



NOTES FROM MIDDLE INCOME SENIOR OPPORTUNITIES (MISO) COMMITTEE MEETING

Date: 11/29/2021

Commissioners Present: Christina Dimas-Kahn

Excused: Scott McMillin, Kathy Uhl, Maria Barr

Staff Present: Anna Sawamura

Board of Supervisors Liaison: Ann Keighran

Public: Sandra Lang

1. Call to Order	Chair Commissioner Dimas-Kahn called the meeting to order at 8:33 a.m.
2. Public Comments	Sandra Lang expressed her concern about the lack of technology assistance available for older adults. Monthly, she reads all of the MISO notes and has been following the committee's progress throughout the year. She believes the committee can focus on bringing the lack of technology training and access in the county to the public's attention. She suggested to include action items in the committee work plan by communicating the importance of technology training and access. She said we are past the point of gathering more information and ready for action.
3. Note Taker	Chair Commissioner Dimas-Kahn
4. Approve Agenda	Not enough commissioners to approve agenda
5. Approve Notes	Not enough commissioners to approve notes
6. Follow-Up Action Items from Oct. Meeting	<p>Board of Supervisor, Ann Keighran, contacted the Emergency Management Office to determine the back up plan for when phone lines go down during natural disasters and power outages in San Mateo County.</p> <p>She received the following response: <i>In the past standard land line telephones had a pair of copper wires that reached from the desk set back to the central office where the service was battery or generator backed up. That all went away in most of North America about 2010. Now fiber optic lines carry data and calls to pedestals and pole mounted distribution devices where it goes into a modem and is sent through copper for the "final mile" of the system. Most of these pedestals have only the most minimal battery backup. There has been actions through the California PUC to mandate 72 hours of standby power for these devices but only a tiny percentage of them have even a day's worth of backup. Currently in this county there are no copper pairs that go all the way from the end user to the central office except expensive dedicated "leased lines" used by some businesses and public safety answering points like our dispatch center.</i></p> <p><i>About 15 years ago when there was a big landline push, under the false assertion that they always worked when the power went out, there was a</i></p>



	<p><i>warning about this. The best course now is for CoA to advocate CalPUC to not extend the deadlines for battery backup, and to encourage building departments to expedite the review of any building permits that come from communications carriers to install backup power for their pedestals. Some phone and cable providers have devised plans for dropping portable generators at strategic points and powering their system that way. However, that only works for limited area outages. There needs to be a more system wide standby backup strategy for the systems to be successful and to remain working during power outages.</i></p>
<p>7.Area Agency on Aging (AAA) report</p>	<p>Anna Sawamura, Program Services Manager, gave a report on behalf of the AAA:</p> <ul style="list-style-type: none"> ● California Department of Aging (CDA) and AAA are working on making changes to the database for reporting purposes. The changes are needed to align with the Master Plan on Aging. ● She has been going into a series of meetings about changing AAA policies. ● AAA is waiting for guidance from CDA about distributing iPads to AAA providers/contractors. In turn, the providers will distribute the iPads to older adults to use them. CDA is targeting the beginning of next year to release the iPads to the AAA's throughout the state. ● CDA has designated #89 iPads to San Mateo County AAA. ● San Mateo County AAA will distribute iPads to contractors, contractors will loan equipment to their program participants (older adults) and the contractors are required by CDA to submit reports to the AAA about the equipment loaned to their participants. <p>Questions from the committee members about the iPads being distributed to older adults in San Mateo County:</p> <ol style="list-style-type: none"> 1. Will the participants loaned the iPads have internet access to use them? (Yes. CDA will provide one year of free internet access to the participants. CDA is working with an internet provider for an estimated #3000 users per Ms. Sawamura) 2. Who is responsible for training the iPad users? (CDA is responsible for training iPad participants) 3. Will the participants be able to have access to the iPad trainer? It's extremely important to know the level of computer knowledge of the participants before starting the training. (Ms. Sawamura said participants are expected



	<p>to participate in various trainings offered by CDA and contractors are required to follow CDA's reporting process).</p> <p>4. Equity - Are the trainings offered in different languages? (Unsure at this time)</p>
<p>Further questions to the AAA Program Manager about the Second Course Program (Food insecurity).</p>	<p>Chair Commissioner Dimas Kahn ask Ms. Sawamura for update on the Second Course Program. This is a transitional program that received funding x 2 years from San Mateo County after the Great Plates Delivered (GPD) Program stopped last summer. The AAA was serving #3000 clients when the GPD program stopped last July.</p> <p>Ms. Sawamura provided the following update:</p> <ul style="list-style-type: none"> ● Currently, dieticians working for San Mateo County are doing re-assessments for the GPD participants to determine if they are eligible for the Second Course Program. ● Eligibility requirements for the Second Course Program are the following: <ul style="list-style-type: none"> ★ Homebound ★ Living alone ★ Cannot provide meals for themselves ★ Link to long-term assistance, such as Meals on Wheels (MOW) and In-Home Support Services (IHSS) <p>*They must have an identified need to qualify for the program. Serving the most needy of clients. The program only provides meals Monday through Friday.</p> <ul style="list-style-type: none"> ● As of 11/29/2021, Second Course is providing meals to #570 participants. The total number has dropped by #130 from the summer time. Originally, Second Course was providing #700 meals to clients when the program began. ● Second Harvest is delivering groceries to people who do not qualify for the Second Course Program. <p>Questions from the Chair Dimas-Kahn to AAA:</p> <ul style="list-style-type: none"> ● Has the AAA considered following up with the GPD participants, such as mailing/emailing them a survey, to determine the following factors: <ul style="list-style-type: none"> ● What was their overall experience with the GPD program? ● Did their health or well being improve when they received GPD? If so, please explain how their health improved.



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	<ul style="list-style-type: none"> ● Would they pay for a service like GPD? If so, how much per day? ● “Are you struggling to cook meals for yourself?” ● “Are you struggling to pay for groceries for yourself?” ● “Do you know who to contact in San Mateo County if you need assistance with Food Insecurity?” ● <p>Chair Dimas-Kahn stated this is good information to have on file to report back to CDA, FEMA and moving forward with planning new nutrition programs. The GPD program was well received from older-adults that previously didn’t utilize county programs before COVID (March 2020) because their income or assets are above the FPL (middle-income seniors).</p> <p>Public Comment from Sandra Lang to Ms. Sawamura about the type of assessment questions used to determine the eligibility needed for the Second Course Program. Are they aligned with the IHSS and MOW assessment questions?</p>
<p>Action Items for Jan. 2022 meeting</p>	<p>-Approve November agenda and meeting notes -Report on action items due in November 2021 -Create new committee work plan for 2022 (Includes digital divide, food insecurity, disaster preparedness and other ideas from committee members)</p>
<p>Adjournment</p>	<p>Meeting ended at 9:40 AM</p>