



Napa County Older Adults Assessment & Next Steps



Acknowledgements

The Napa County Older Adults Assessment (NOAA) is a community-based initiative conducted September 2022 through June 2024 at the request of the Napa County Board of Supervisors, Napa County Commission on Aging, Napa County Health and Human Services Agency, Napa/Solano Area Agency on Aging, and the Napa County Healthy Aging Population Initiative (HAPI). The NOAA is the foundation of the Napa County Master Plan for Aging and includes a three year action plan..

The following NOAA Steering Committee members established the project's vision and actively guide its implementation:

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The following individuals provided project oversight and support:

- **John Buzolich**, Napa County Executive Office
- **Naomi Dreskin-Anderson**, HAPI Co-Chair and Elder Law Attorney
- **Michael Parker**, Napa County Executive Office
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NOAA would not have been possible without the **candid input provided by over 1,600 Napa County residents** who completed a survey, attended a focus group, or participated in an individual interview. In addition, representatives from several **community partnering organizations and individual volunteers** lent their support by providing outreach to obtain community input, helping older adults navigate the questions of the hour-long survey, and providing space to convene focus groups and for individuals to complete surveys. **These community partners, among others, include the following:**

- Jefferson Street Senior Housing Napa Senior Center
- Las Casitas Napa Mobile Home Park
- Meals on Wheels
- Molly's Angels
- Napa County Library
- Providence Queen of the Valley Medical Center, CARE Network
- Puertas Abiertas Community Resource Center
- Rianda House Senior Activity Center
- Share the Care
- UpValley Family Centers
- Yountville Parks & Recreation



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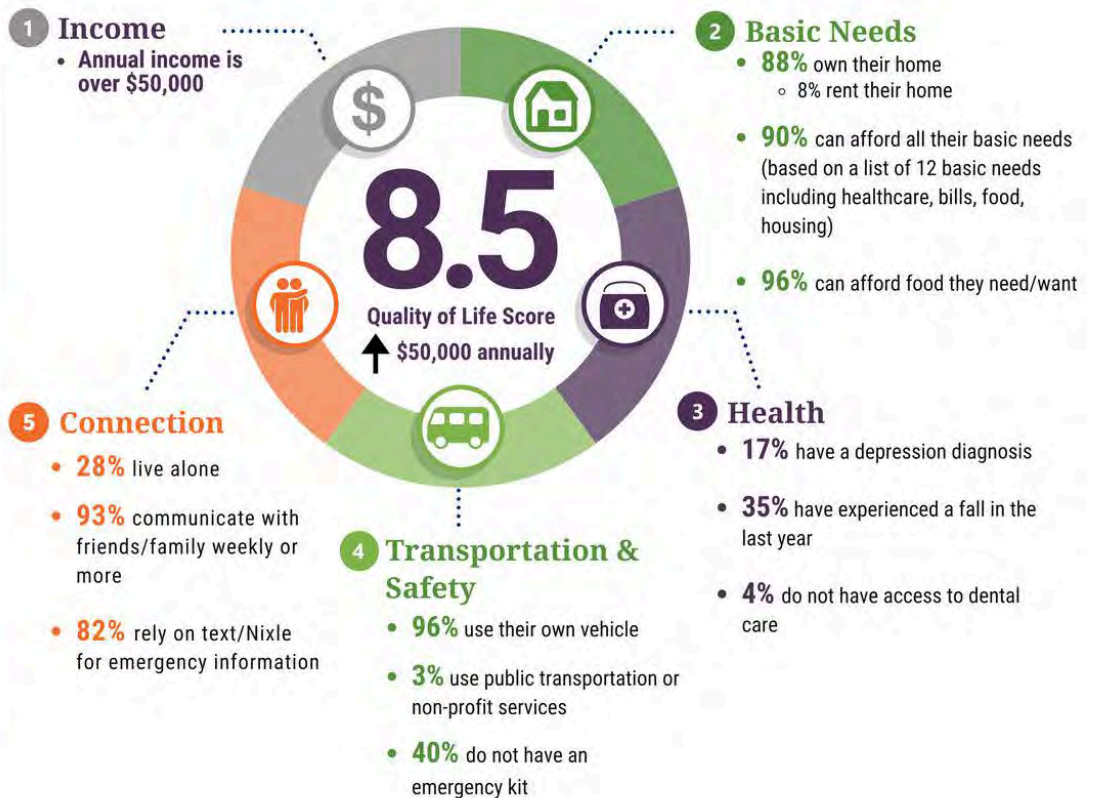
Napa County: One Community, Two Stories

NOAA data paints a picture of two communities: one that is thriving as they age and another that is challenged to meet basic needs. **A wealthier community that is predominantly White is well positioned to enjoy all the beauty and opportunity Napa has to offer.** Their annual income is over \$50,000 and 88% own their own home. When surveyed, 90% of this community indicated they were able to meet all of their basic need and 96% indicated they could afford all of the food they want and/or need. Compared to their lower-income peers, they have lower rates of depression and are more likely to consistently access dental care. 96% indicated their own vehicle was their primary mode of transportation.



Demographics

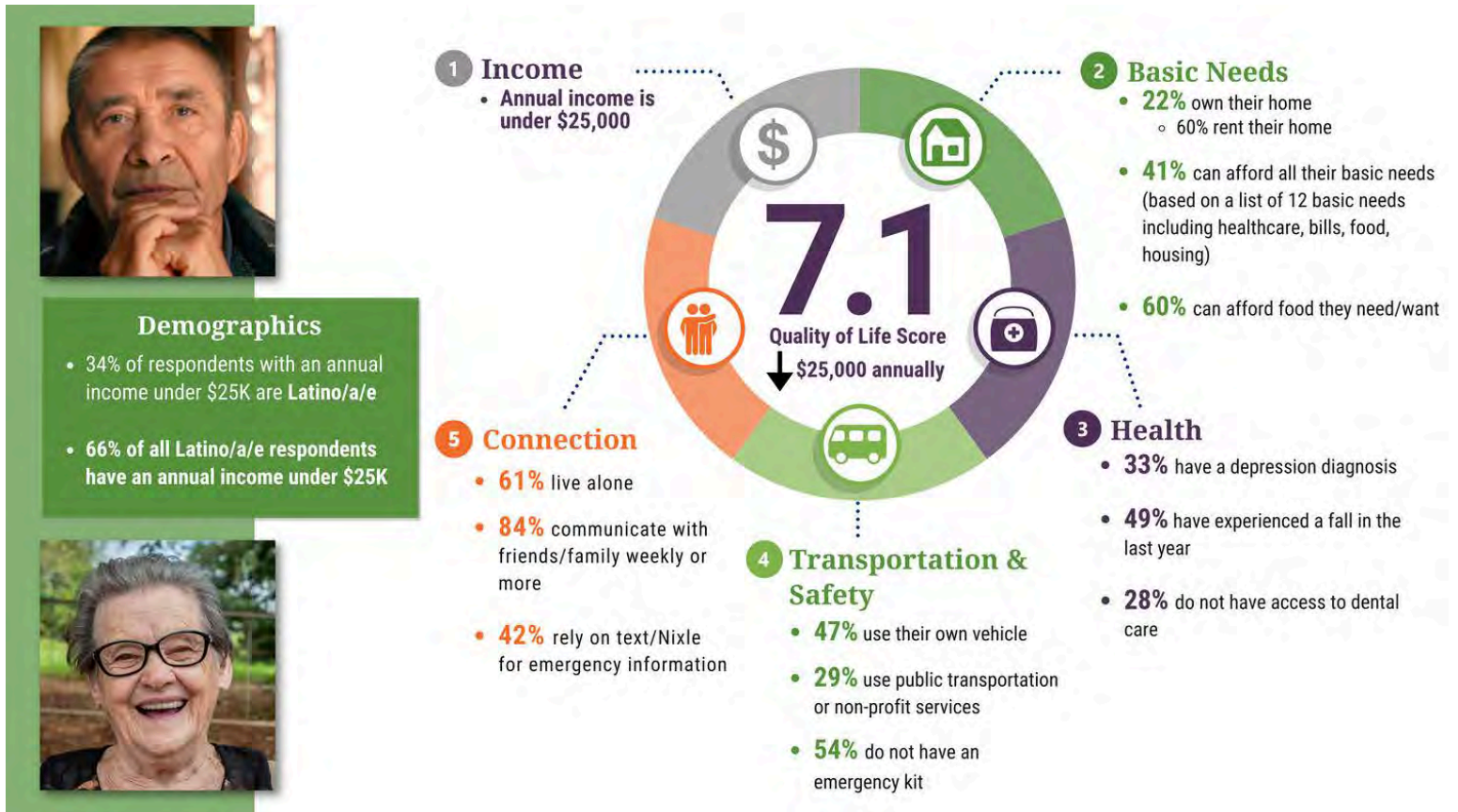
- 88% of respondents with an annual income over \$50K are **White**
- 66% of all **White** respondents have an annual income of \$50K or more



Across all survey respondents over a 40% have experienced a fall in the last year and over 50% have fear or anxiety related to falling.

The majority of Napa County older adults are well connected. Across all survey respondents 92% socialize with friend or family weekly or more.

Within the same county lines is a lower-income, often Latino/a/e community that faces disproportionate physical and economic challenges. **These challenges are deeply rooted in barriers to economic security, healthcare, housing, transportation, and community information.** Uprooting these barriers will require a thoughtful, collective effort that doesn't shy away from uncomfortable data and aims to wrap all communities in caring regard.



Deeply impactful strategies will only be developed in partnership with the people who are nearest to the problem. **Those who live with challenges are often the most informed about creative, culturally sensitive solutions to address barriers and inequities.** Funders, policy makers, and program directors can develop linkages and strong partnerships to work directly with the communities they hope to uplift and support.

As organizations and individuals work together to implement the NOAA Action Plan (included at the end of this report), which identifies solutions to the needs and challenges articulated in this report, it will be **crucial for Napa County to leverage its bountiful base of existing community assets.** These assets, in partnership with community voice, and research driven strategies will support Napa County to grow and sustain a community where all older adults thrive.

Napa County has the opportunity to create a community where everyone thrives as they age. The data from the NOAA assessment can be used to inform research driven decisions that direct resources towards programming and policies committed to bridging social and economic gaps and ending disparities.



Setting the Stage: California & Napa County

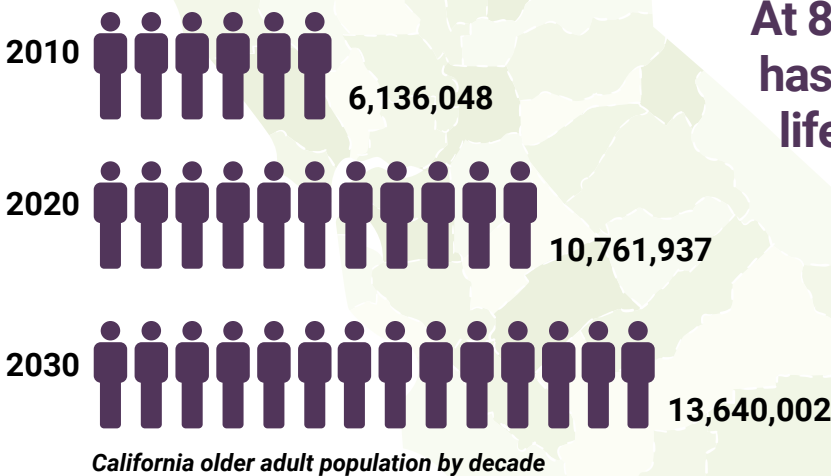
Setting the Stage in California

Ten years from now, California will be home to 10.8 million people age 60 and over – nearly twice as many as in 2010. One out of every four Californians will be older adults, a seismic demographic shift that will change every aspect of our lives, from the structures of our families and communities to the drivers of the State’s economy.

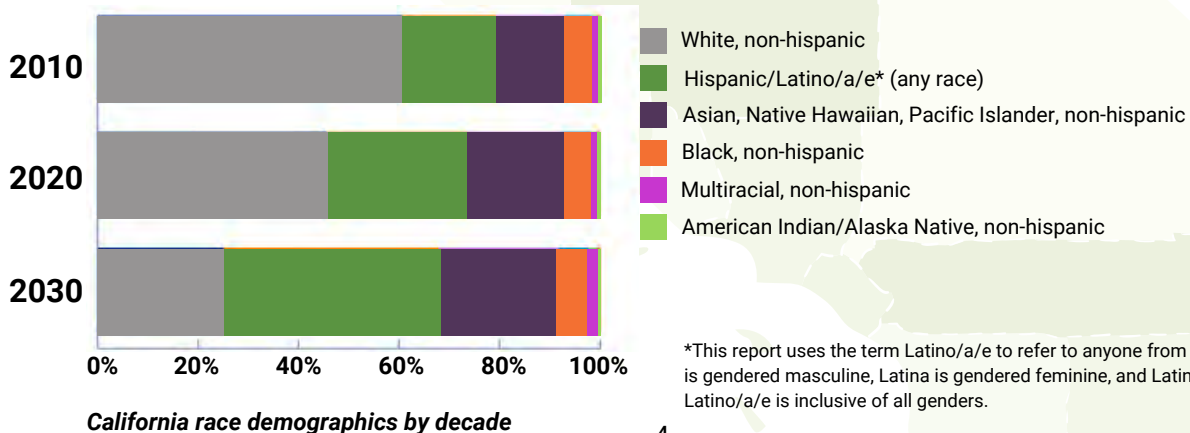
California Master Plan for Aging, 2

This opening statement from the California Department of Aging’s 2021 *Master Plan for Aging* sets the stage not only for California’s approach to caring for our aging community, but for Napa County as well. **The *Master Plan for Aging* invites communities across California to invest in programs, policies, partnerships, and systems change to promote healthy aging for all Californians with caring regard for race, ethnicity, gender, income, ability, and other areas of localized inequity.**

Californians are living longer than ever, the 60 and over population is growing rapidly, and the older adult population is becoming more racially and ethnically diverse (*California Master Plan for Aging, 2*).



At 81.9 years, California has the second highest life expectancy in the nation

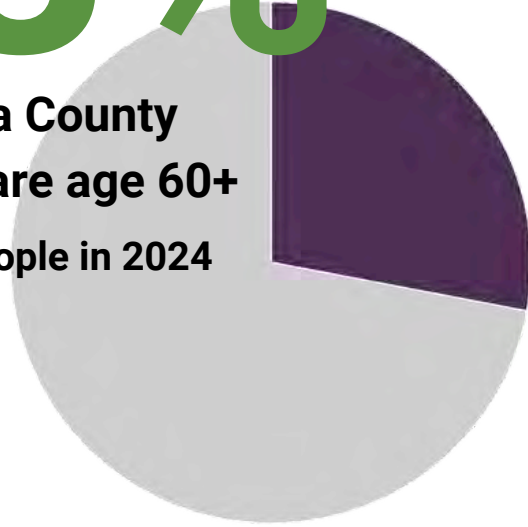


*This report uses the term Latino/a/e to refer to anyone from Latin America. Latino is gendered masculine, Latina is gendered feminine, and Latine is gender neutral. Latino/a/e is inclusive of all genders.

Setting the Stage in Napa

28%

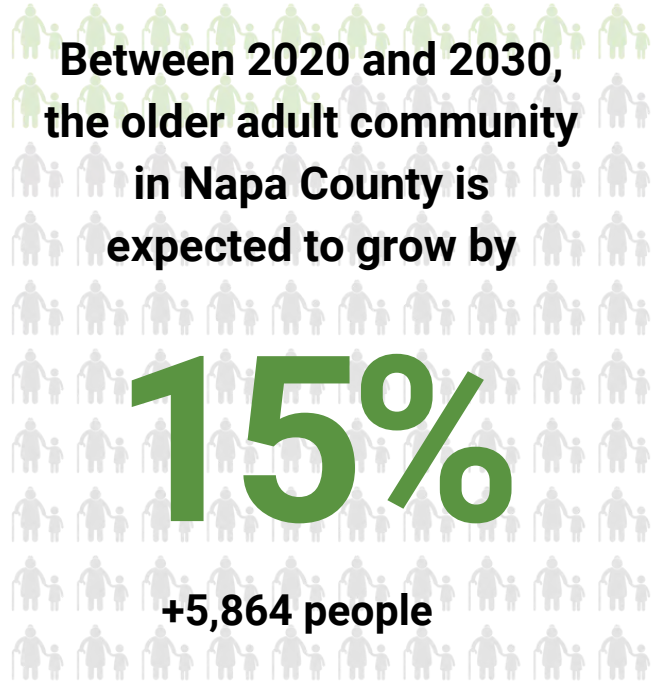
of Napa County
residents are age 60+
45,523 people in 2024



Between 2020 and 2030,
the older adult community
in Napa County is
expected to grow by

15%

+5,864 people





Napa County Older Adults Assessment Overview

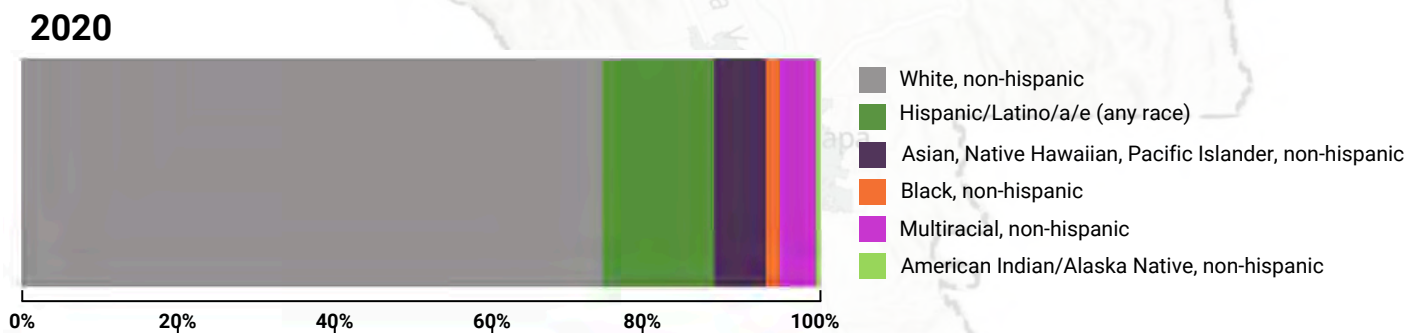
Napa County Older Adults Assessment

In alignment with the rest of California, Napa County's older adult population is growing and diversifying with every passing year. **Between 2020 and 2030 Napa County's older adult community will increase by 15% (5,864 people)** (*State of California, Demographics Department of Finance*). **The Napa County Older Adults Assessment (NOAA) is a 21-month cross-sector response to the *Master Plan for Aging*.** NOAA aims to:

1. Assess the needs of Napa County's older adults and identify gaps in needed policies, programs, and services that will enable older adults to thrive;
2. Develop a strategic action plan to identify ways to address disparities and close gaps and;
3. Create and implement a fund development plan to identify and obtain funding that will lead to improved quality of life for Napa County's older adults.

Like the *Master Plan*, NOAA is set against the backdrop of a rapidly aging local community that was disproportionately impacted by COVID-19. However, Napa County's unique geography and a decade of natural disasters add additional layers of challenge to promoting healthy aging in Napa County. **Stunning mountainous, rural landscapes contribute to conditions that challenge service accessibility and increase isolation, and recent fires, floods, earthquakes, and drought exacerbate racial and economic disparities.**

NOAA paints a picture of a vibrant, caring community committed to a thriving age-friendly Napa County. The data in this report summarizes themes from survey responses, Key Informant Interviews, and focus groups. Used thoughtfully and creatively, this data can inspire an action plan that uproots inequities to promote healthy aging for everyone in Napa County.



Napa race demographics - 2020 Census

Compared to California, Napa County has a larger percentage of residents that identify as White and Multiracial, non-hispanic

NOAA Work Plan

1. Needs Assessment, September 2022 – December 2023

- a. Research key issues related to Napa County’s older adults through review of existing local and state reports and documents (September-December 2022)
- b. Develop the data collection plan—Includes who to ask, what to ask, and how to ask it (November 2022-January 2023)
- c. Schedule and publicize opportunities to provide input—Includes community outreach through social and traditional media and partnering with community-based organizations (February-July 2023)
- d. Collect data from stakeholders—Includes virtual and in-person focus groups, interviews, and survey (March-August 2023)
- e. Analyze findings and develop a summary report—Presented to County leadership and distributed throughout the County (August 2023-January 2024)

2. Strategic Action Plan, January – May 2024

- a. Develop specific recommendations for programs, policies, and services that can be implemented to help older adults thrive (January-March 2024)
- b. Develop a Napa County Older Adults Needs Assessment Strategic Action Plan summary report (April-May 2024)

3. Fund Development Plan, June 2023 – June 2024

- a. Identify grant funding opportunities from government and philanthropic sources to support the programs, policies, and services needed to enable Napa County older adults to thrive
- b. Prioritize these funding opportunities
- c. Develop grant proposals to present to prospective funders

NOAA Leadership

NOAA work was managed by Providence Adult Day Health Napa Valley (formerly Collabria Care) and Bischoff Performance Improvement Consulting. An 8-member NOAA Steering Committee comprised of individuals from the Healthy Aging Program Initiative (HAPI) met monthly to oversee and guide the work.



Methodology

NOAA Methodology

Between March and October 2023, the NOAA project management team, advised by the NOAA Steering Committee, collected data to inform the Needs Assessment by conducting an online and in-person non-scientific survey, focus groups, and Key Informant Interviews (KII) to obtain the opinions of older adults (60 and up) who live in or serve as a caregiver in Napa County.

