniors would benefit greatly from PACE if they had stable housing. It's a gigantic puzzle piece that our government officials and housing developers need to address. Sadly, seniors are the largest population of first-time unhoused people. Without the ability to earn a living, it's incredibly difficult to secure stable housing. The social worker team works continuously to redefine what a home is so they can help these older adults live a healthier, safe life.



March is National Social Work Month and we honor all social workers for the important and vital work they do every day. ■

Home Healthcare Matters



Michelle Meng starts her workday as a Geriatric Aide by climbing four flights of stairs in a Berkeley walk-up apartment building to check on participant Gary Krieger. Michelle's home care visits are part of his all-inclusive healthcare PACE plan through Center for Elders' Independence.

76-year-old PACE participant Gary suffers from sciatica, diabetic

neuropathy, emphysema, and chronic obstructive pulmonary disease (COPD), making it difficult to breathe and climb those stairs. Having lived in his beloved apartment for 27 years, he was reluctant to move into a nursing facility, but he knew he couldn't manage independently without help. In September 2022, Gary took a leap of faith by switching his medical insurance to PACE, calling it the "best decision of my life."

Greater Independence

Home healthcare keeps older adults recovering from injuries or managing acute or chronic health conditions where they want to be – at home. One of the primary benefits is that it helps adults to do everyday tasks like walking, bathing, dressing, and preparing meals, so they can continue living independently at home for as long as possible.

Gary receives home care three times a week. His meals are delivered to his doorstep. The PACE transportation service brings Gary to the PACE Berkeley Center once a week for social activities, primary care provider appointments and therapy sessions.

Quicker Recovery

Michelle reports that it has only been six months since Gary enrolled at PACE, but he has lost over fifty pounds and says he can climb the stairs with fewer breaks. His diabetes has also improved, as his insulin dose has been reduced since he started the program. Gary attributes this quick recovery to his team of professionals – "Team Gary." He explains, "With CEI, I have an occupational therapist, a nutritionist, a physical therapist, nurses and doctors, and home care aide Michelle. They meet at a table once a week to discuss my healthcare. Where else but CEI can I get this level of healthcare?"

Studies conclude that patients recover faster under home healthcare services than in health facilities. The speedier recovery stems from being in a familiar, stress-free environment.

Prevents Avoidable Trips to the Hospital

Older adults may avoid unnecessary hospital visits by managing their health conditions at home. Gary says before he joined PACE, he had two emergency room visits in one month because he was not taking the proper medication. As a part of his home healthcare plan, Michelle can help closely monitor the medications to ensure he is getting the care he needs.

Evidence-Based Practices

A significant benefit of CEI home healthcare is that it is grounded in evidence-based practices and standards of care to ensure patients receive the proper care at the right time in their homes. All home care geriatric aides are managed by a clinical and non-clinical supervisor. Gary is an example of a happier and healthier PACE participant who benefits from home healthcare.

"The caring professionalism I get at CEI far exceeds anything I expected. It made my life better, richer, and fuller. CEI has got me back into the lives of my children and friends. And I'm getting better every day. CEI has delivered on their promise." ■



Home care and home healthcare may sound similar but there is an important distinction. Home healthcare is support based on diagnosed medical needs and provided in the home as part of a healthcare plan. Both can support a variety of needs for seniors aging in place.

Friendships Blossom through Translators

"Communication is everything, and these translators have been a game-changer," shares CEI driver Fernando Navarro. "Every day has been better ever since these translators arrived. Communication is clear, and we can relate to each other. But the key thing is that the seniors know I'm ready to help."

*"Communication is everything,
and these translators have
been a game-changer."*

— CEI driver Fernando Navarro



A full 50% of CEI participants speak a language other than English. Our materials are translated into six languages. Translation services for healthcare are critical for a growing group of older adults with limited English proficiency (LEP). Studies show that LEP seniors are at risk for poor health outcomes and have less access to services than their English-speaking counterparts do. CEI is very committed to ensure our services are delivered in the language a participant needs. Many CEI staff members are bi-lingual or poly-lingual. We use extensive in-person and video interpretation in our clinics and in care planning.

We are always seeking to improve the care we provide to participants. There was a need to have improved conversations between monolingual participants and drivers, activity staff, and home care aides.

Last fall, the CEI Foundation purchased and distributed 25 Pocketalk hand-held translators to the PACE centers. Staff and participants already rave about how effective and easy they are to use.

Fernando, who speaks both English and Spanish fluently, says the participants in his service area are quite diverse. On the job, he uses translators in Chinese and Vietnamese languages the most often. His job of driving participants to appointments or the PACE centers may seem simple. Still, even minor interactions and instructions, such as how to put on a seatbelt, can be laced with a level of difficulty if there are language barriers.

"One Vietnamese couple was amazed when we first used the translator. It was like magic. They used to be so shy and quiet around me, but having these gadgets opened up the world for us. We talk about the weather, how they feel that day, and even our favorite music," Fernando beams. "Now, they treat me like I'm their best friend."

If you'd like to support the Language Bridge Fund, please visit ceifoundation.elders.org. You can underwrite a single hand-held translator with a donation of \$300. ■



Founding Trustee Nader Shabahangi Retires from CEI Foundation



On Feb 2, 2012, CEI's brand new Foundation held its very first meeting. Nader Shabahangi was there as one of the six founding trustees.

"It has been an honor to be involved with CEI and to watch the organization and the foundation grow. I remember when our galas used to have 100 attendees. Now it is more than triple that. I've seen three different CEOs provide their leadership and watched CEI thrive," says Shabahangi. When Nader began his service with CEI, we were serving 552 participants – half of our current census. The foundation is now 10 years old and raises money for five different funds.

"I had a vision for CEI – that they would become a leader in guiding our community conversation around aging and eldership," says Shabahangi.

He helped grow CEI's perspective around this with Eldership Dinners that he led with CEI for Bay Area professionals. The dinners encouraged community members to face internal ageism and grow their perspective around aging. He also served participants through his assisted living facility in Oakland called Elder Ashram, where some of CEI's participants live. When CEI was designing the San Leandro Center, the architects visited Age Song in Emeryville, owned by Nader. Some of the design features were incorporated into the new PACE center.

We are grateful for Nader's service and contribution and wish him the very best in his continued journey into eldership. ■

ANNUAL PACE Party

CEI Foundation is pleased to announce

Creating the Future

Thursday, May 4, 2023

@ Uptown Station, downtown Oakland's best urban venue.

Please mark your calendars and join us for a night of delicious food, fellowship, networking, dancing, and live music featuring the *Cosmo Alley Cats*. We will celebrate CEI's plans for new locations, services, partnerships, and renewed ties with our community, benefactors, and friends.

Proceeds from the event benefit programs diminishing the digital divide for seniors, bridging language barriers in the PACE Centers, and providing emergency assistance to participants.

Art Deco attire admired but not required.

For information, sponsorship and tickets, visit us.
Please help us make this year's event a huge success!



Mission Statement

The Center for Elders' Independence provides high quality, affordable, integrated health care services to the elderly, which promote autonomy, quality of life, and the ability of individuals to live in their communities.