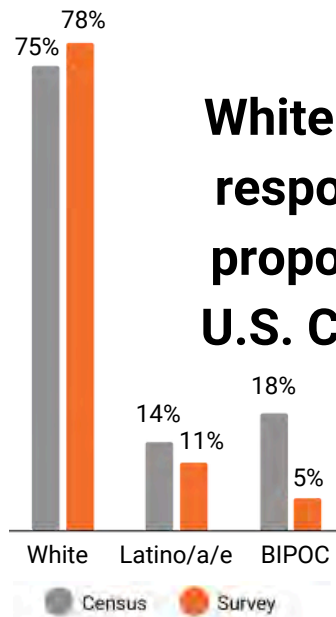

1530
surveys

21
interviews

76
focus group
participants



NOAA
respondents
represent **all**
Napa County
communities



White and Latino
responses were
proportionate to
U.S. Census data

Methodology: Community Survey

Any interested individual community member aged 60 and older or a caregiver for an adult aged 60 or older could respond to the survey. **The survey resulted in 1,530 responses and opinions on the following topics:**

- Quality of Life
- Demographics
- Health & Wellness
- Finances & Employment
- Housing
- Transportation

- Information & Assistance
- Community Engagement & Connectedness
- Emergency Response
- Equity & Inclusion
- Caregiving



The majority (68%) of survey respondents have **lived in Napa County for 20 years or more**. Of those, 71% are White and 56% are Latino/a/e.



All Respondents
20+ years in Napa County



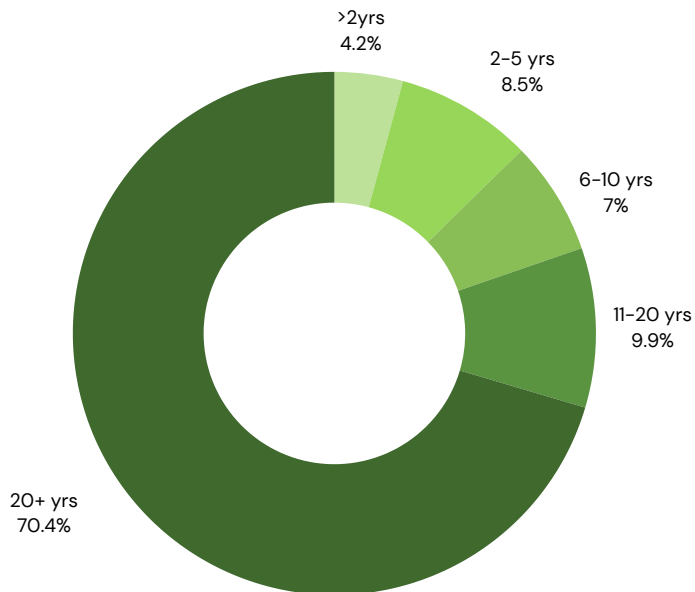
White Respondents
20+ years in Napa County



Latino/a/e respondents
20+ years in Napa County

Methodology: Focus Groups

NOAA team conducted eight 90-minute focus groups. Focus groups were comprised of seniors representing the following individuals with lived experience in Napa County:



Percentage of focus group participants by length of lived experience in Napa



Count of focus group participants by length of lived experience in Napa

Across 76 focus group participants, 3 lived in Napa County for less than 2 years, 6 for 2-5 years, 5 for 6 – 10 years, 7 for 11 – 20 years and 50 participants lived in Napa County for over twenty years.

Focus group participants responded to the following questions:

- Rate your quality of life on a scale of 1 – 10
- What would improve your quality of life?
- What challenges are Napa seniors facing in the following areas: Health and Wellness, Finances and Employment, Housing, Transportation, Information and Assistance/Social Services, Community Engagement and Connectedness, Emergency Response, Equity and Inclusion, and Caregiving.
- Select 3 – 5 areas to propose suggestions to address challenges.

Focus Group data was analyzed for recurring themes to inform the Strategic Action plan. Themes from Focus Groups were combined with KII themes and are discussed in the Priority Areas section beginning on page 5.

A complete Focus Group agenda can be found in the appendices.

Methodology: Key Informant Interviews

Eighteen Key Informant Interviews (KII) were conducted between July 27 and September 1, 2023. They included 21 individuals representing the following sectors, organizations, and populations:

- Mental health services provider
- Nonprofit representing Native American population
- Disaster preparedness & recovery
- Nonprofit serving Latinx community
- Low-income housing complex
- Veterans' services
- Caregiver company
- County agency providing Adult Protective Services
- Nonprofit serving LGBTQ older adults
- County agency providing services for older adults
- County agency for housing and homelessness

- Private practice attorney serving older adults
- Nonprofit providing adult day health services, caregiver support, palliative care, and hospice
- Countywide Information & Assistance provider
- Hospital program serving low-income older adults
- Senior Center
- Nonprofit family resource center serving UpValley
- Nonprofit providing emergency cash assistance and other support to low income older adults

Participants were asked to identify 3 - 5 challenges/barriers older adults are facing in the following 12 categories:



Methodology: Key Informant Interviews

In response to challenges and barriers identified in these 12 areas key informants were asked the following questions:

- For each challenge/barrier identified, are there specific subpopulations of older adults that are more impacted than others? If so, what are those subpopulations and how are they impacted?
- What are some possible solutions and opportunities for each challenge/barrier identified? What would success look like to you?
- What would it take to implement those solutions and opportunities here in Napa County?
- What are some possible partnerships and collaborations for each of these opportunities?
- Which challenges/barriers should be addressed immediately?
- What would it take to immediately make that happen? Who would need to be involved? What agencies? How would that be funded?
- Are there any services already provided in Napa County for older adults that should be expanded or for which additional support should be provided?
- Are there any programs or services not provided for older adults in Napa County, but should be?
- What would it take to implement those programs or services?
- Anything else to add to inform our NOAA work?

KII data was analyzed for recurring themes to inform the Strategic Action plan. Themes from the KIIs were combined with Focus Group themes and are discussed by focus area in the Survey, Focus Group, & Key Informant Interview Data section of this report.

A complete KII agenda can be found in the appendices.



Diversity, Equity, Inclusion, & Belonging

Diversity, Equity, Inclusion, & Belonging



“Equity should be at the center... **Systemic racism, ageism, able-ism, and sexism can only be eliminated through intentional systemic solutions.** It’s time to transform our systems so that they may positively impact the lives of those most affected by historical and institutionalized discrimination and who, therefore, have disproportionately suffered...”

California Master Plan for Aging

Kiran Savage-Sangwan, MPA, California Pan-Ethnic Health Network



Across California and Napa County there is a need to offer caring regard for communities experiencing the greatest disparities. In Napa County, **Latino/a/e and low-income seniors experience disproportionate disparities related to income, healthcare, housing, transportation, access to information, and caregiving.**

Throughout the NOAA assessment, a disproportionate number of Latino/a/e seniors identified as low-income. Eleven percent of the total survey responses came from Latino/a/e participants and 19.5% of all survey participants identified as low-income. Of the 19.5% who identified as low-income, 34% were Latino/a/e, 57% were White and 7% were non-Latino/a/e BIPOC. **In alignment with the California Master Plan for Aging, programs and policies intended to support older adults should be developed with Diversity, Equity, Inclusion, and Belonging (DEIB) principles at the core.**

Diversity, Equity, Inclusion, & Belonging

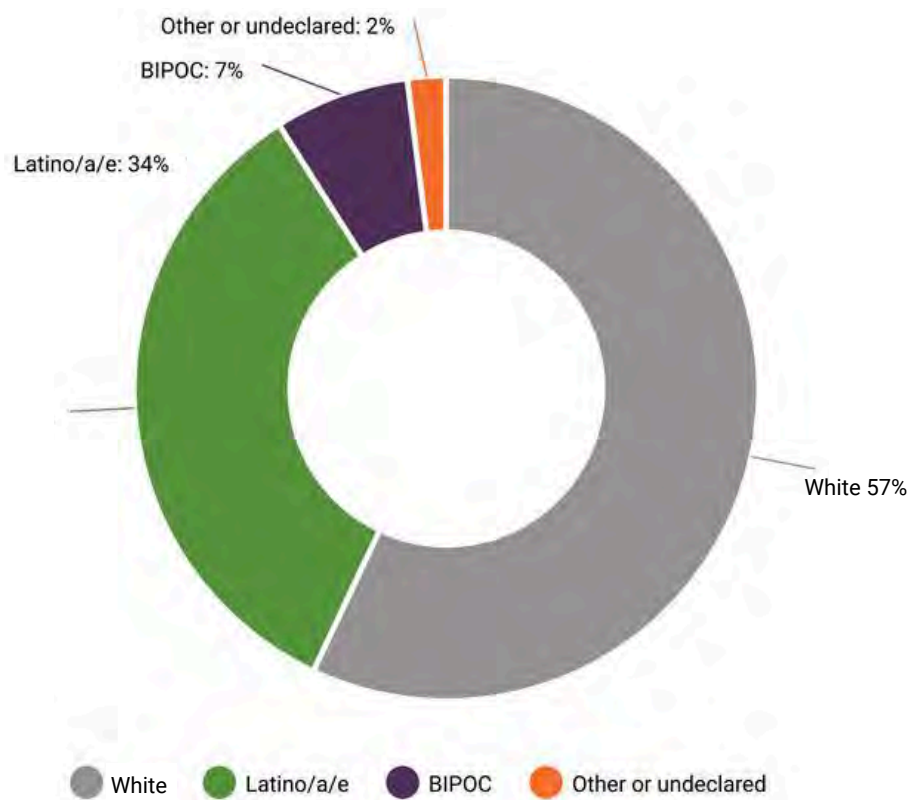
We will have lifelong opportunities for work, volunteering, community engagement, and leadership and will be protected from isolation, discrimination, abuse, neglect, and exploitation.

GOAL 3 - Inclusion & Equity, Not Isolation, California Master Plan for Aging

In this vision statement, “we” includes all Californians with a focus on the older adult community. However, there remains a need across California and Napa County to offer caring regard for communities experiencing the greatest disparities. In Napa County, **Latino/a/e and low-income seniors experience disparities related to income, healthcare, housing, transportation, access to information, community engagement, and caregiving.**



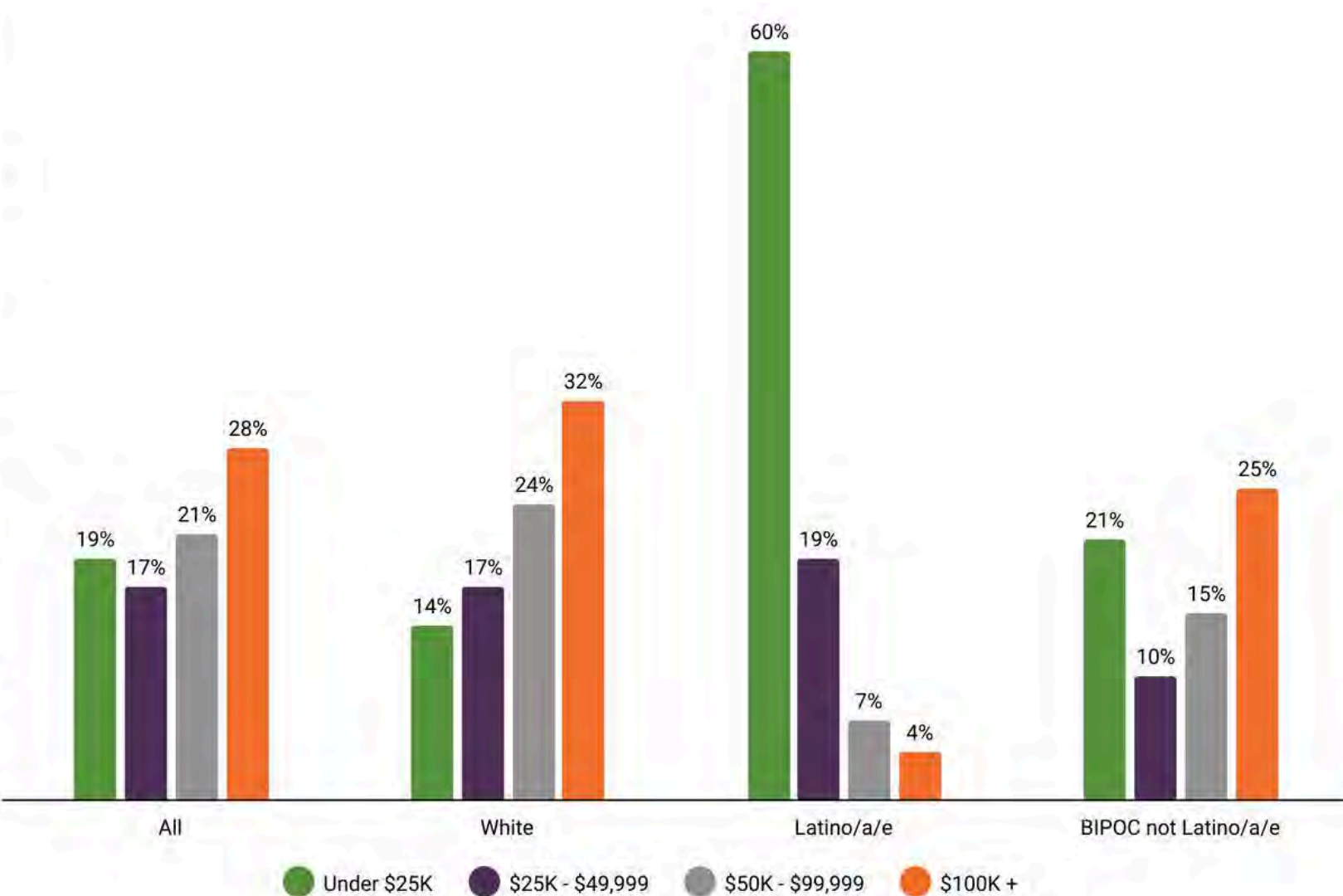
The chart to the right represents survey respondents with an annual income less than \$25,000. The people represented by these data points reported a lower quality of life and consistently reported greater challenges and poorer life outcomes across all focus areas. Combined, they represent nearly 20% of the total respondents. **How might Napa County work across sectors and communities to wrap this community in care?**



Demographics for NOAA respondents that identify as low-income

Diversity, Equity, Inclusion, & Belonging

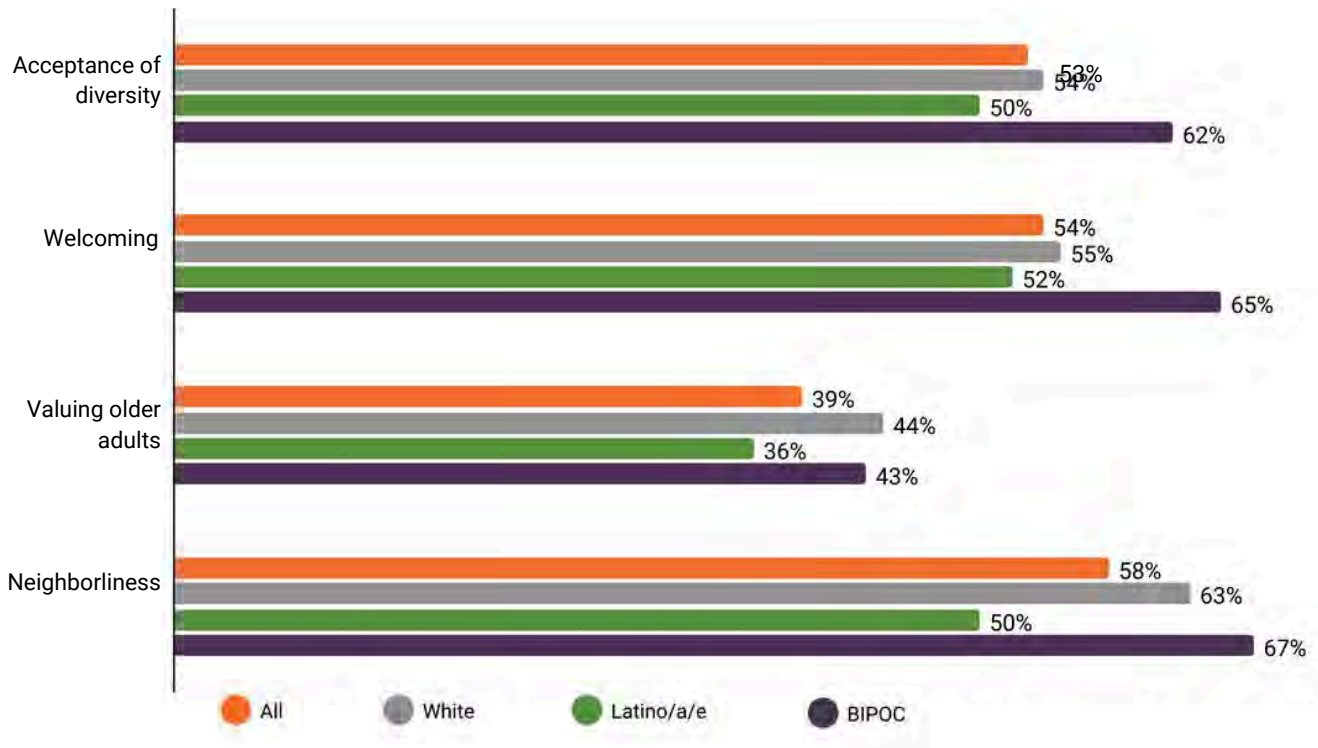
Another way to look at the racial-economic inequity is through earning differences within racial groups. White individuals comprised 78% of the total survey participants. Of people who identified as White, 14% reported being low-income. **Latino/a/e respondents comprised 11% of the survey participants. Of the people who identified as Latino/a/e, 60% reported being low income.** The chart below compares respondents to other respondents in the same racial group.



NOAA respondents income by racial group

Inclusion and belonging are crucial to having a thriving community of older adults, so rather than an isolated section on Diversity, Equity, Inclusion, and Belonging, (DEIB) **this report weaves conversations about disparity and DEIB into each of the seven focus areas:** Finances/Employment, Healthcare, Housing, Transportation, Information & Assistance, Community Engagement & Connectedness, and Caregiving.

When asked to rate various aspects of equity and inclusion in Napa County as “excellent,” “good,” “fair,” or “poor” over 50% of the general population reported “excellent” or “good” regarding the county’s openness and acceptance of older residents of diverse backgrounds (52.9%), making older adults feel welcome (54.4%), valuing older adults (50.1%) and neighborliness towards older adults (62.3%).



NOAA respondents perception of attitudes towards older adults

However, for Latino/a/e respondents, those who consider Napa County “excellent” or “good” regarding community equity and inclusivity is lower than the general and White population, specifically: openness and acceptance of older adults (39.1%), making older adults feel welcome (43.7%), valuing older adults (35.5%) and neighborliness (43.3%).

Valuing older adults had the lowest ratings across all demographics, with 52.5% of Latino/a/e and 30.6% of White residents reporting that Napa County’s communities do a “fair” to “poor” job at valuing them.

Questions for Consideration

Questions to consider in developing strategies to create a Napa County for All Ages, consider the following:

1. What does a thriving community for all older adults in Napa County look like?
2. How might we wrap our Latino/a/e and low-income communities with care to enable them to thrive?
3. How might we build social bridges to engage leadership and those closest to the problems to create solutions that are culturally sensitive and deeply impactful?



Survey Participant & U.S. Census Demographic Data

Who are Napa County Older Adults?

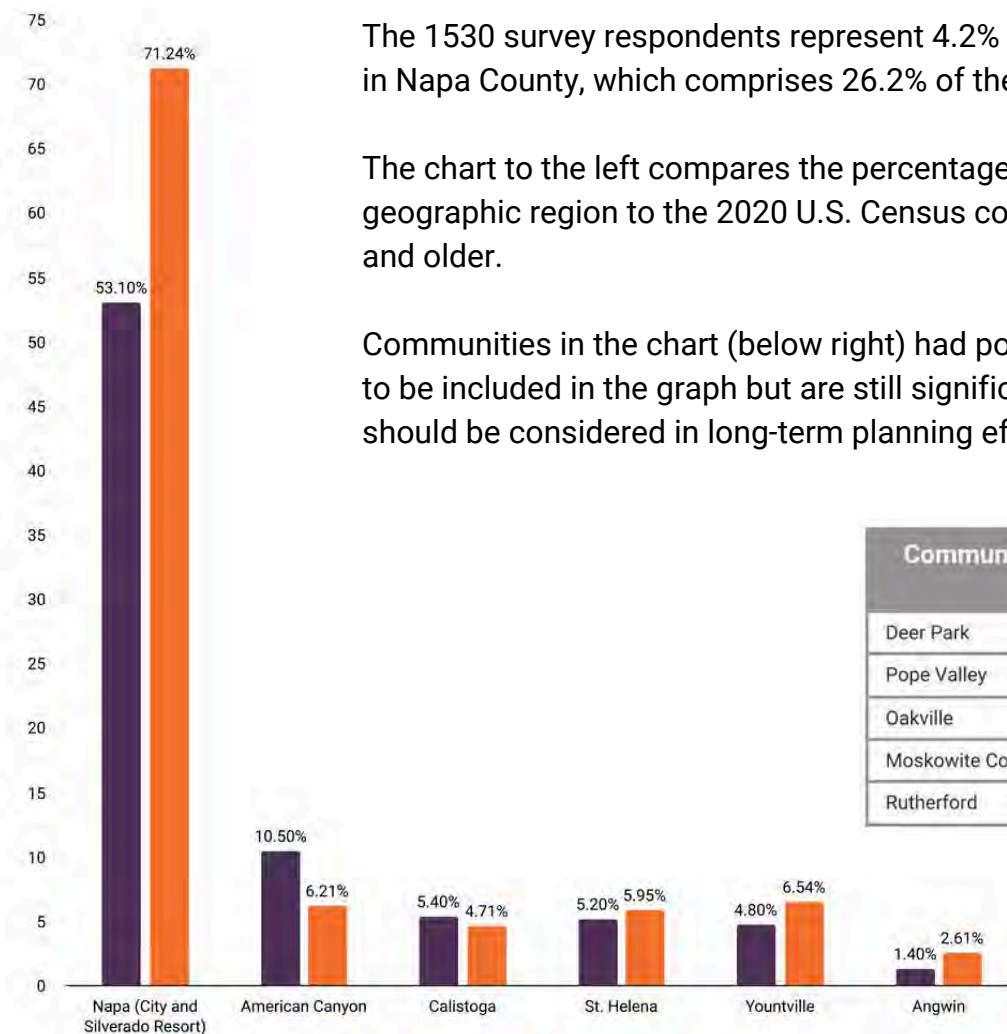


On a scale of 1 - 10, in which 10 is the highest, the overall quality of life score for Napa older adults who responded to the survey was 8.1. Latino/a/e and low-income respondents had scores .5 to 1 point lower.

The 1530 survey respondents represent 4.2% of the 60 and older population in Napa County, which comprises 26.2% of the total population.

The chart to the left compares the percentage of survey responses by geographic region to the 2020 U.S. Census count distribution for adults 60 and older.

Communities in the chart (below right) had populations that were too small to be included in the graph but are still significant to Napa County and should be considered in long-term planning efforts.



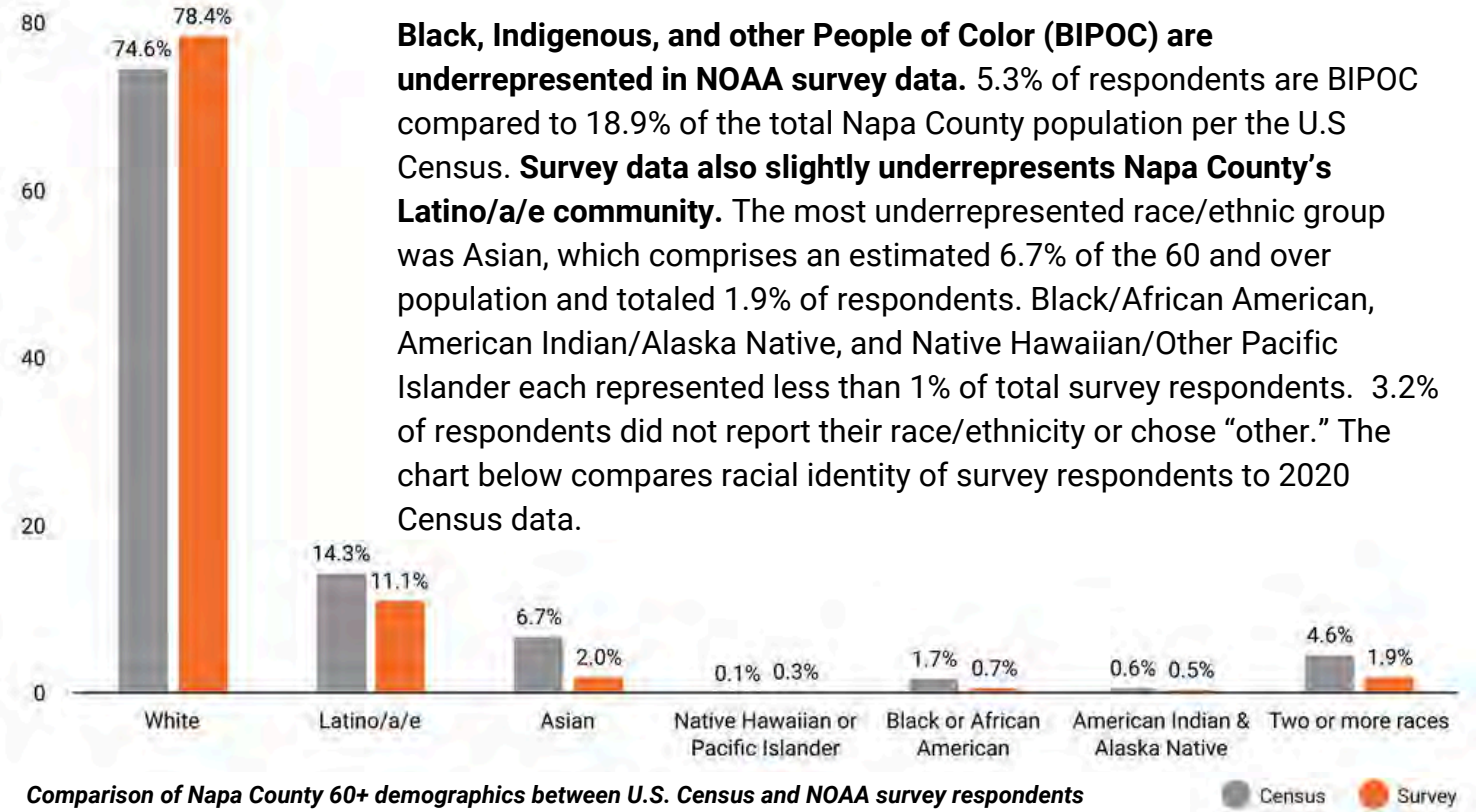
Community	2020 Census	Survey Responses
Deer Park	1%	0.72%
Pope Valley	n/a	0.72%
Oakville	n/a	0.52%
Moskowite Corner	0.2%	0.26%
Rutherford	0.1%	0.2%

● 2020 Census Data ● NOAA Survey Responses

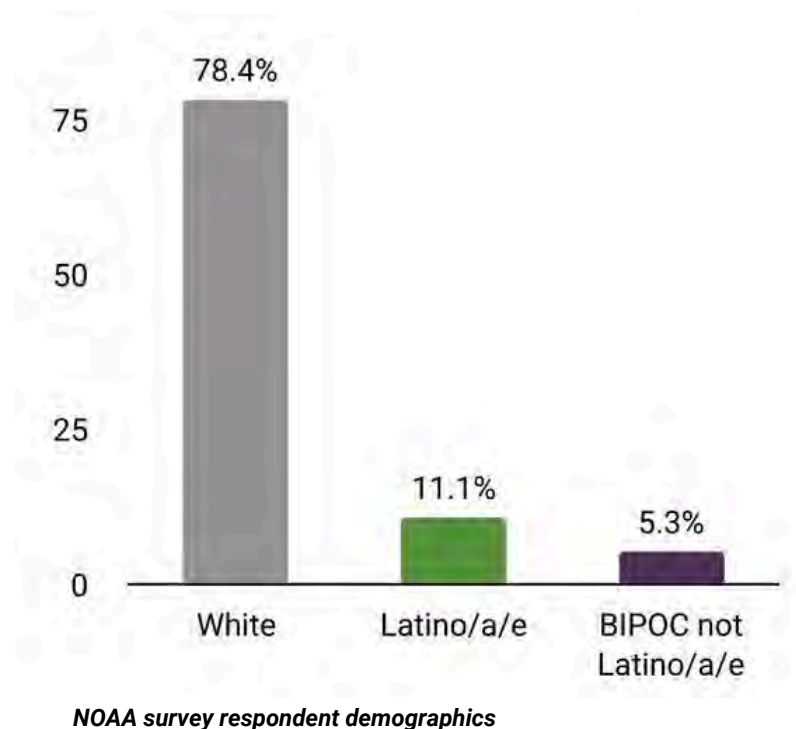
Survey responses by region compared to 2020 Census regional population distribution

Race/Ethnicity

Of the total survey respondents, 78.4% (1,199) identify as White, which is slightly higher than the US Census estimate for adults 60 and older of 74.6%. The US Census estimates that 14.3% of adults over 60 in Napa County identify as Latino/a/e, slightly higher than the 11.1% of survey respondents who identified as Latino/a/e.

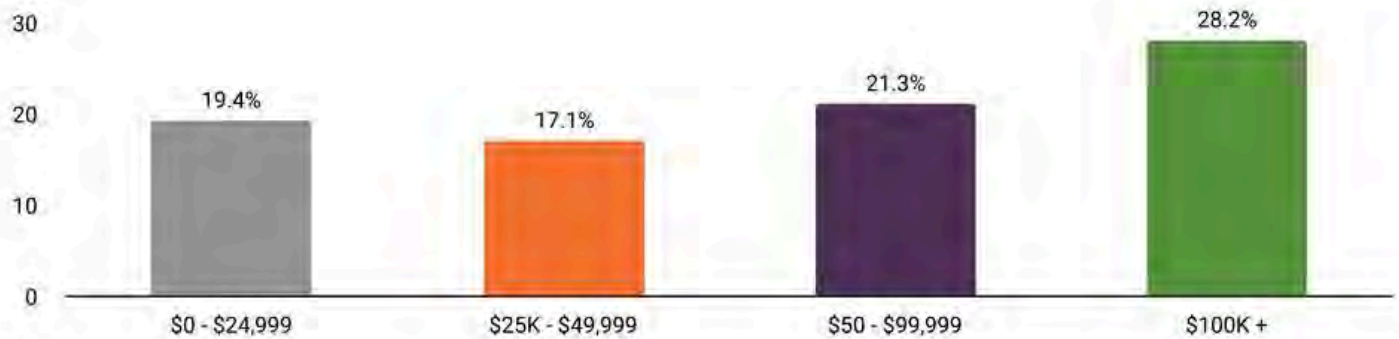


NOAA aims to use survey data to identify trends and needs in Napa County's older adult community. To support this end, this report will look at data trends for three racial groups: White, Latino/a/e, and BIPOC. The chart to the right represents the number of survey responses from each of these demographic groups.



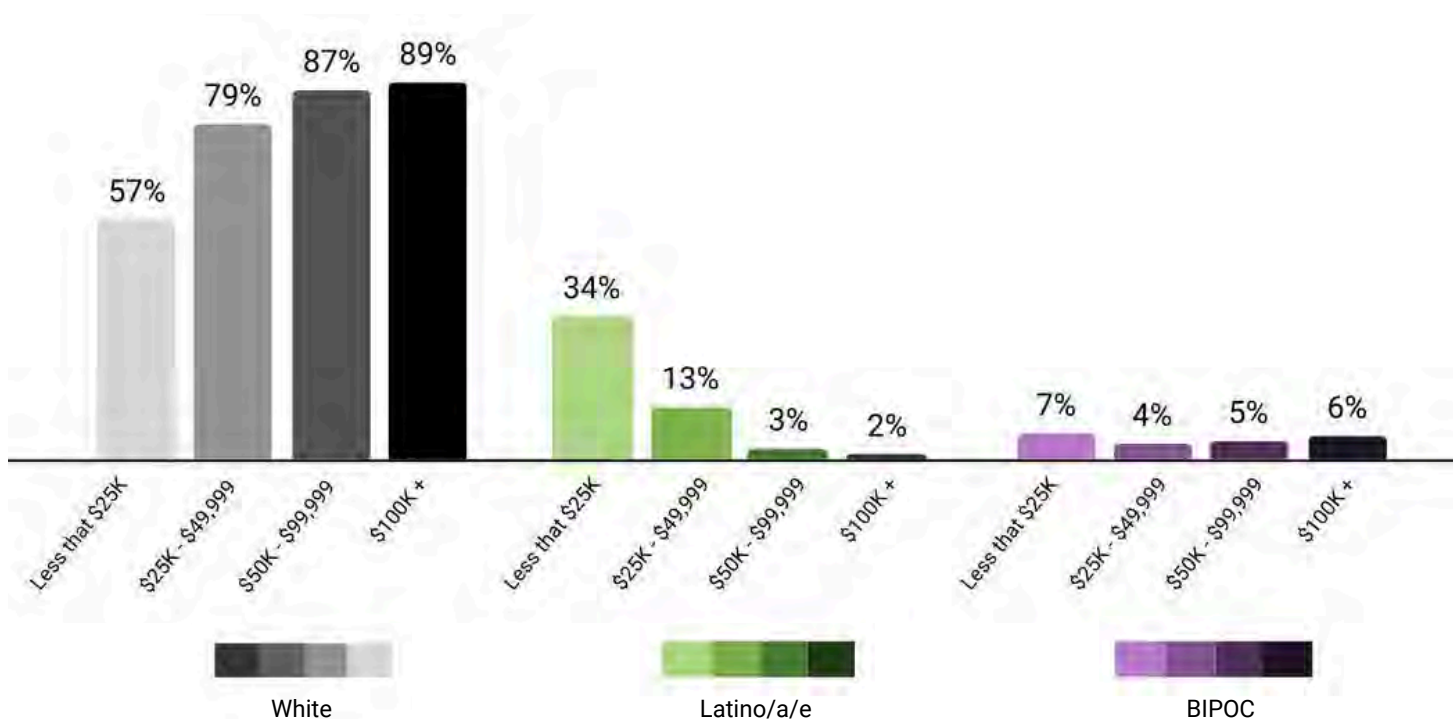
Race/Ethnicity & Income

Across all respondents, nearly half (49.5%) have an income of \$50,000 or more annually, with 28.2% reporting an annual income of over \$100,000.



NOAA survey respondent annual income

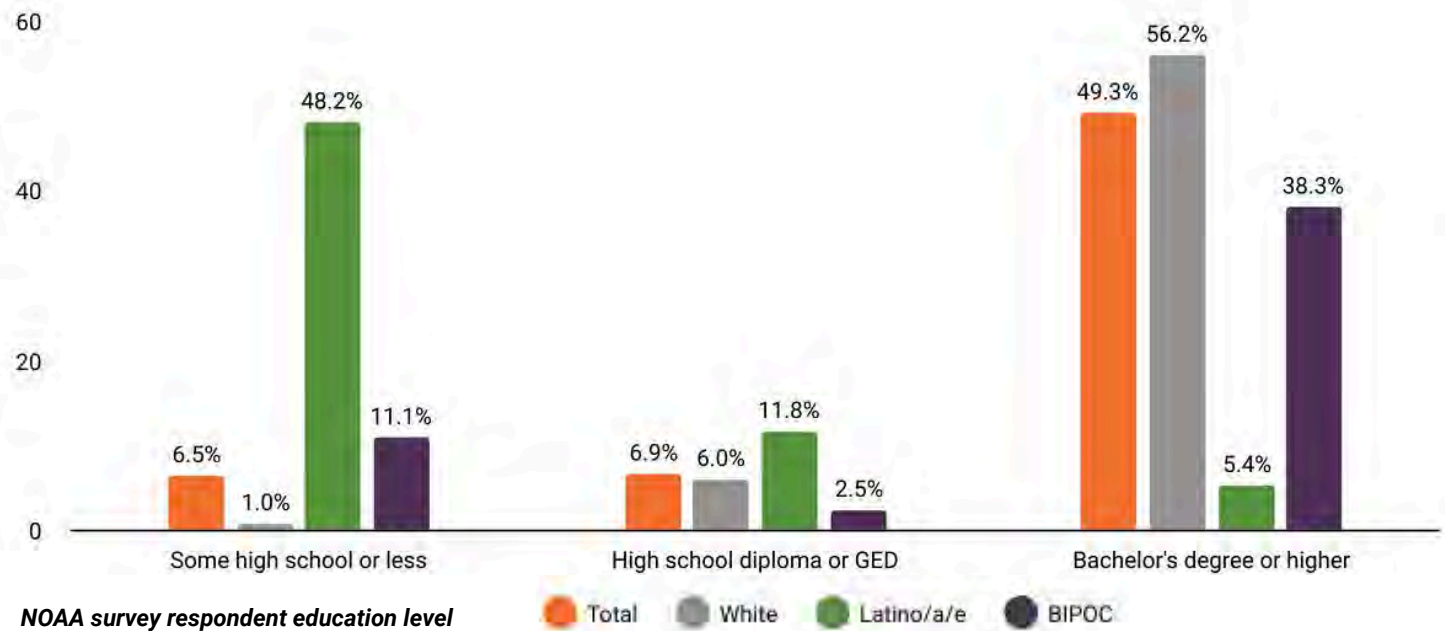
When income data is reviewed by race, we see a different and disproportionate narrative. **While the Latino/a/e community comprises 11% of survey respondents, they account for 34% of the respondents with an annual income below \$25,000, 3% of respondents with an annual income between \$50,000 and \$99,999 and only 2% of the respondents with an annual income over \$100,000.** Inversely, White respondents comprise 78% of all respondents, but only 57% of the respondents with an annual income below \$25,000. However, White respondents also comprise 89% of all respondents with an annual income over \$100,000. BIPOC respondents' income is relatively proportional to the 5.3% BIPOC response rate. The chart below compares respondents in each racial group to the whole, in other words, it represents the percentage each demographic accounts for in each income bracket.



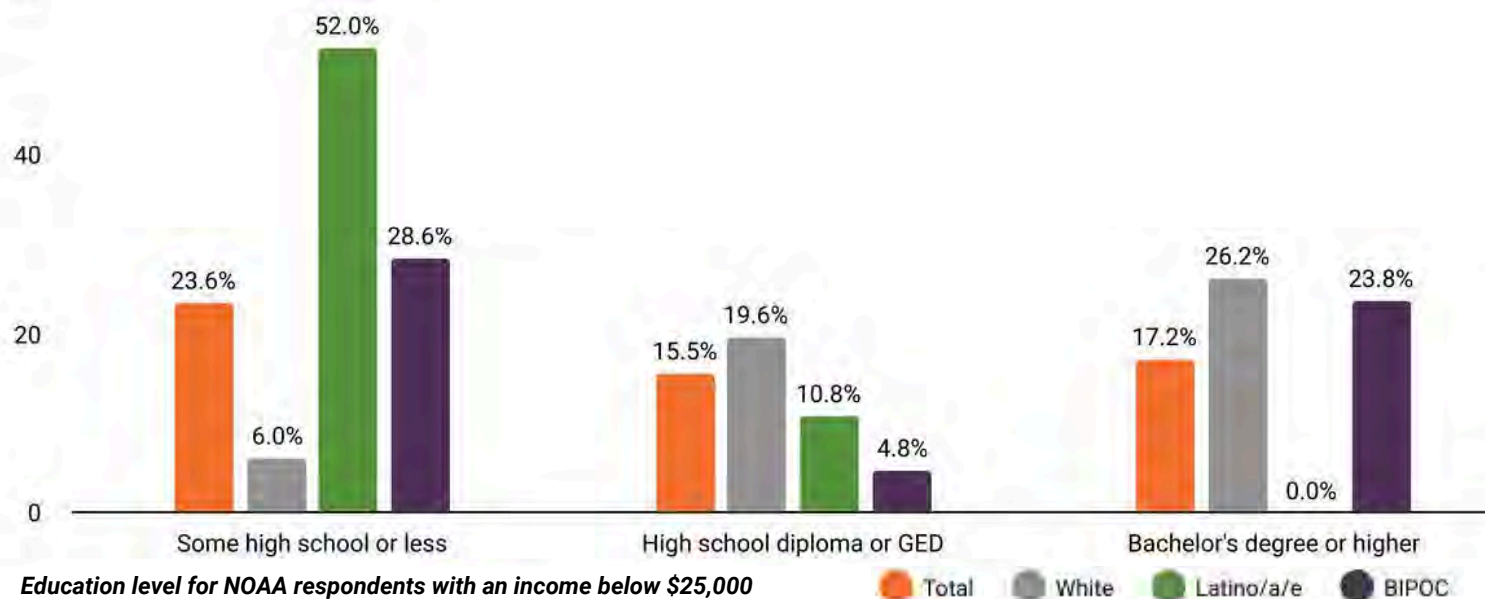
NOAA survey respondent - racial proportionality within annual income brackets

Race/Ethnicity & Education

Most (49%) of respondents reported having a bachelor's degree or higher, which is significantly higher than the US Census data of 38% for adults 60 and over. However, **disproportionate disparities persist when we look at education data by race.** While 56% of White and 49% of BIPOC respondents have a bachelor's degree, 5% of Latino/a/e respondents have a bachelor's degree or higher. The graph below represents education levels by race.



There is a strong link between education and income. Higher levels of education are associated with higher earning across a lifespan. The graph below represents education levels for respondents with an annual income under \$25,000. When compared with all survey respondents, the total number of respondents with an annual income of less than \$25,000 who have a bachelor's degree or higher drops from 49% to 17%, while the percentages of respondents across all races with their highest level of education marked by a high school diploma/GED or some high school or less increases.

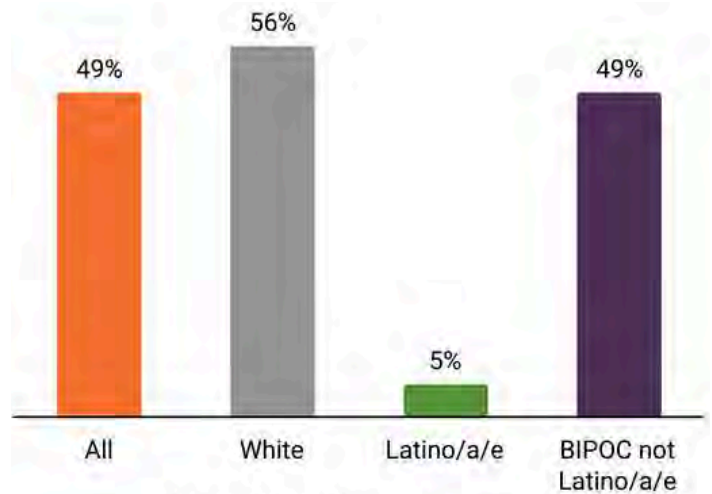


Income, Education, & Race/Ethnicity

As we review data that indicates disparities in education and income, we are well poised to ask how we might improve our systems to ensure everyone has equal opportunities for high quality education and economic stability. The graph below represents the percentage of survey respondents by race with a bachelor's degree or higher.

“As Californians, we can create communities where people of all ages and abilities are engaged, valued, and afforded equitable opportunities to thrive as we age, how and where we choose.”⁵

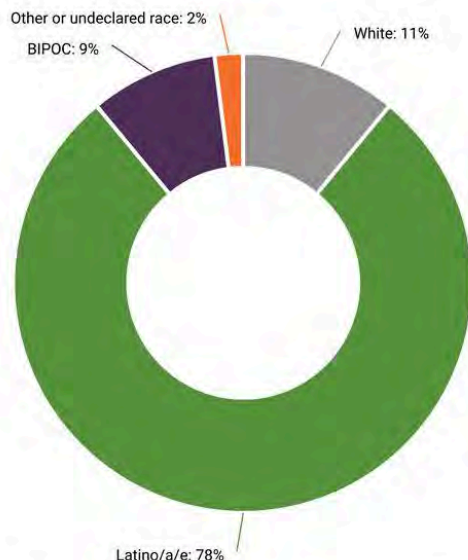
-California Master Plan for Aging



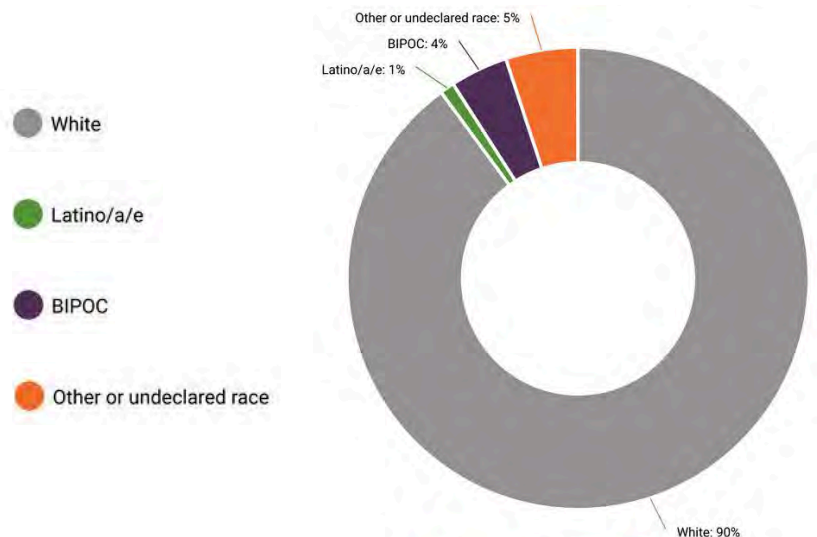
NOAA respondents with a bachelor's degree or higher

As a community we can create a county where all people have equitable access to a lifetime of high quality education and financial stability and the opportunity to age how and where they choose. **As California's Master Plan for Aging says, we have the opportunity to create “a blueprint for aging across the lifespan.”**

The graph on the left represents the racial proportionality of respondents who indicated they have some high school or less. The graph on the right represents the racial proportionality of respondents who indicated they have a bachelor's degree or higher.



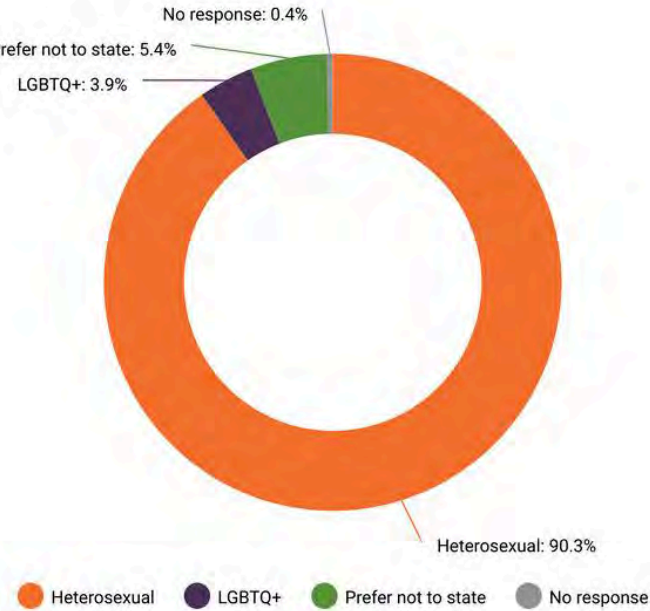
Racial proportionality of respondents indicating they have some high school or less



Racial proportionality of respondents indicating they have a bachelor's degree or higher

Gender, Sexual Orientation, Relationships, & Veterans

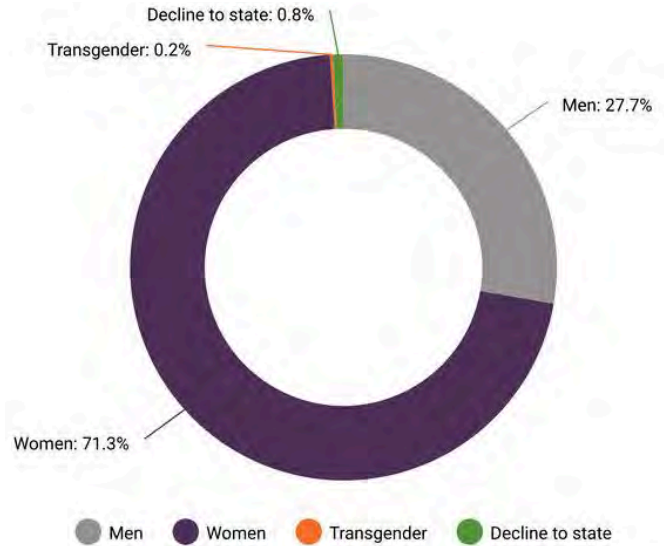
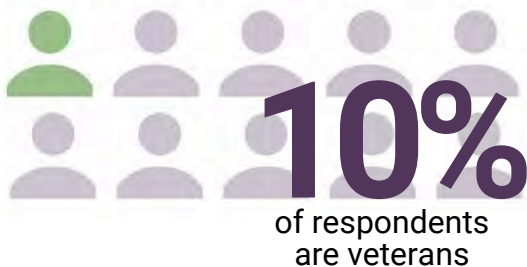
Of the total respondents, 72.2% identified as women and 27.5% as men. The fact that more women responded is no surprise, given the body of research that reports that women are more likely to respond to surveys than men (Mulder and Marika). Additionally, 0.2% identified as transgender and 0.8% declined to report.



NOAA respondents sexual orientation

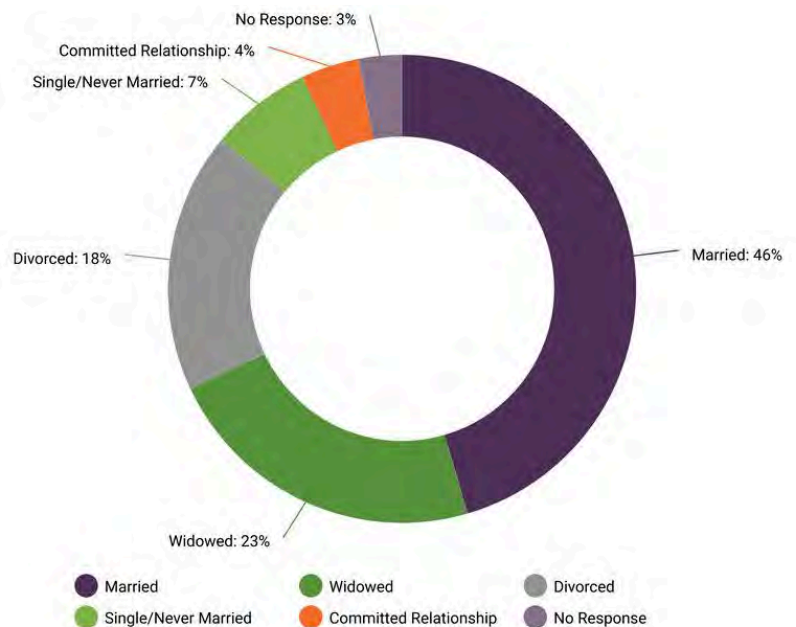
Regarding marital status, 45.5% of respondents were married. Other respondents reported being widowed (22.5%), divorced (18%), single and never married (7%), or in a committed relationship but not married (4%). Forty-two respondents declined to report.

Ten percent of survey respondents identified as veterans. According to the American Community Survey 2021 there are 4,558 veterans 60 years and older living in Napa County.



NOAA respondents gender identity

Of the total respondents, 90.3% identify as straight/heterosexual and 3.9% identified as LGBTQ+. Additionally, 5.4% preferred not to state their sexual orientation and 0.3% selected "other." We do not have a count or estimate on the number of LGBTQ+ older adults in Napa County, but a 2012 report from LGBTQ Connection estimated that 9.1% (11,000) of the total county population identifies as LGBTQ+.



NOAA respondents relationship status



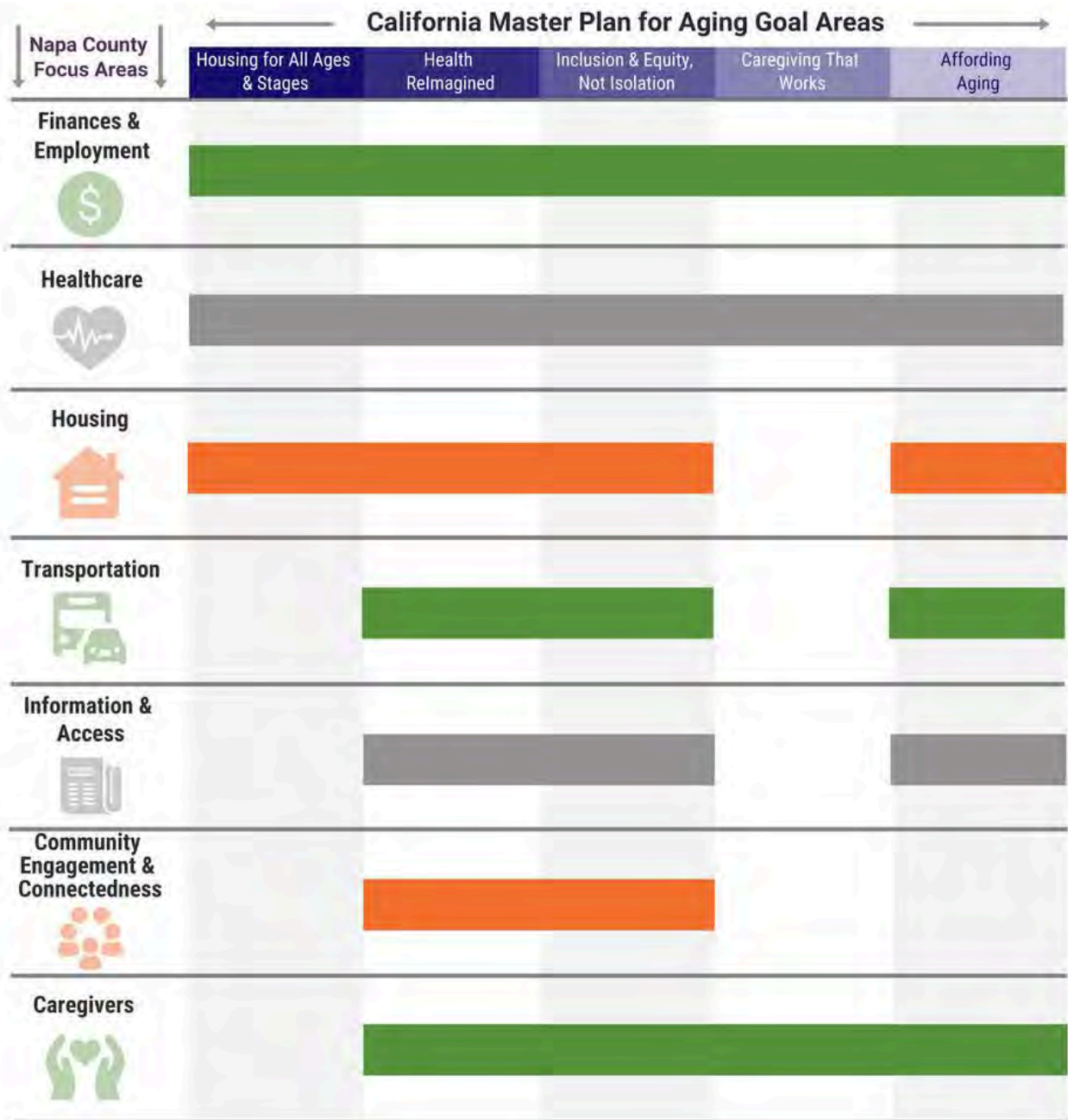
Focus Areas & the *California Master Plan for Aging*

Napa County Focus Areas

This section of the report summarizes the findings from the community survey, focus groups, and Key Informant Interviews and highlights Areas for Action.

Data from all sources indicates seven focus areas for Napa County that align with California’s *Master Plan for Aging*: Finances & Employment, Healthcare, Housing, Transportation, Information & Assistance, Community Engagement & Connectedness, and Caregiving.

The chart below indicates where NOAA focus area data aligns with California’s *Master Plan for Aging* goals. For example, data collected about local Transportation, a NOAA focus area, directly links to *Master Plan* goal areas: Health Reimagined, Inclusion & Equity, and Affordable Aging. That does not mean there are not implications for Transportation when we think about Housing for All Ages and Caregiving that Works, only that NOAA data did not specifically make those links.



NAPA COUNTY FOR ALL AGES



Finances & Employment

- Economic stability to support a thriving life



Healthcare

- Physical & mental health
- Access to food
- Independence



Housing

- Affordable, safe housing
- Physically, emotionally, socially supportive living environments



Transportation

- Ability to access critical services & stay socially connected
- Private & public mobility options



Information & Assistance

- Ease of access
- Emergency awareness



Community Engagement & Connectedness

- Social supports
- Participation in civic activities
- Volunteerism



Caregiving

- Affordability
- Support to age in place
- Equitable pay for caregivers

Across NOAA survey, focus groups and Key Informant Interviews (KII), participants identified challenges, opportunities, and potential solutions in the seven areas listed to the left.

The survey section related to Healthcare contained more questions than the other areas because the area included many sub-topics. The section on Caregiving received the fewest responses because those questions were directed only to individuals who provided care for others.

Focus group and KII participants indicated **six priority areas for strategic planning and action** to support older adults to thrive: **Health & Wellness, Housing, Transportation, Community Engagement & Connectedness, Caregiving, and Equity & Inclusion.**

Across priority areas, participants called for a coordinated approach with a **focus on cross-sector partnerships, wraparound care, intergenerational connections, language access, rural areas, an expansion of on-demand area based ride programs, affordable transportation, and policy change.**

The remaining sections of this report present survey data related to each of the focus areas on the left and propose Areas for Action with consideration to the strategies and priorities suggested by focus group and KII participants.

Coordinated Approach: Focus Groups & Interviews

Aligned with focus areas from the NOAA survey, KII and focus group participants indicated six priority areas for strategic planning and action to support older adults to thrive:



Focus group and KII input on the six priority areas above is discussed in detail in the following sections, however **across all priority areas focus group and KII participants identified a need for a coordinated approach. The following are their recommendations for a coordinated approach across priority areas:**

Wraparound/Coordinated Care

Participants consistently indicated that **areas of challenge for seniors need holistic supports and solutions.** For example, providing transportation to medical appointments is not sufficient for many seniors. A holistic approach would help the senior prepare for the appointment (this includes everything from getting dressed and out the door to organizing paperwork and thinking through questions to ask their medical professionals), transport the senior to one or several appointments, offer support walking into the medical building and locating the correct office, follow-up with referrals, and ensure the senior had options for healthy food while away from home.

Intergenerational Connections

While intergenerational connections wasn't usually the top concern or solution within priority areas, **it is significant in that it was mentioned across many of the identified priority areas.** There is a desire and need to keep older adults integrated as valued members of the larger community.

Transportation

In alignment with Wrap Around/Coordinated Care, increasing options for safe, accessible, affordable transportation is key to addressing all priority areas.

Coordinated Approach: Focus Groups & Interviews

Language Access

Language Access was mentioned most frequently in the Equity and Inclusion priority area, however its successful implementation will require adoption across all priority areas.

Cross-Agency & Cross-Sector Partnerships

Success in all priority areas requires agencies from government, nonprofits, faith, business, healthcare, and education to **work together to create and implement strategies for holistic care.**

Nonprofit Partnerships

Multiple priority areas recognized Molly's Angels as a critical support to older adults. Participants indicated the need for significant investments to expand Molly's Angels' and/or other nonprofit ride services (number and frequency of rides and geographic reach). Napa Valley Transit Authority (NVTa) was the only other agency frequently mentioned by name across KII and focus group participants. However, while NVTa was frequently referenced in negative terms that indicated it was a problem to be fixed, Molly's Angels was identified as a solution that was working and should be expanded.

Concern for Rural Areas

Across priority areas participants indicated that rural areas lacked services and points of connection for seniors. American Canyon and UpValley were frequently discussed with concern for lack of transportation, medical services, and opportunities for connection. Strategic actions should be sure to thoughtfully include these communities.

Policy Change

Every priority area included discussion of the need for policy change in federal, state, and county government. In addition to partnerships and programmatic changes, a strategic action plan to support older adults should include advocacy for policy change and adoption.

These eight themes should be considered as integrated parts of any strategic action plan addressing a priority area. Positive outcomes for Napa's older adult community will require holistic community planning and action.

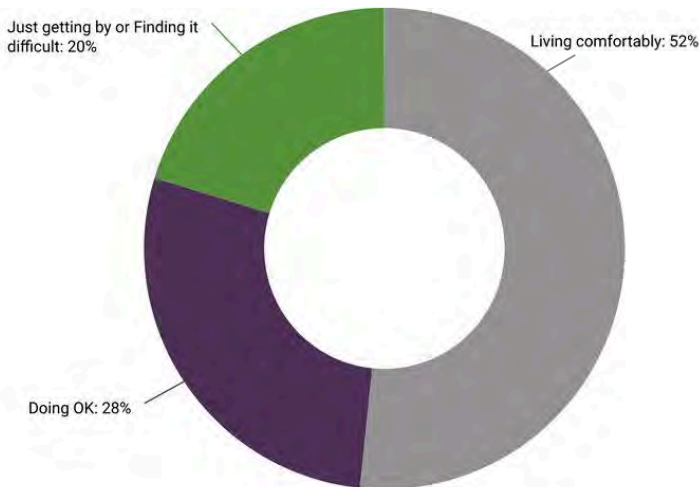


Survey, Focus Group, & Key Informant Interview Data

Income & Employment

California's *Master Plan for Aging* indicates that almost **30% of older Californians are considered poor or near poor**. The *Master Plan for Aging* uses the Federal Poverty Level (FPL) to define poor and near poor. Up to 99% of the FPL (poor) is an income of \$12,760/year for a single-person household and \$17,240 for a two-person household. Near poor is 100 – 200% of the FPL. Social security benefits average \$1,500/month for retired workers and \$1,250 for disabled workers. The fair market rent for a one-bedroom apartment in California is \$1,522. **Housing expenses alone could nearly or completely account for the entire income of an older adult solely reliant on social security.**

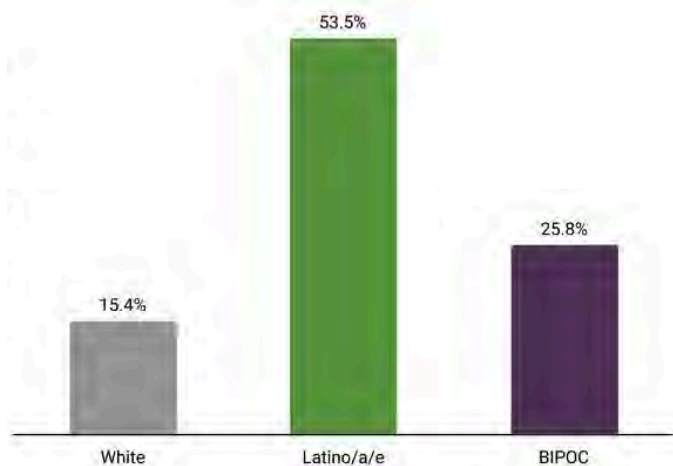
$$\$1500 - \$1522 = -\$22$$



NOAA respondents economic comfort level

As illustrated in the graph to the left, over half of all respondents reported “living comfortably” while 27.8% reported “doing okay,” and **20% reported that they are “just getting by” or “finding it difficult to get by.”**

However, the number of individuals struggling financially increases among low-income and Latino/a/e respondents: **56% of low-income and 53.5% of Latino/a/e are struggling financially** (“just getting by” or “finding it difficult to get by”). In contrast, 15.4% of White respondents and 25.8% of BIPOC respondents across all income levels reported that they are struggling financially. The graph to the bottom left depicts the racial disparity of individuals who indicated they are struggling financially.



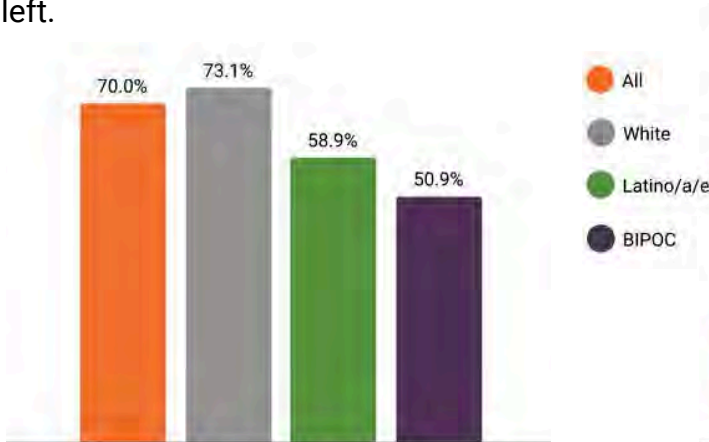
NOAA respondents that are “just getting by” or “finding it difficult to get by”

In this report low-income reflects local conditions and policies and includes households with an income of \$24,999 or less. This is based on both federal poverty guidelines and data that informs the work of Providence staff for federal and state benefits.

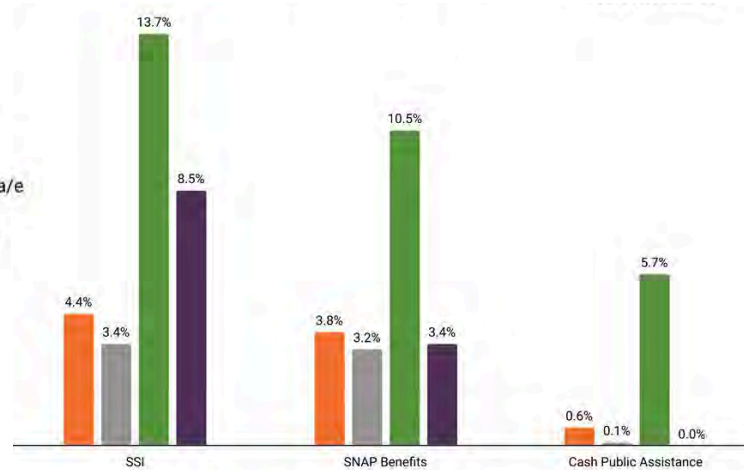
Income Disparity

We see the most startling differences in income when we look at income source by racial group.

When asked **“What are your primary sources of household income?”** 73.1% of White respondents indicated that Social Security was their primary source of income, while only 58.9% of Latino/a/e and 50.9% of BIPOC respondents indicated the same. This data is illustrated in the chart below and to the left.

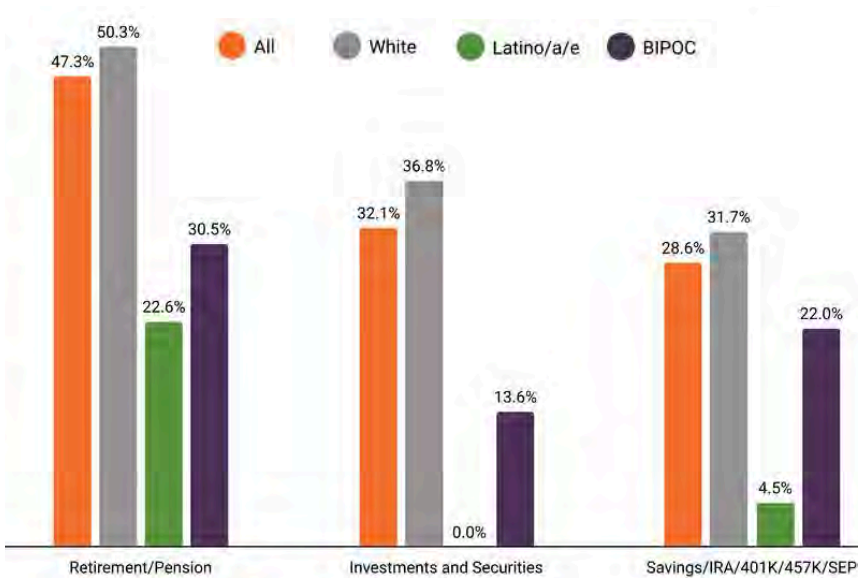


NOAA respondents that indicated Social Security is a primary source of income



NOAA respondents that rely on public assistance as a primary source of income

We see **an even larger disparity** when we look at the difference between populations receiving most of their income from public assistance programs (graph above right) and populations receiving most of their income from retirement/pension, investments, and/or retirement savings accounts (*below left*).



NOAA respondents that rely on pensions, investments, and retirement savings accounts as a primary source of income



Area for Action

In alignment with the California Master Plan for Aging, Napa County has the opportunity to look at policy changes that ensure not just a living wage, but a thriving wage for all ages and races.

While pensions, investments, and retirement savings accounts are not necessarily a marker of wealth, they indicate that individuals have had opportunities for employment that contributed to their retirement or offered wages beyond what they needed to meet basic needs.

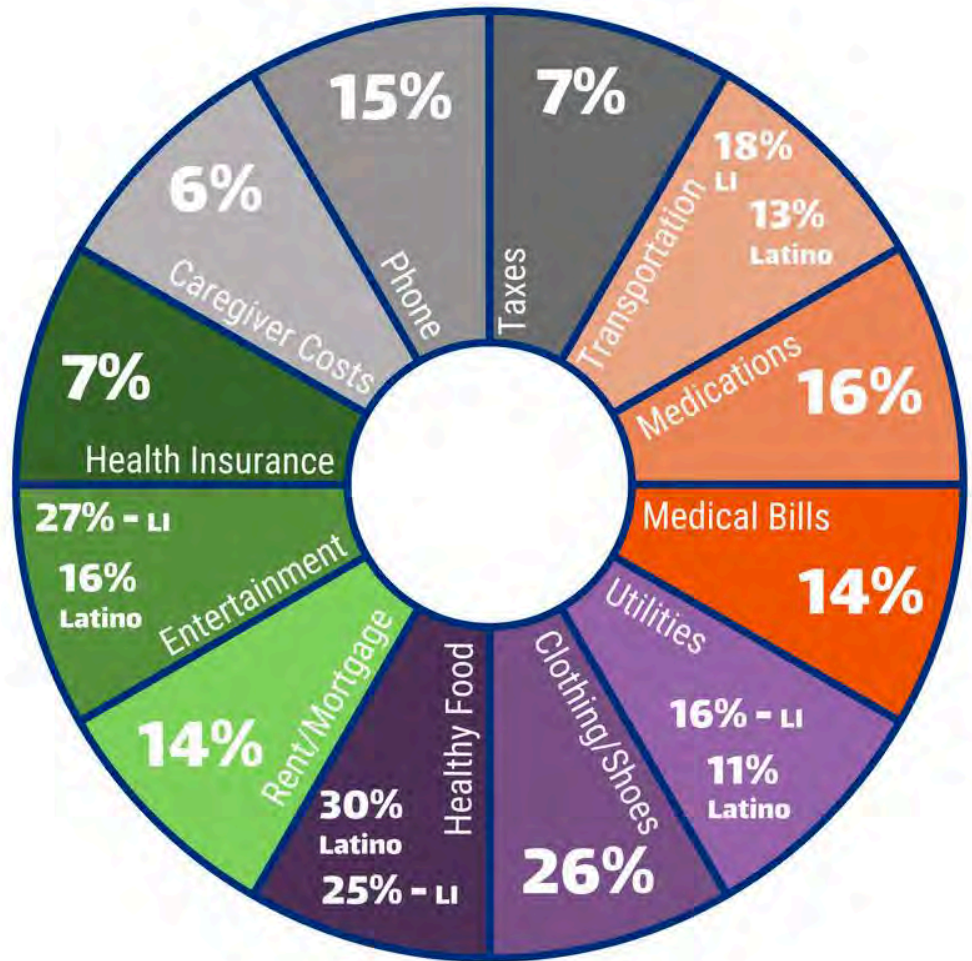
Basic Needs

There's more to a joyful, thriving life than bills and budgets, but it can be difficult to rest, savor, and enjoy life when bills can't be paid and budgets won't balance. Survey respondents were asked to indicate if they had been unable to afford any of the everyday things identified in the graphic wheel below since 2020. **76% of general respondents and 81% of White respondents reported "I have been able to afford everything listed," in contrast to 41% of low-income and 42% of Latino/a/e respondents.**

57.4% of Latino/a/e and 59% of low-income respondents indicated they had been unable to afford at least one of the everyday necessities identified in the wheel to the right.

Percentages in the wheel represent Latino/a/e and low-income respondents that were unable to afford one or more of the items included in the wheel.

Areas where there was more than a 3% difference between the response from Latino/a/e (abv. Latino) and low-income (LI) respondents include both percentages. For all others, the higher of the two percentages is listed.



% NOAA Latino/a/e and low-income respondents who indicated they could not afford at least one of the everyday necessities above



Area for Action

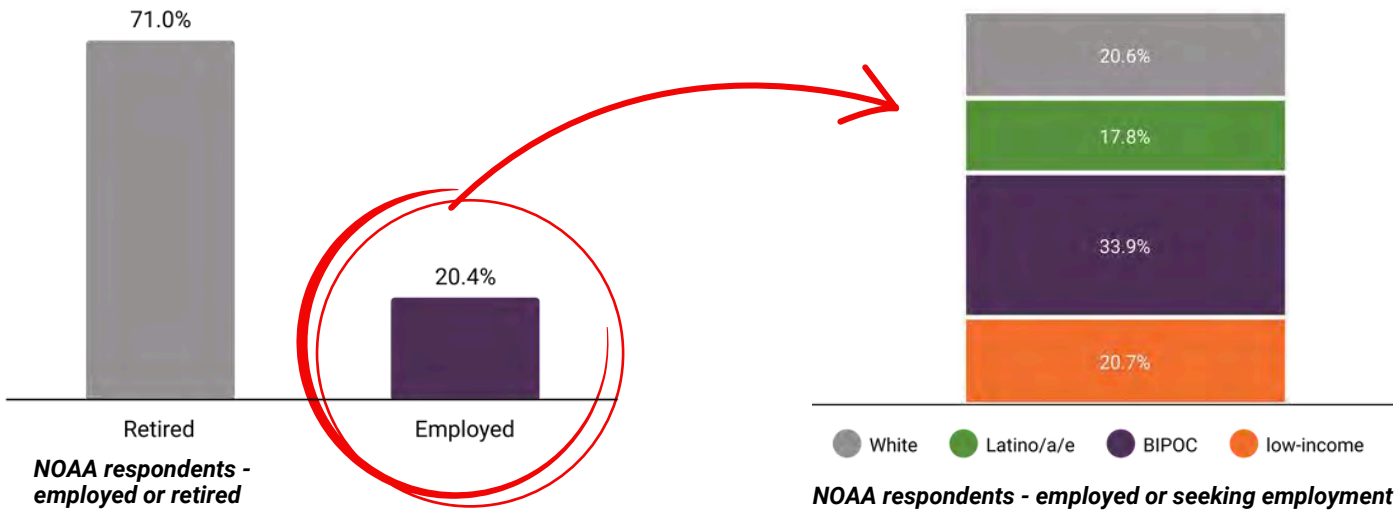
Over 20% of all older adults and 56% of Latino/a/e older adults are struggling financially. Napa County has the opportunity to invest in

programs that put cash directly into the hands of the most vulnerable communities.

Nationally and in California, Guaranteed Basic Income programs continue to demonstrate positive outcomes for participants and communities.

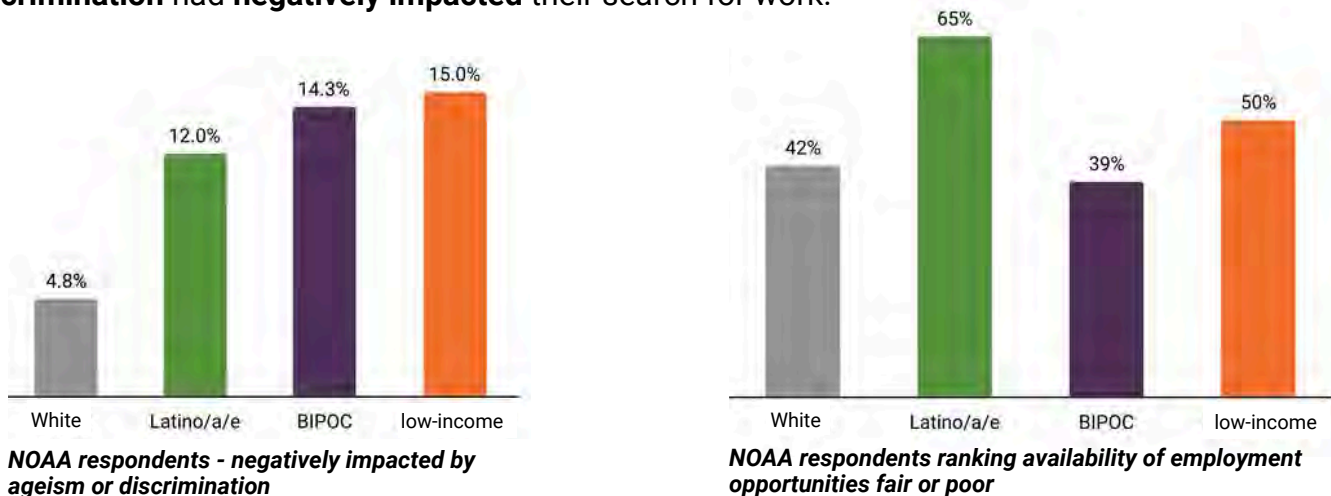
Employment

Regarding employment, 71% of respondents are retired and 20.4% are employed. 20.3% of White, 17.8% of Latino/a/e, and 33.9% of BIPOC respondents are employed.



Of those who do work or are looking for work
50%
 cannot afford to stop working

12% of Latino/a/e, 14.3% of BIPOC, and 15% of low-income respondents indicated that ageism or discrimination had negatively impacted their search for work.



42% of White, 65% of Latino/a/e, 42% of BIPOC, and 50% of low-income respondents rated availability of employment opportunities for older adults as fair or poor.

Health

Through a series of 34 questions the NOAA survey collected responses regarding participants' experiences and feelings on the **availability of care, ailments/diagnoses, vaccinations, exercise and activity, feelings of wellness, insurance, access to care, dental care, barriers to care, access to food, safety, fraud/scams, independence, support systems, falls, and caregiver access.**

Analysis of focus group and KII responses indicated five key areas for concern and five key areas for opportunity. Areas of concern included food insecurity, service accessibility, cognitive impairment, falls, and costs associated with insurance, medical/dental care, and medications. Priorities for solutions focus on service integration across sectors and providers to offer holistic community-driven care. Strategies to support healthy aging should incorporate transportation, mental health, social supports, and financial support with caring regard for low-income and Latino/a/e individuals.

Top Areas of Concern

- 1 Food Insecurity
- 2 Accessibility
- 3 Cognitive Impairment
- 4 Falls
- 5 Insurance/Cost

Areas for Opportunity

- 1 Food Insecurity
- 2 Service Integration
- 3 Programming
- 4 Mental Health
- 5 Falls

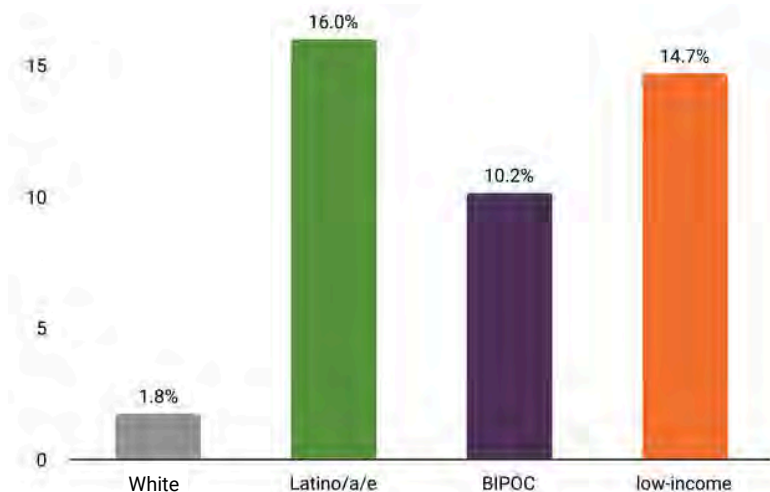
Food Access

Food insecurity and nutrition were significant areas of concern across the survey, focus groups, and KII. Concerns focused on access to affordable, nutritious food. Participants cited the high cost of food in both restaurants and grocery stores as a concern.

The NOAA survey indicated food insecurity in Napa County is prevalent among Latino/a/e, BIPOC and low-income older adults. Of the general respondents, 3.7% reported disagreeing or strongly disagreeing that they have enough food to eat, which is significantly lower than the state's rate of 11.4% for adults ages 60 and older (United Health Care Foundation).

Food Access

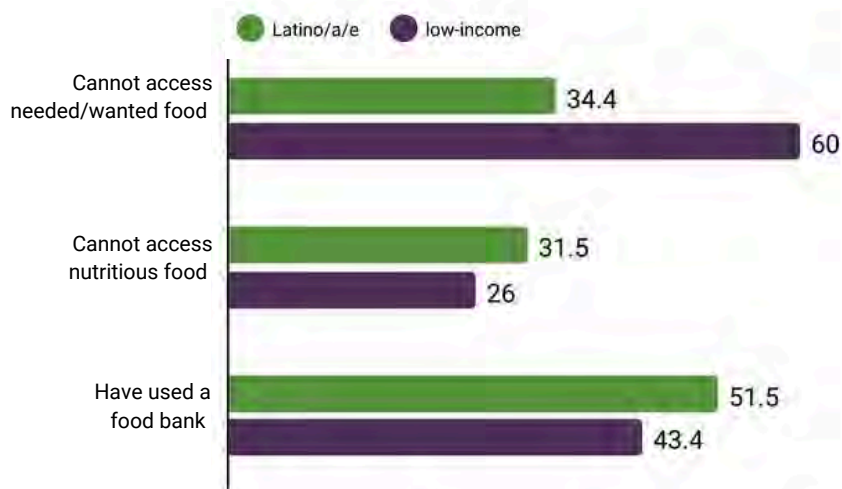
When compared to White respondents of all wealth levels (1.8% reported not having enough food to eat), underrepresented populations are experiencing higher food insecurity: **16% of Latino/a/e and 10.2% of BIPOC. Additionally, 14.7% of low-income respondents reported not having enough to eat.**



NOAA respondents reporting food insecurity

In addition to a significant number of Latino/a/e older adults experiencing food insecurity, 34.4% report not being able to access the food they need or want; 31.5% report not having access to nutritious food; and **51.5% report using food banks, pantries, or meal programs to access food, the latter is nearly double compared to BIPOC and over five times higher than White respondents.**

For low-income respondents across all demographics, 60% cannot afford the food they need or want; 26% did not have access to nutritious food; and 43.3% use food banks, pantries, or meal programs.



NOAA respondents - challenges to accessing food

The most common resources for free food and meals were CANV (Community Action of Napa Valley) food pantries, Meals on Wheels, and the Silver Fox Senior Food Program. **Respondents commented on the poor food quality that is distributed, specifically large amount of processed foods at the food pantries and the poor quality of produce (i.e., moldy) through the Silver Fox program.**

Focus group and KII participants offered reminders for food service agencies to respect older adults' choice in what they eat. This feedback was significant for food delivery services that may not provide meals reflective of unique cultures (the Latino/a/e culture was called out specifically) or foods that seniors want to eat.



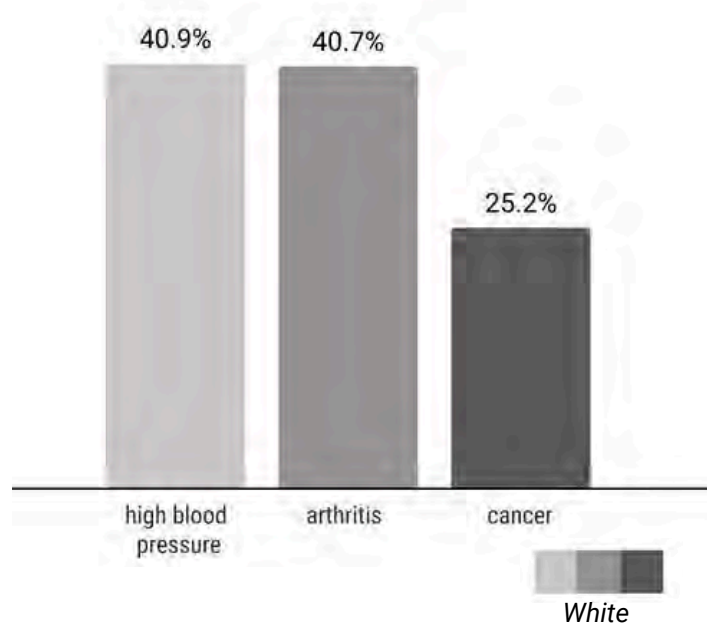
Area for Action

Napa County might consider a food systems initiative with a backbone agency to serve as “a quarterback with authority and funding to connect resources”

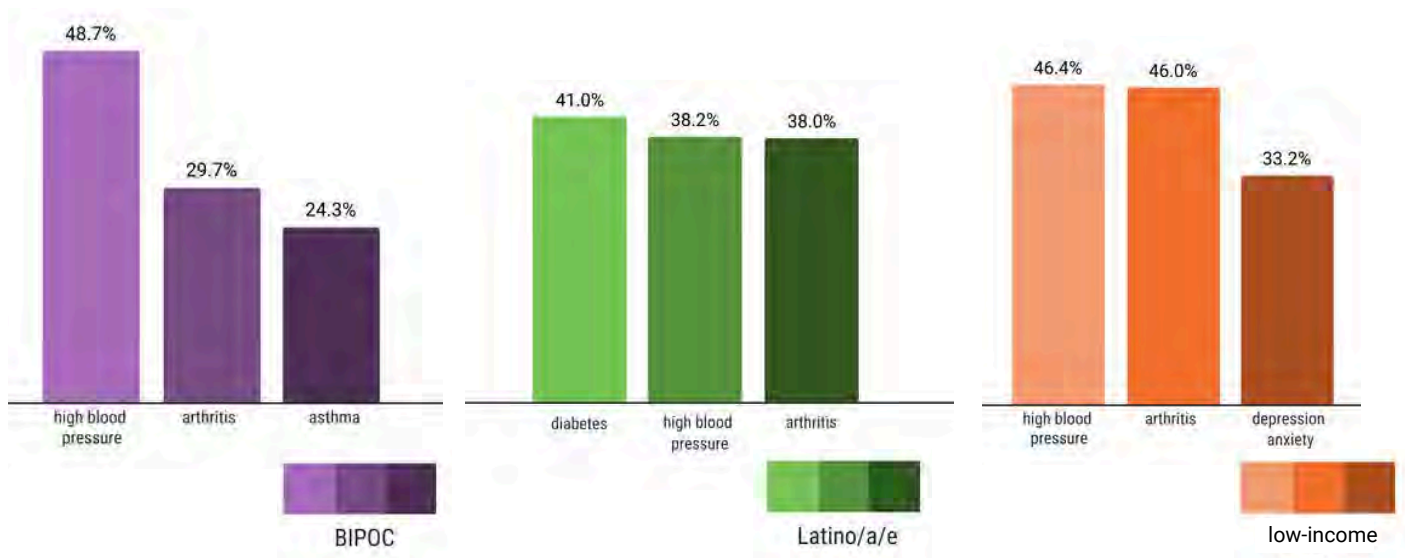
(focus group participant). Emergency food options like the food bank and food pantries, restaurants, farmers markets, Meals on Wheels, and CANV could work together to create a menu of affordable food options for older adults.

Medical Diagnoses & Access to Health Services

Respondents reported that the **top three medical diagnosis are high blood pressure (40.6%), arthritis (39.2%), and cancer (22.8%)**. High blood pressure and arthritis were also reported in the 2019 Napa/Solano Area Agency on Aging Senior Assessment (AAOA Assessment) as the top two diagnosis with diabetes being the third most common diagnosis. In the 2023 survey, diabetes was the sixth most reported diagnosis (16%) for respondents.



NOAA respondents top three health diagnoses



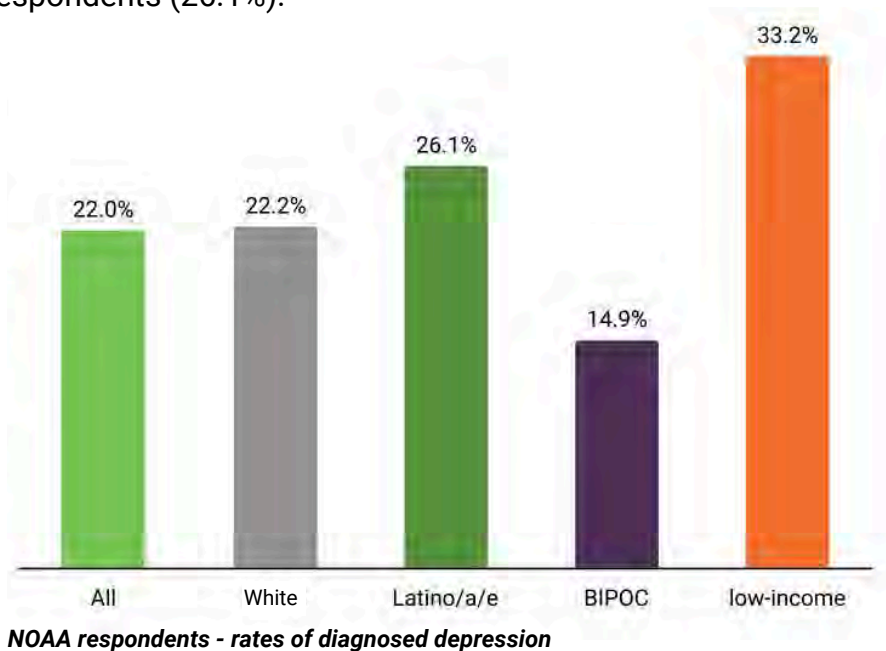
However, for **Latino/a/e respondents, diabetes was the top diagnoses (41%)**, followed by high blood pressure (38.2%) and arthritis (38%). **High blood pressure (48.7%)**, arthritis (29.7%), and asthma (24.3%) were the top three diagnoses for **BIPOC respondents**. **High blood pressure (46.4%)**, arthritis (46%) and depression or anxiety (33.2%) were the top three for **low-income respondents**

Medical Diagnoses & Access to Health Services

Additionally, **depression or anxiety was the fourth most common diagnosis** for both the general population (22%) and Latino/a/e respondents (26.1%).

Accessibility of medical facilities and service integration were also identified as areas of concern by focus group and KII participants with significant implications for transportation, community planning, and infrastructure. Concerns focused on a lack of specialty services in Napa County. Participants indicated that trips to Santa Rosa and the larger Bay Area were often necessary but were costly and time-

consuming. Throughout focus group and KII discussions on Health and Wellness, American Canyon and Up Valley were called out as areas with limited access to medical facilities, requiring need of extra concern and care.



10.3%

of Latino/a/e survey respondents indicated their **primary care provider or family doctor does not use language that they can easily understand.**



Focus group and KII participants recommended investing in community initiatives to coordinate rides for seniors, improve partnerships across medical providers, and support policies and planning to expand infrastructure to bring more medical professionals and services to Napa County. Increasing the capacity of Healthy Minds, Health Aging could improve backbone support for this work.

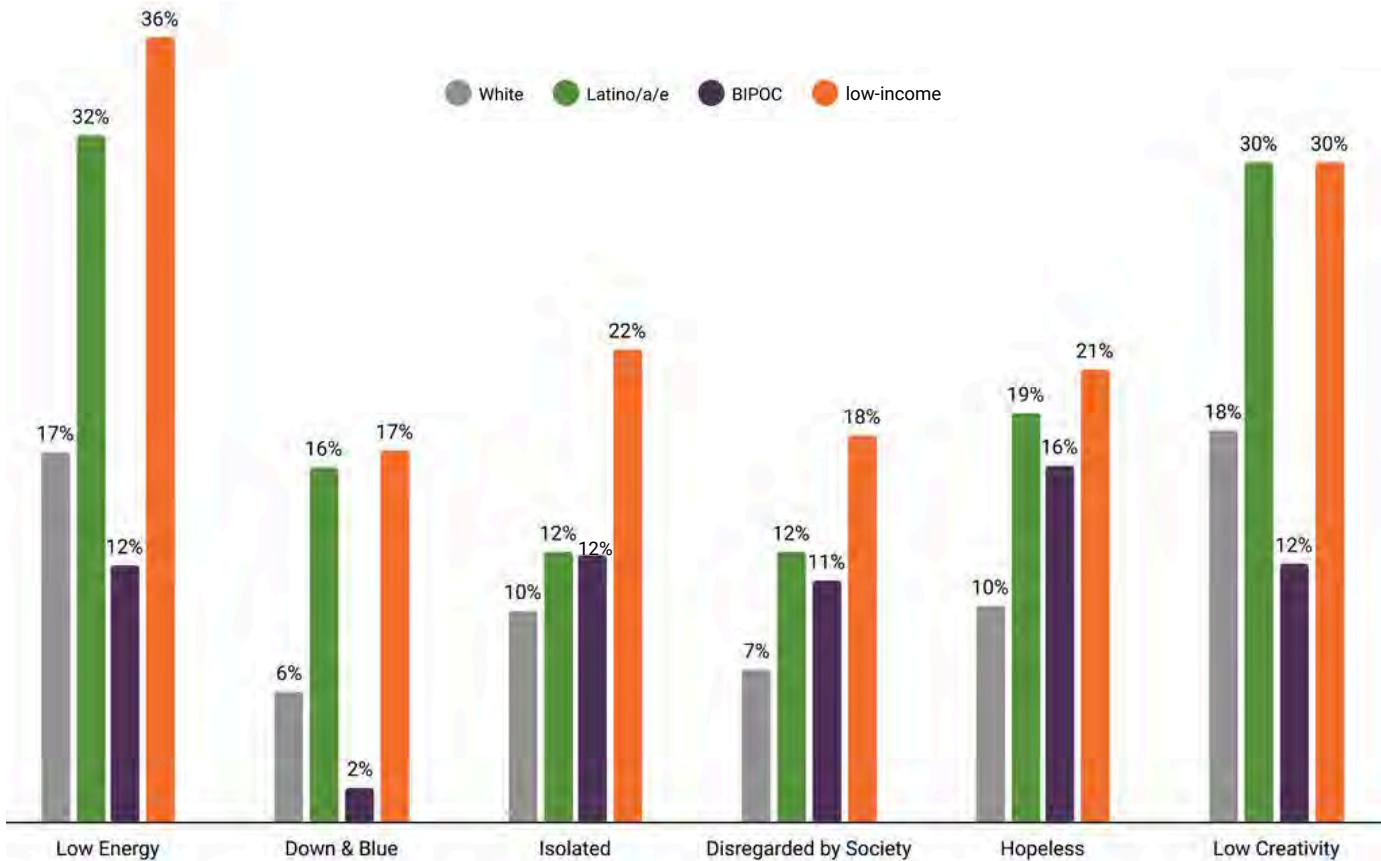
Mental Health

Latino/a/e older adults report feeling less energetic; down and blue; more isolated; more disregarded by society; less hopeful and less creative than the general respondent population, including when compared to BIPOC, White and low-income respondents.

16% of Latino/a/e respondents reported feeling “down and blue” all or most of the time, 10 percentage points higher than non-Latino/a/e respondents (6%). Less than half of Latino/a/e respondents reported feeling “hopeful” and “peaceful and calm” in contrast to over 63% of non-Latino/a/e older adults.

Low-income respondents are over twice as likely to feel unhappy in their lives compared to the general respondents: 18% feel disregarded by society; 17% feel “down and blue” all or most of the time; and 22% reported feeling isolated.

As depicted in the chart below, **Latino/a/e and low-income respondents consistently reported poorer feelings of well-being.**



NOAA respondents - reported feelings of well-being



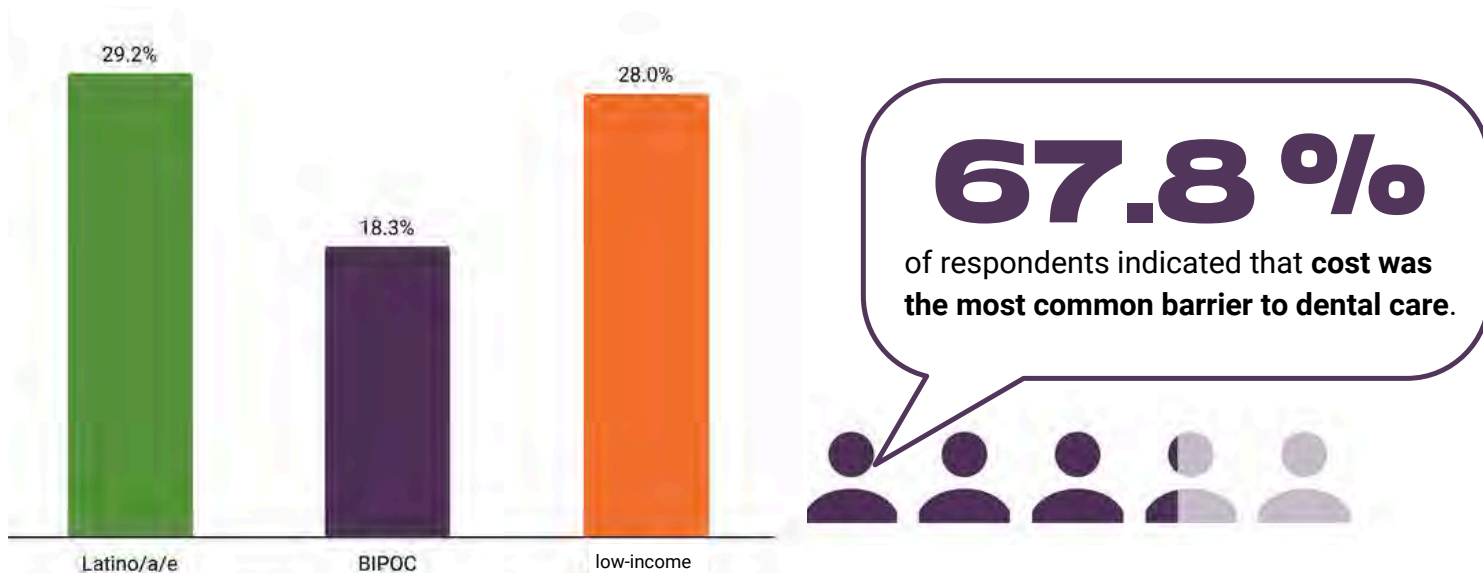
Area for Action

Latino/a/e and low-income respondents report significantly worse mental health symptoms than White older adults. Solutions and

supports should consider a whole-person approach that incorporates culturally competent mental, physical, financial, and social well-being.

Dental Health

86% of respondents reported having access to dental care. However, focus group and KII participants indicated that dental care in Napa County is unaffordable and difficult to find. Survey data indicated disparities in those who do not have care. **Of the 10.6% who do not have access 29.2% are Latino/a/e, 28% are low-income and 18.3% are BIPOC.**



NOAA respondents - % without access to dental care

Independence

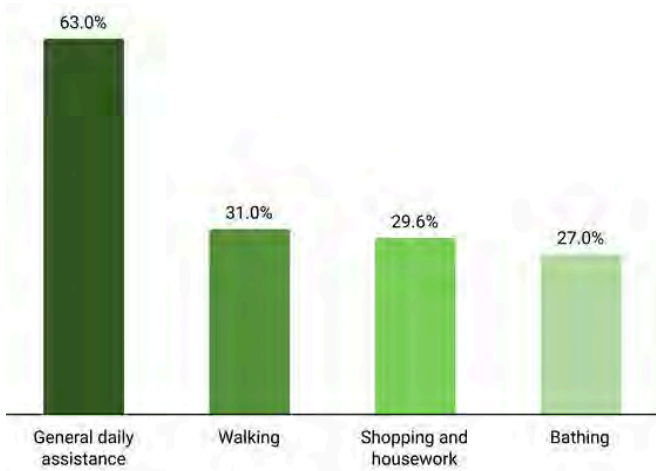
Sixty-four percent of respondents reported not needing any assistance with daily activities due to health or physical challenges. Of those who needed assistance, housework was the greatest need. When respondents were asked who helps them with daily activities, most identified family members (27.9%), spouses (24%) or paid workers (including caregivers) (21.4%). However, **79.3% of respondents skipped this question or indicated that they did not need help.**

Across the board, most respondents (80.4%) did not need any help adding accessibility features to their homes and **89.4% report having someone they can call for medical care, food, rides, and other things**, including family, friends, neighbors, or caregivers. This data aligns with the 2019 AAOA Assessment (81.2%)

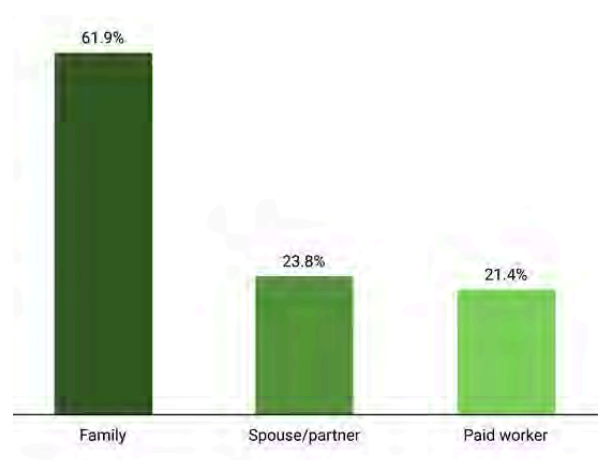
Independence

The disparities among Latino/a/e respondents are evident regarding independence when compared to the general respondents: Only 37% reported not needing any assistance in daily activities, with 31% reporting needing assistance walking, 29.6% needing help with shopping and housework, and 20.7% needing help with bathing.

When asked who helps them with these tasks, 86% of Latino/a/e respondents completed the question reporting that family (61.9%), a spouse/partner (23.8%), or paid worker (21.4%) provides support.

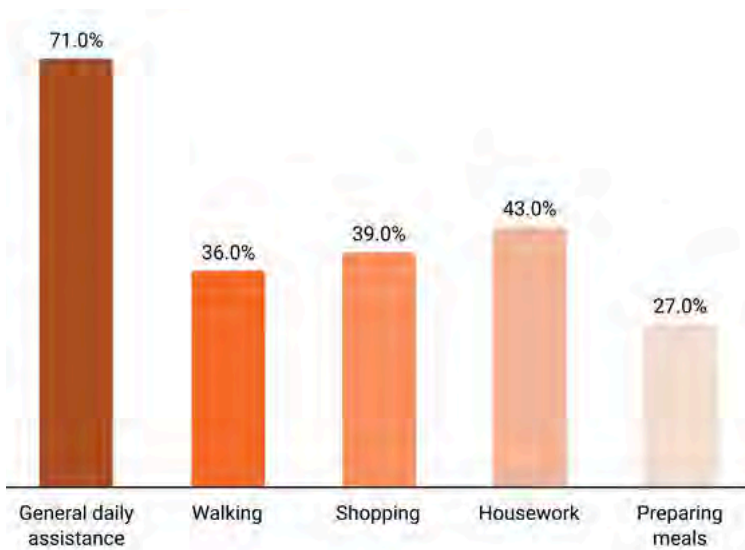


NOAA Latino/a/e respondents - type of assistance needed



NOAA Latino/a/e respondents - sources of support

The disparities are just as concerning for low-income respondents: only 29% do not need assistance, with 36% walking, 39% groceries, 43% reporting needing assistance with housework, and 27.2% preparing meals.



NOAA low-income respondents - type of assistance needed



Area for Action

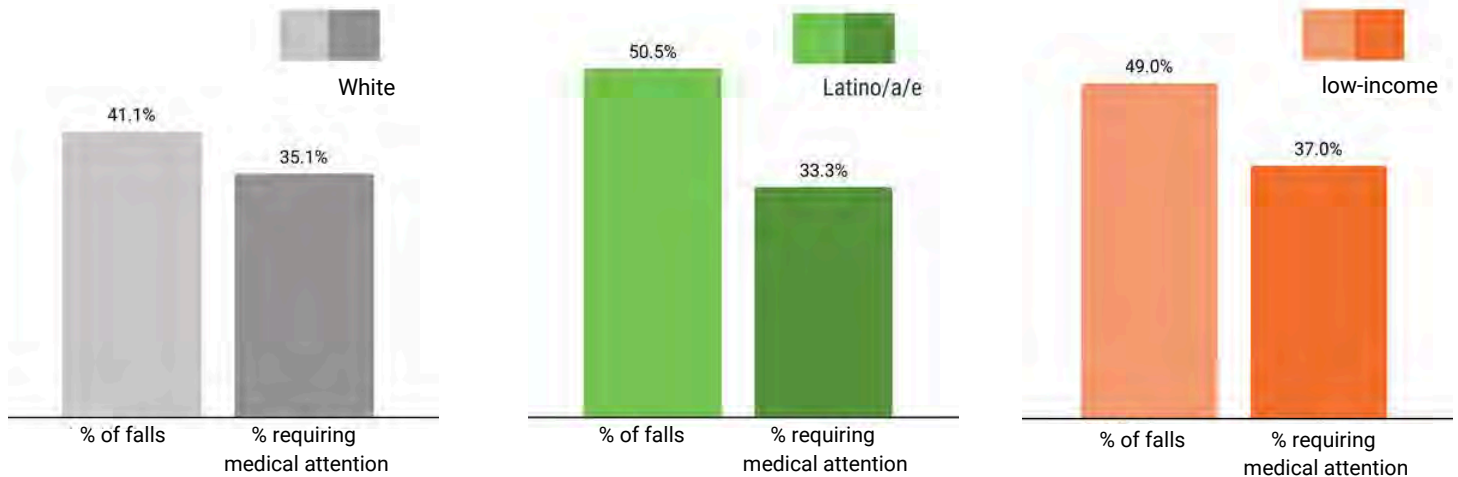
Compared to all respondents, Napa County's low-income and Latino/a/e individuals report disproportionately higher needs for assistance.

Napa County might consider what supports individuals need to live independently or how to increase access to assistance.

Falls & Fall Prevention

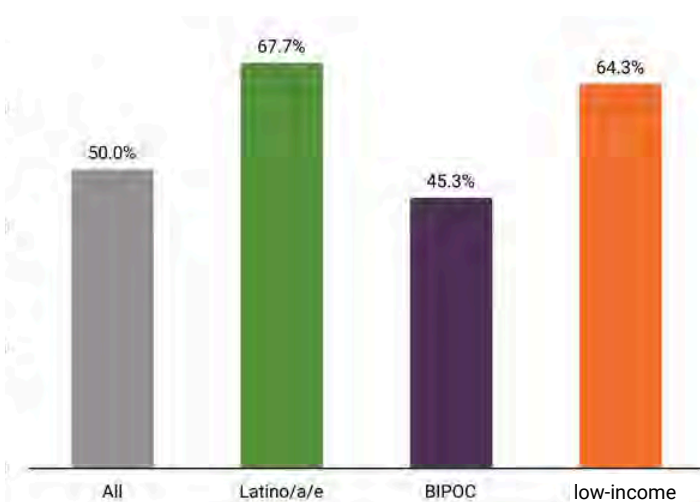
Twenty-five percent of adults aged 65 and older fall every year in the United States (United Health Care Foundation). In the survey, **41.1% of adults 60 and older reported falling at least once in the past year**, with 37.9% reporting falling 1 to 4 times and 35.1% reported needing medical care as a result.

The fall rate is higher for Latino/a/e respondents 60 and older. Half (50.5%) reported falling at least once with 33.3% needing medical care. Low-income residents were statistically right behind, with 49% experiencing one or more falls in the past year, however more (37%) needed medical attention.



% NOAA respondents reporting falling at least once in the last year

For all respondents (60 and older), 50% are concerned about falling, which increases to 67.7% for Latino/a/e respondents and 64.3% for low-income respondents. Despite the high number of individuals concerned about falling, 64.9% of all respondents are not interested in taking a fall prevention class, however **56.7% of Latino/a/e respondents and 46.5% of low-income respondents are interested in taking a fall prevention class.** Only 12.7% of respondents reported taking a fall prevention class.



% of NOAA respondents that are concerned about falling

Area for Action

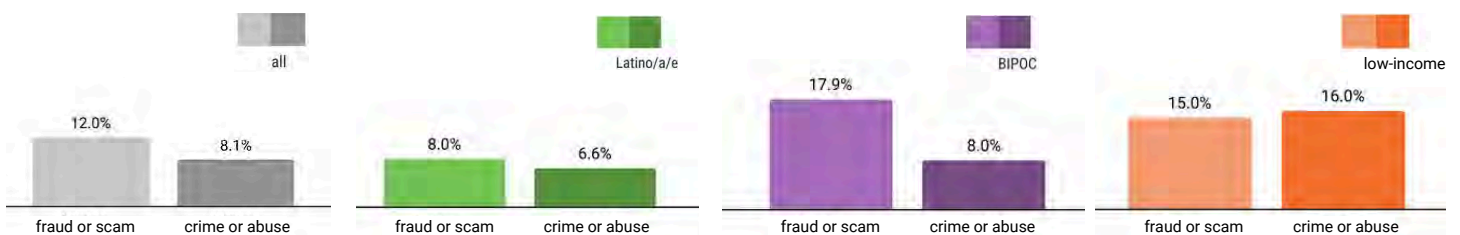
Focus group and KII participants pointed to the need for fall prevention classes like those offered by Share the Care, while also noting that transportation and isolation are concerns. To increase interest in fall prevention classes, Napa County might consider an approach to fall prevention that includes transportation and focuses equally on building strong social supports across participants and on fall prevention. Cross-sector and cross-agency partnerships should be considered and might include healthcare providers, community/senior centers, and Molly's Angels.

Fraud, Scams & Abuse

According to the National Council on Aging, **1 in 10 adults (10%) ages 60 or older will experience a form of elder abuse**, including physical, sexual or emotional abuse; confinement; passive neglect; willful deprivation and/or financial exploitation (NCOAging).

In a multiple-choice question, respondents were asked to select if they were victims of a crime, fraud or scam, physical or emotional abuse, or if they had not experienced a crime. **Twelve percent of respondents reported being a victim of fraud, or a scam with BIPOC respondents reporting the highest rate at 17.9%.** However, rates of physical and emotional abuse and general crime among the BIPOC community were significantly lower at 8%.

Low-income individuals also experience crime, abuse, and fraud at higher levels than the general respondent population: 15.1% fraud or scams and 16% have been victims of abuse and/or crime.



NOAA respondents' reported rates of fraud/scam and crime/abuse

After experiencing abuse or a crime, **respondents told family members or friends (69%), law enforcement (36%) or a counselor, doctor, or spiritual advisor (12%).** Of the general population, only 4.4% reported to Napa County Adult Protective Services (APS), however, **11% of low-income respondents reported using APS.** None of the Latino/a/e respondents who reported experiencing abuse or a crime indicated using APS. 4.4% of BIPOC respondents reached out to APS.



Area for Action

Napa County could consider researching risk factors for crime, abuse, and fraud toward older adults. Are there risk factors that are unique to low-income and BIPOC community members that might also be addressed through coordinated efforts across providers of mental, physical, social, and economic services? Additionally, are there culturally sensitive strategies that might increase the number of people reaching out to APS?

Health: Focus Groups & Interviews

Dovetailing with survey data, focus group and key informant interview participants shared concerns about older adults' health and proposed strategies for support.

Top Areas of Concern

- 1 Food Insecurity
- 2 Accessibility
- 3 Cognitive Impairment
- 4 Falls
- 5 Insurance/Cost

Priorities for Next Steps

- 1 Food Insecurity
- 2 Service Integration
- 3 Programming
- 4 Mental Health
- 5 Falls

Food insecurity and nutrition were the most significant areas of concern and potential for opportunity related to Health and Wellness. Concerns focused on access to affordable nutritious food. Participants cited the high cost of food in both restaurants and grocery stores as a concern. Additionally, there were admonitions to support older adults' choice in what they eat. This was significant for food delivery services that may not provide meals reflective of unique cultures (the Hispanic/Latino culture was called out specifically) or foods that seniors want to eat.

Solutions to support food accessibility called for a food systems initiative. One participant suggested "a quarterback with authority and funding to connect resources." Emergency food options like the food bank and food pantries, restaurants, farmers markets, Meals on Wheels, and CANV could work together to create a menu of affordable food options for older adults, especially those with fixed incomes and those who are challenged to leave their homes.

Participants also noted that coming together to prepare and eat food builds community connections and supports mental and physical health. Opportunities to prepare and deliver food for people that cannot leave home or in rural areas could be considered a bridge between nutrition, community connectedness, transportation and equity and inclusion.

Health: Focus Groups & Interviews

Accessibility of medical facilities and service integration were also identified as areas of focus within the Health and Wellness priority area with significant implications for transportation, community planning, and infrastructure. Concerns focused on a lack of specialty services in Napa County. Participants indicated that trips to Santa Rosa and the larger Bay Area were often necessary but were costly and time-consuming. Solutions pointed towards community initiatives to coordinate rides for seniors, improved partnerships across medical providers, and policies and planning to expand infrastructure to bring more medical professionals and services to Napa County. Increasing the capacity of Healthy Minds, Health Aging could improve backbone support for this work.

Mental health, dental health, and fall prevention were also identified as areas of need. Participants called for mental health awareness and an increase in therapy services. Dental care is unaffordable and difficult to find. Fall prevention awareness is a paramount concern. In addition to increasing awareness there is need for classes to support balance and strength before and after falls. Participants also called for funding to support remediations in homes and businesses to prevent falls.

Throughout discussions of Health and Wellness, American Canyon and UpValley were called out as areas in need of extra concern and care.

Within the Health & Wellness priority area, participants offered a wide range of creative solutions that are listed below with the intent to spark ideas for implementation.

Sparks for Innovation

- Facilitate deeper partnerships with Farmers Markets.
 - Provide gift cards or vouchers for nutritious food.
 - Healthcare providers could use Farmers Markets to tell people about their services. Ole Health was called out as an example of exceptional outreach through Farmers Markets.
 - Partner with culturally sensitive food providers who understand dietary preferences within the Latino community.
- Partner with local restaurants to offer senior discounts.
- Bring seniors together to prep and deliver meals for other seniors that are home bound.

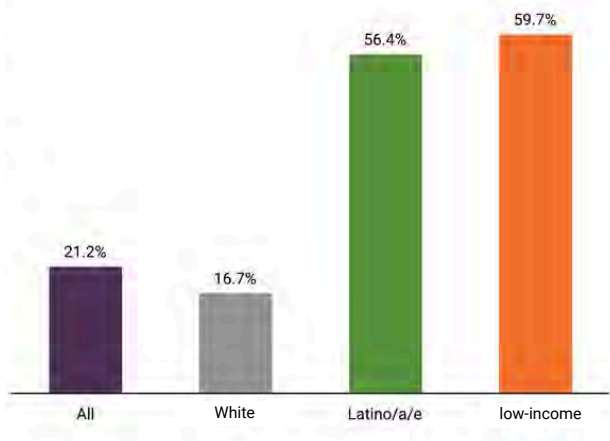
Housing

Affordable housing and the freedom to age in place were considerable concerns for participants.

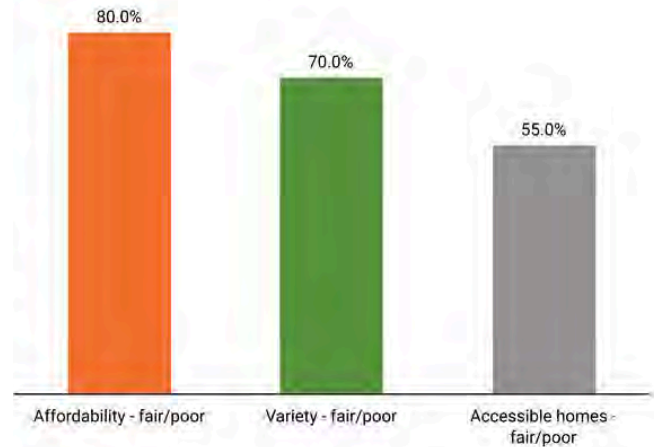
Increases in rents and property prices and a decrease in property availability were noted by focus group and KII participants in relationship to the critical role housing plays in an older adult's opportunity to age in place. Aging in place isn't only the product of affordability, it also includes access to services, home design that is safe and manageable for an aging person, and opportunities for community connectedness.

Affordable housing has been and remains a challenge in Napa County. **Of the total respondents, 80% reported that the availability of affordable housing in Napa County is "fair" or "poor."** Respondents also view the variety of housing options (70%) and availability of accessible housing (55%) as "fair" or "poor."

The majority of low-income (59.7%) and Latino/a/e (56.4%) respondents rent their properties, in contrast to 21.2% of all and 16.7% of White respondents.

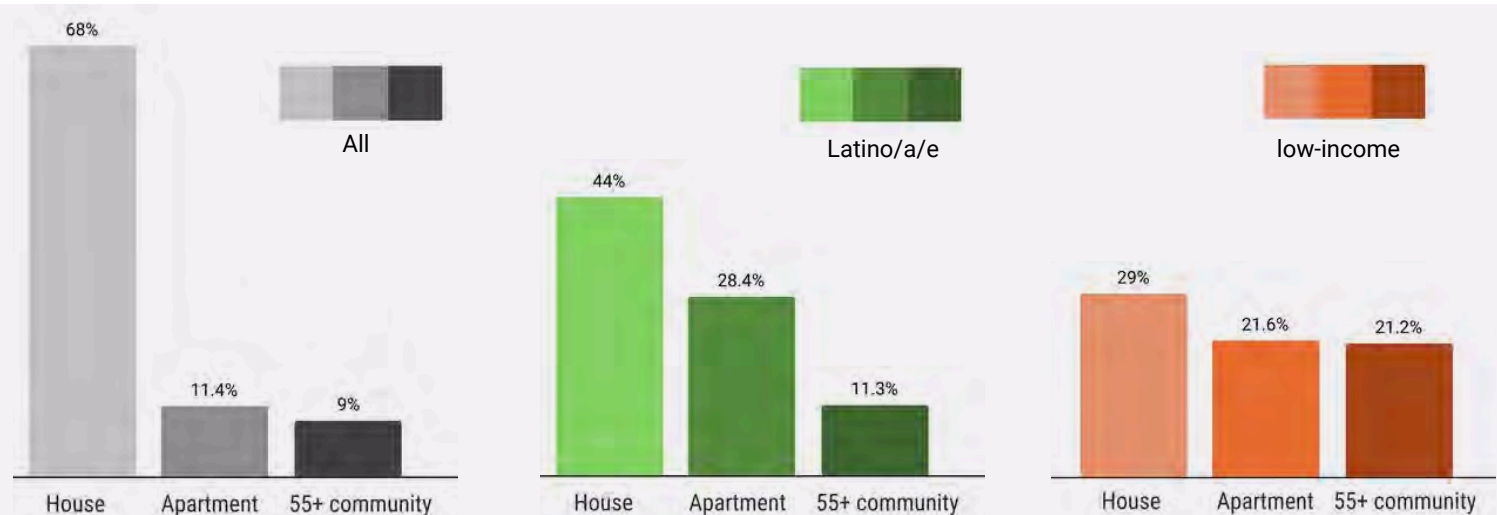


NOAA respondents who rent their home



NOAA respondents who ranked housing affordability, variety, and accessibility as fair or poor

Regarding housing types, the top three forms of housing across all respondents are houses (68%), 55+ communities (11.4%), or apartments (9%). Less than half (44%) of Latino/a/e respondents live in houses, followed by apartments (28.4%) and 55+ communities (11.3%). Low-income respondents had the most diverse living situations, even though houses (29%), 55+ communities (21.6%) and apartments (21.2%) were the top three.



NOAA respondents- types of housing by race and income

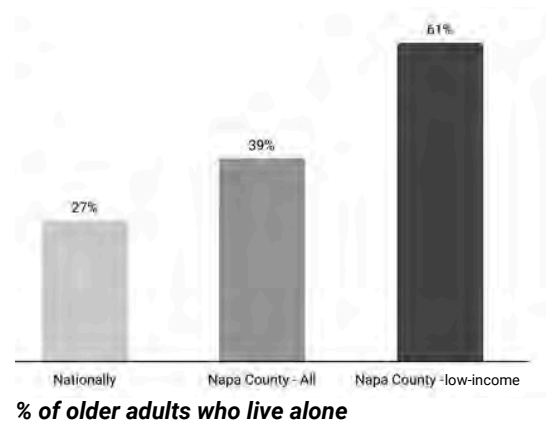
Senior Living Communities

Nationally, 27% of 60 or older individuals live alone (Ausbel). In Napa County, 39% live alone with the highest rate being among low-income respondents at 61%.

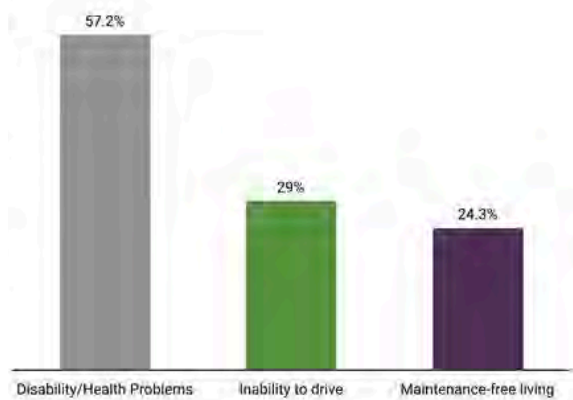
Of the total respondents, 48.4% live with a spouse or partner, which is slightly higher than the national average of 46% (Ausbel). **Only 16.1% of low-income respondents live with a spouse or partner.**

72% of respondents do not anticipate moving into a senior living community in the near- to mid-future.

When respondents were asked what would cause them to move into a senior living community, **57.2% cited having a disability or chronic health condition, followed by inability to drive or lack of transportation (29%) and for maintenance-free living (24.3%).**



Respondents across all groups selected disability or health conditions as the top reason, however, **for low-income respondents, more cost-effective than current residence (20.2%) and inability to drive or lack of transportation (17%)** were the top two reasons. Latino/a/e respondents cited the death of their partner or spouse (22.9%) as the second most common reason.



NOAA respondents reasons for moving to a senior living facility

The idea of moving into a senior living community evoked strong opinions among respondents in the open-ended comments. Many declared that “nothing” will ever make them move into a senior living community, including one respondent who declared: “I’d rather die.” Some respondents also cited that it is too expensive to live in a senior living community.



Area for Action Across survey respondents, senior living communities are associated with negative life outcomes. Across focus groups and KII participants, isolation was a significant concern for Napa County’s older adult community. How might Napa County create communal living for older adults and/or rebrand existing senior living spaces to change people’s negative perceptions? Napa County might consider planned intergenerational communities that offer supports for seniors and cost-effective housing for all.

Housing: Focus Groups & Interviews

Affordable housing and the freedom to age in place were considerable concerns for participants of focus groups and key informant interviews. Increases in rents and property prices and a decrease in property availability were noted in relationship to the critical role housing plays in an older adult's opportunity to age in place. Aging in place isn't only the product of affordability, it also includes access to services, home design that is safe and manageable for an aging person, and opportunities for community connectedness.

Housing subsidies to support home improvements as well as offset rent and mortgage payments were a top concern and an opportunity for support. Providing financial support to keep people housed is less expensive and time-intensive than supporting people who are experiencing homelessness. Continuous, long-term subsidies are necessary to keep older adults on fixed incomes in their homes. Additionally, multiple people identified a need for Napa to invest in building older adult friendly communities that were affordable. Exploring a Guaranteed Basic Income program could support housing, finances, health access, and transportation.

Many key informants identified housing as a systemic problem that will require policy advocacy especially at the County and State levels of government.

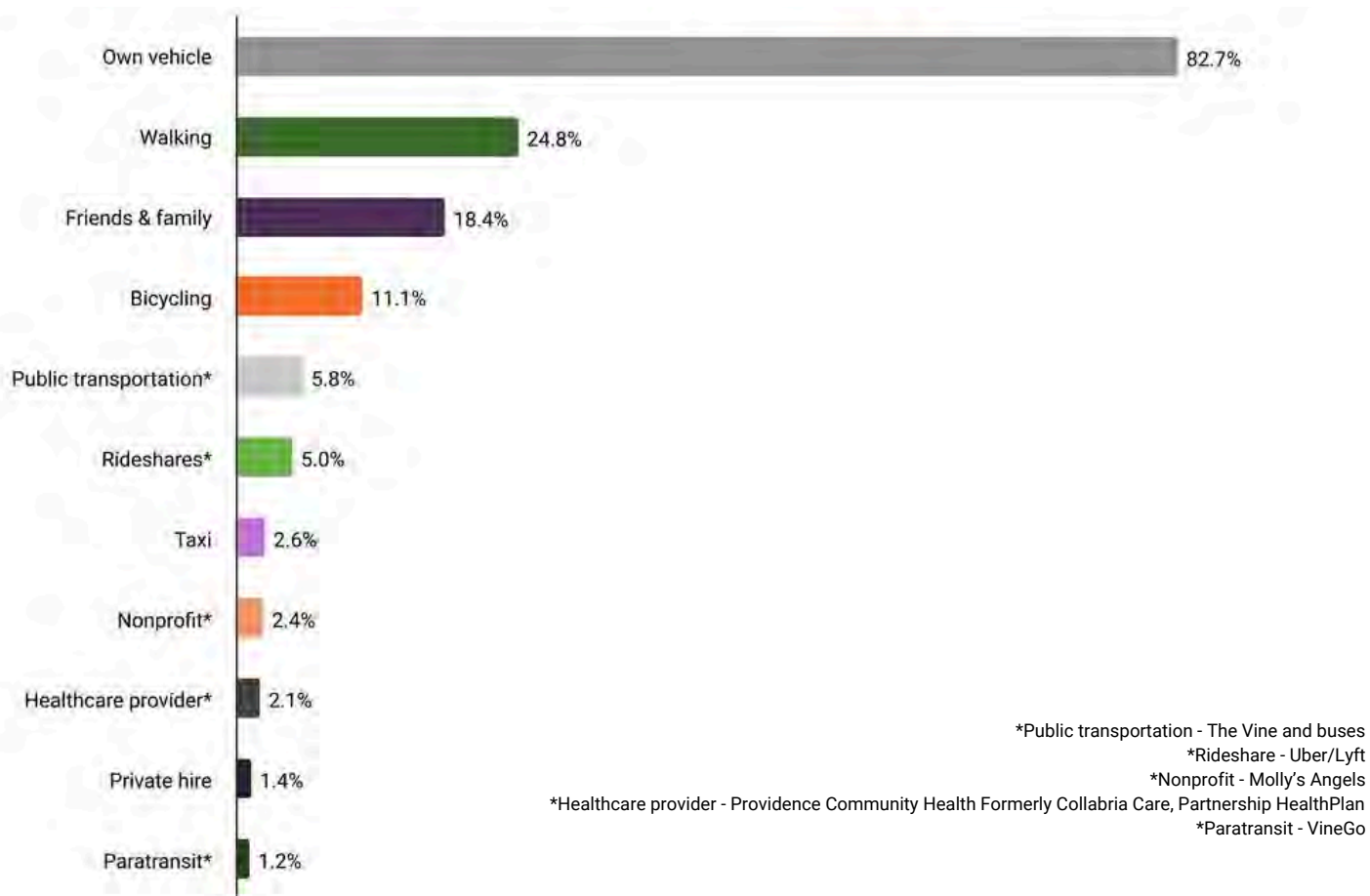
Within the Housing priority area, participants offered a wide range of creative solutions that are listed below with the intent to spark ideas for implementation.

Sparks for Innovation

- Create more board and care homes to create community through housing.
- Create a community fund for rental assistance.
- Many people have second homes in Napa that are vacant much of the year. How could we partner with these home owners to support senior housing?
- Support the design of a separate unit for older adults at the homeless shelter. Older Adults can feel scared staying at a shelter for the first time.
- Offer ADUs or Jr. ADUs for rent.
- Create a dementia village - a protected space including a live in complex and garden.
- Create shared housing (rooms for rent) that is built around the "Golden Girls" concept.
- The Oaks in Petaluma is part skilled nursing facility and part preschool. During preschool hours children and older adults can mingle. Consider a similar model in Napa.
- Petaluma People Services supports a program that connects seniors with home owners that have rooms for rent. Consider a similar model in Napa.

Transportation

Across focus group and KII participants the two most significant transportation concerns focus on service accessibility and the Napa Valley Transit Authority (NVTA). Concerns around service accessibility mirror concerns reflected in discussions about healthcare. Medical appointments are often expensive *and* difficult to access, especially those outside of Napa. This is especially true for people in Up Valley and American Canyon. The graph below demonstrates the types of transportation taken by older adults in Napa County.



NOAA respondents (all) modes of transportation

Driving one's own vehicle is the top mode of transportation for Napa County's older adults – except for Latino/a/e respondents. When respondents were asked to select the modes of transportation (multiple choice) they currently use, 82.7% selected "I drive my own vehicle," followed by walking (24.8%), friends and family providing transportation (18.4%) and bicycling (11.1%).

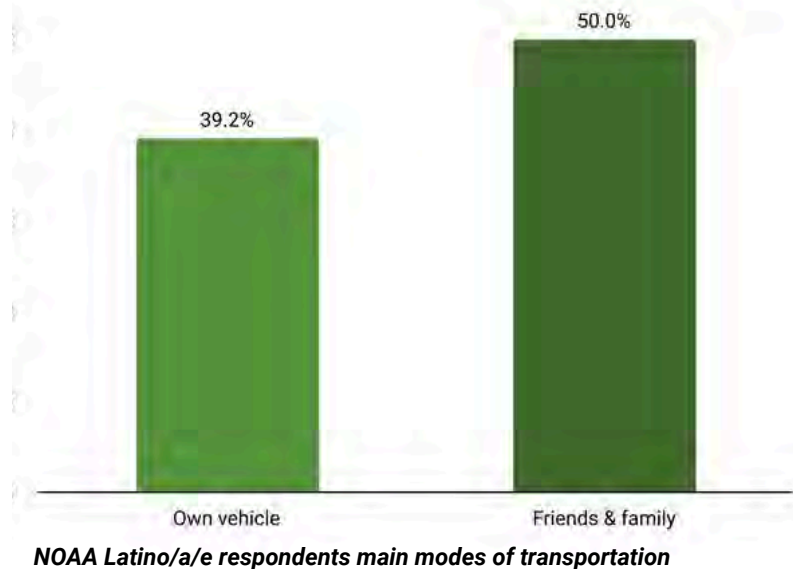
5.8% of respondents selected public transportation (Vine) as a regular mode of transportation. **The use of public transportation increased with low-income (15.6%) respondents.**

However, **most respondents have not used public transportation in the past three years (80.6%)** with Latino/a/e respondents reporting the highest use at 38.4%.

Transportation

However, for Latino/a/e respondents, only **39.2% use their own vehicles**, with “friends or family drive me” being the most common mode of transportation for 50% of the respondents.

When asked to rate the “ease of travel by public transportation,” **50% of respondents rated NVTAs as “fair” or “poor.”** Focus group and KII participants described NVTAs as difficult to access, having poor availability and limited reach, and being unresponsive to needs. This was especially true when participants talked about paratransit and rural areas. A handful of Angwin survey respondents mentioned that there is no public transportation in the area even if they wished to access it.



Reasons for not taking public transportation included the following:

31.1%

“I have no interest in taking public transportation regardless of the reason.”

24.2%

“It takes too long to get where I need to be.”

15.3%

“There are no stops conveniently located near where I live.”

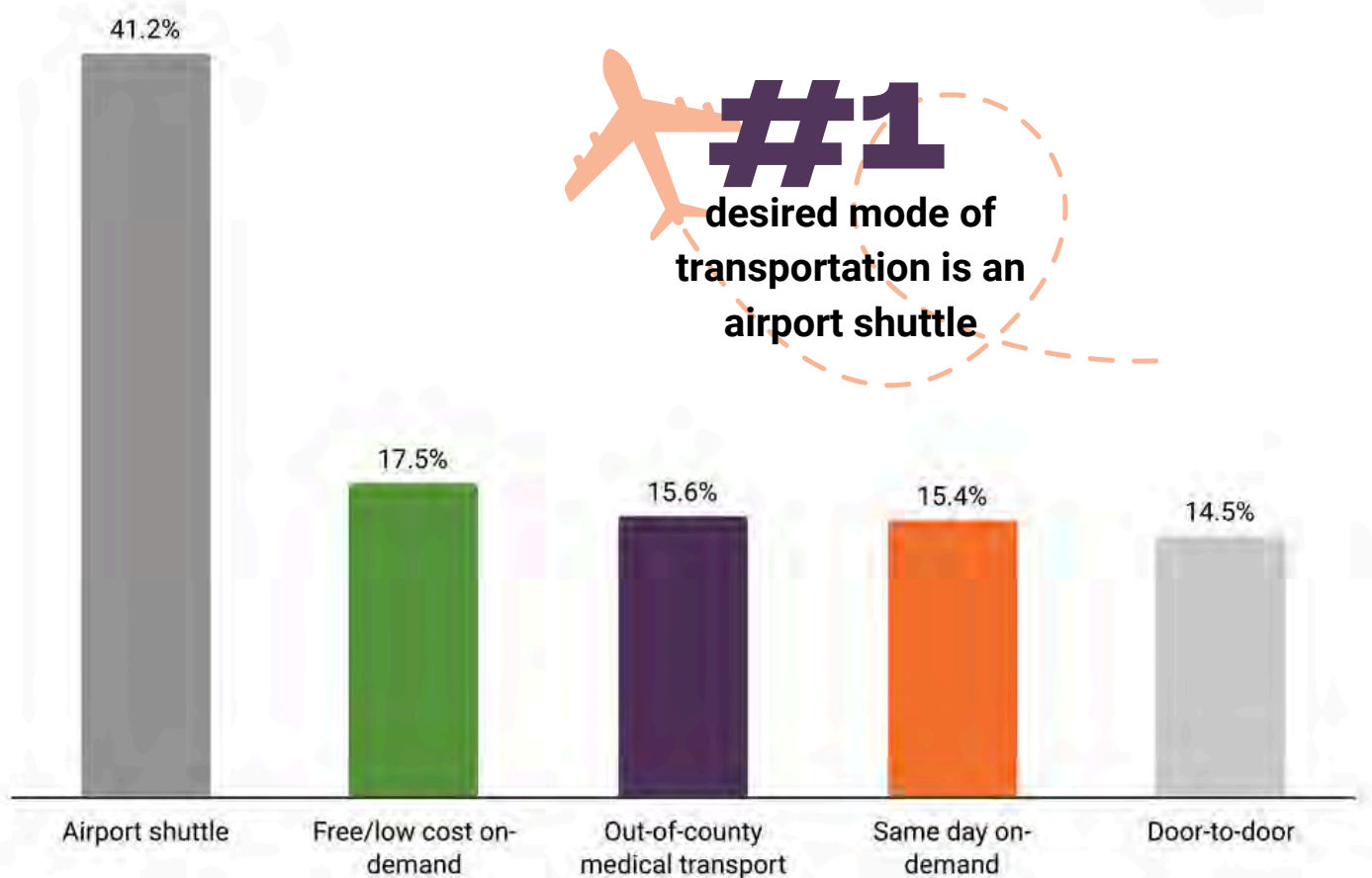
10.8%

“It is too hard to get to and from the stop”

Low-income respondents’ top three reasons for not using public transportation were “difficulty getting on and off the bus” (21.5%), “it takes too long to get to where I need to be” (21.5%) and “it is too hard to get to and from the stop” (20.1%). Latino/a/e respondents reported “I don’t know where to find information about routes, fares, and schedules” (14.7%), “I have no interest in using public transportation regardless of the reason” (14.7%) and “Difficulty getting on or off the bus or shuttle” (13.2%) as the top three reasons.

Transportation

Other transportation modes of interest for respondents were **free or low-cost on-demand** (17.5%), **out-of-county medical transport** (15.6%), **same day on demand** (15.4%) and **door-to-door** (14.5%). These were the top three modes of transport for both low-income and Latino/a/e respondents



Other modes of transportation NOAA respondents indicated interest in



Area for Action

Increased funding for on-demand transportation services could increase rides given, expand service areas (Up Valley was called out multiple times as an opportunity for expansion), increase outreach to Spanish speaking communities, and enable partnerships between on-demand transportation and other support services to care for people with diverse needs.

Consider funding and operating airport and out-of-county medical shuttles.

NVTA services could be improved by expanding service routes and radius, expanding paratransit, improving NVTA's website or creating an app to make it easier to find schedules and routes, focusing on language accessibility for Spanish speakers, conducting marketing and outreach to older adults and the Latino/a/e population, and connecting with transit lines in neighboring counties.

Transportation: Focus Groups & Interviews

The two most significant transportation concerns for focus group and interview participants focus on service accessibility and the Napa Valley Transit Authority (NVTA). Concerns around service accessibility mirror concerns reflected in discussions about healthcare. Medical appointments are often expensive and difficult to access, especially those outside of Napa. This is especially true for people in UpValley and American Canyon.

NVTA was described as difficult to access, having poor availability and limited reach, and being unresponsive to needs. This was especially true when participants talked about paratransit and rural areas. Suggestions for improvement included expanding service routes and radius, expanding paratransit, improving NVTA's website to make it easier to find schedules and routes, and connecting with transit lines in neighboring counties.

In connection with **expanding the radius of NVTA services**, several people mentioned the challenge that if a person lived three quarters of a mile outside of an NVTA service area, they were often cut off from services. Another participant appreciated that during the pandemic NVTA buses would pick people up at their doors.

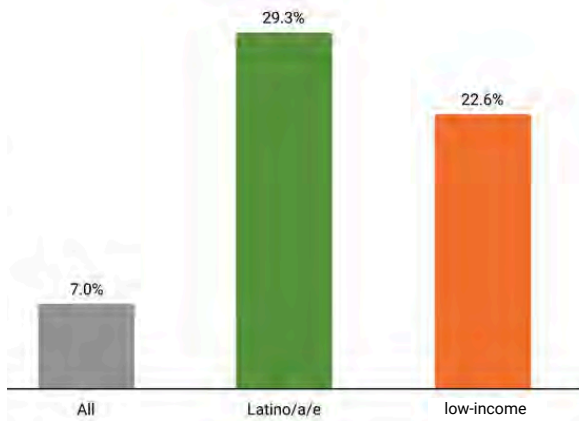
In juxtaposition to NVTA, participants could not offer enough praise for the services provided by Molly's Angels. Increased funding for Molly's Angels could increase rides given, expand service area (UpValley was called out multiple times as an opportunity for expansion), increase outreach to Spanish speaking communities, and enable partnerships between Molly's Angels and other support services to care for people who are disabled, experiencing homelessness, or having mental health challenges.

In addition to NVTA and Molly's Angels, participants focused on creating coordinated care systems that linked transportation with in-home support, medical appointments, social engagements, and food access. While transportation could be seen as a lynch pin solution to many areas of concern, participants also called for better community planning that would reduce the need for transportation.

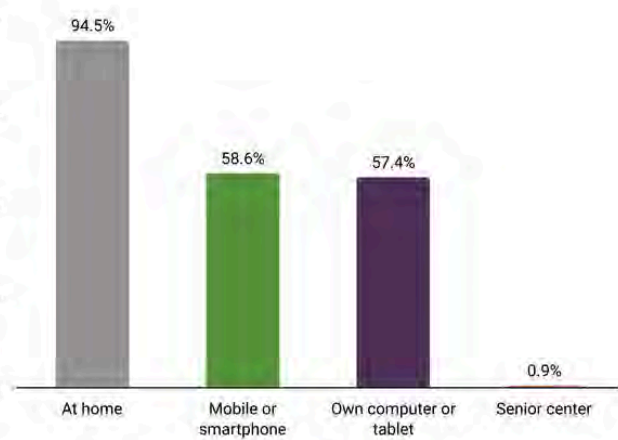


Information & Access

Most of the respondents (93%) report having access to the internet in some capacity, however, **29.9% of Latino/a/e respondents reported that they do not have internet access. For low-income respondents, 22.6% do not have internet access.**



NOAA respondents without internet access



Ways NOAA respondents access the internet

For those who do have access to the internet, 94.5% access it at home, 58.6% use a mobile or smartphone to access it, and 57.4% use their own computer, laptop, or tablet. Only .88% report using a senior center for internet access.

Those who reported they do not have access to the internet cited the top three reasons as “I am not able to use the internet due to physical or mental health reasons (ex: cognitive issues, eyesight)” (22%), “I do not know who to contact or how to install it” (13%) and “I do not need/want internet access” (23.3%).

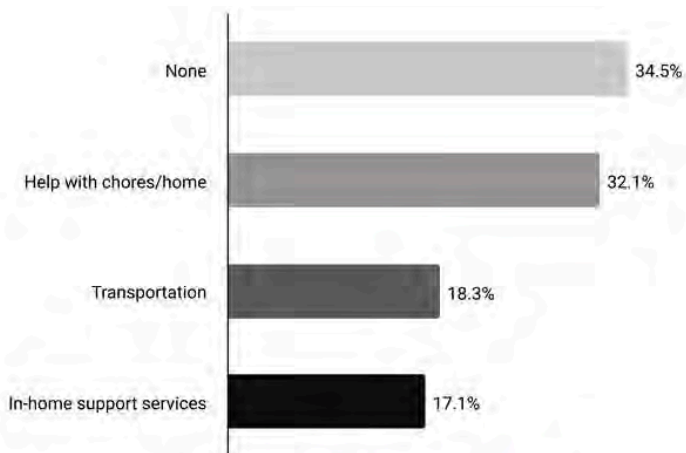
Respondents identified the following as common ways for older adults to learn about information, resources, events and/or the news:

White & BIPOC	Latino/a/e	low-income
<ul style="list-style-type: none"> • Email (59.7%) • Newspapers or Magazines (40%) • Internet research (37%) 	<ul style="list-style-type: none"> • Television (53%) • Mailings - U.S. Mail (40%) • Word of Mouth (36.5%) • Church bulletins (32%) 	<ul style="list-style-type: none"> • Television (38.3%) • Word of Mouth (38.3%) • Email (32%)

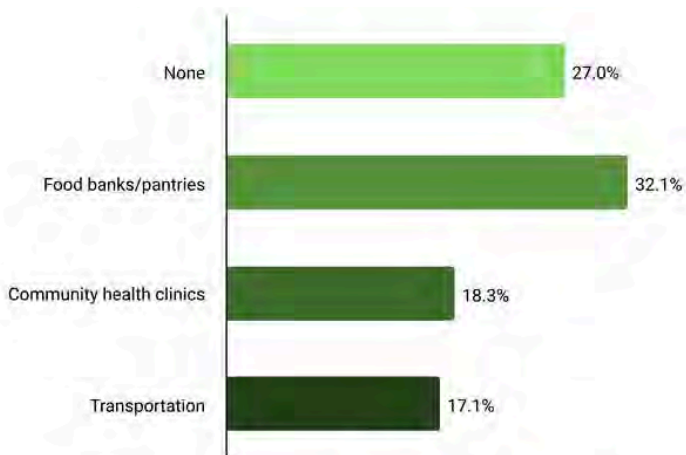
Access to Support Services

Most respondents (67.5%), who were White, report that they have not accessed any community services in the past three years, nor are they accessing any right now.

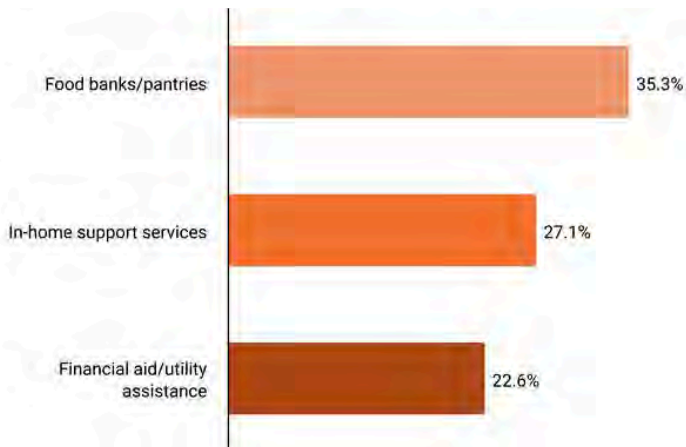
The charts below represent needed support services. **However, the significant difference lies in that the data for the White community predicts services that may be needed because few services are used currently, while data for Latino/a/e and low-income communities reflects currently used services.**



Anticipated services - White respondents



Current services - Latino/a/e respondents



Current services - low-income respondents

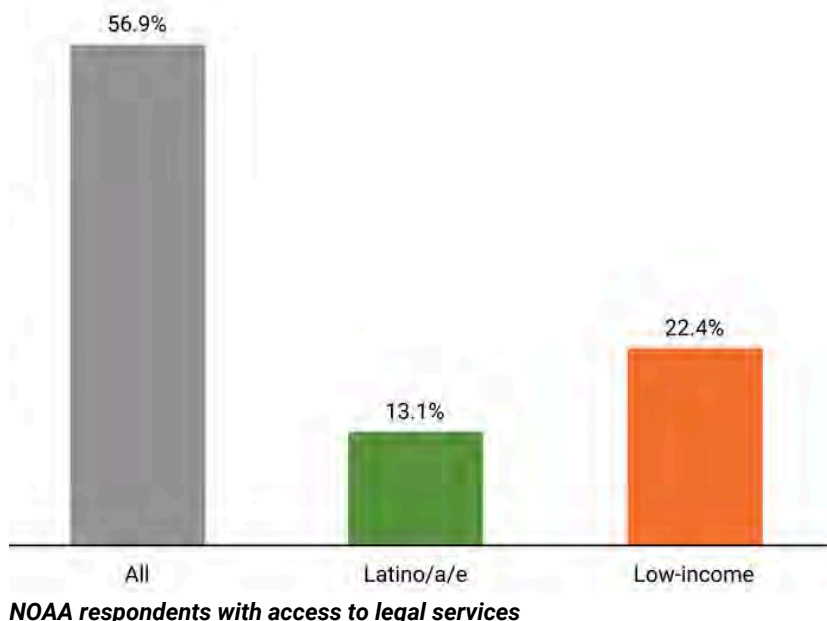
When asked **what kind of services they may need in the next five years**, 34.5% responded none will be needed. For those who selected services they may need, the top three were helping with chores or caring for the home (32.1%), transportation (18.3%) and in-home supportive services (17.1%).

This is in contrast with Latino/a/e respondents: only 27% reported not accessing any services. **The top three most used services for Latino/a/e older adults** are food banks/pantries (40.5%), community health clinics (28.8%) and transportation services (18%). The top three services that Latino/a/e respondents reported needing in the next five years were food banks/pantries (46%), financial and/or utilities assistance (41.1%) and transportation (32.7%).

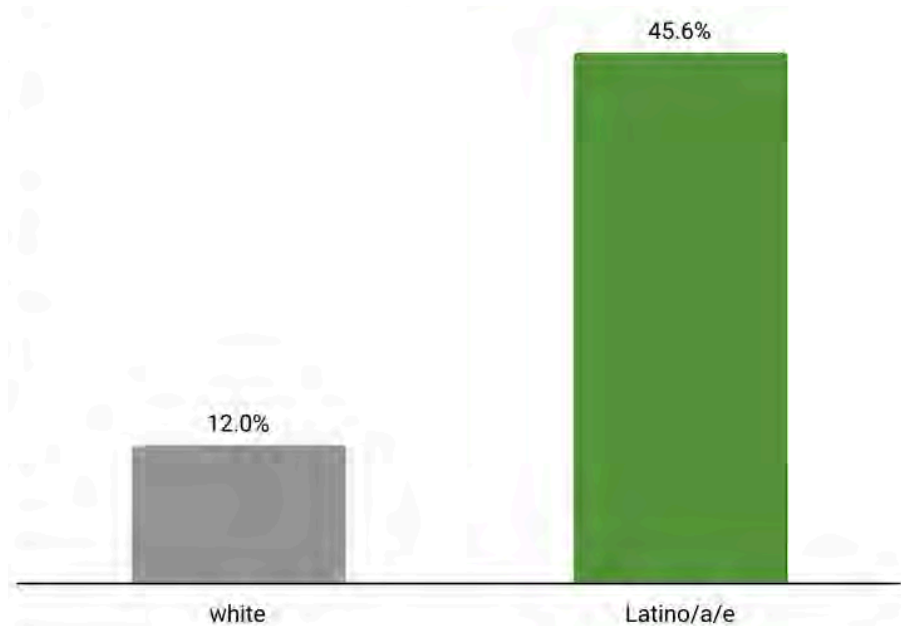
For low-income respondents the top three currently accessed services were food banks/pantries (35.3%), in-home supportive services (27.1%) and financial and/or utilities assistance (22.6%). Regarding services needed in the next five years, low-income respondents reported in-home supportive services (39.8%), financial and/or utilities assistance (39.3%) and help with chores or caring for the home (38.4%).

Legal Services

When respondents were asked to share if they have access to legal services, if needed, 56.9% of all respondents selected “yes.” However, that percentage declines for Latino/a/e and low-income respondents, **of which only 13.1% reported having access to legal services**, if needed, and 40.3% said they do not know if they do. **Low-income respondents were slightly higher with 22.4% having access** and 32.6% not knowing if they have access. In California, only 27% of low-income individuals of any age have access to legal services when they needed them.



Additionally, 45.6% of Latino/a/e respondents reported not having any type of future planning documents, such as a will or Advanced Health Care Directive. In contrast, most White respondents reported having some type of future planning document(s), with only 12% responding that they have none at all.

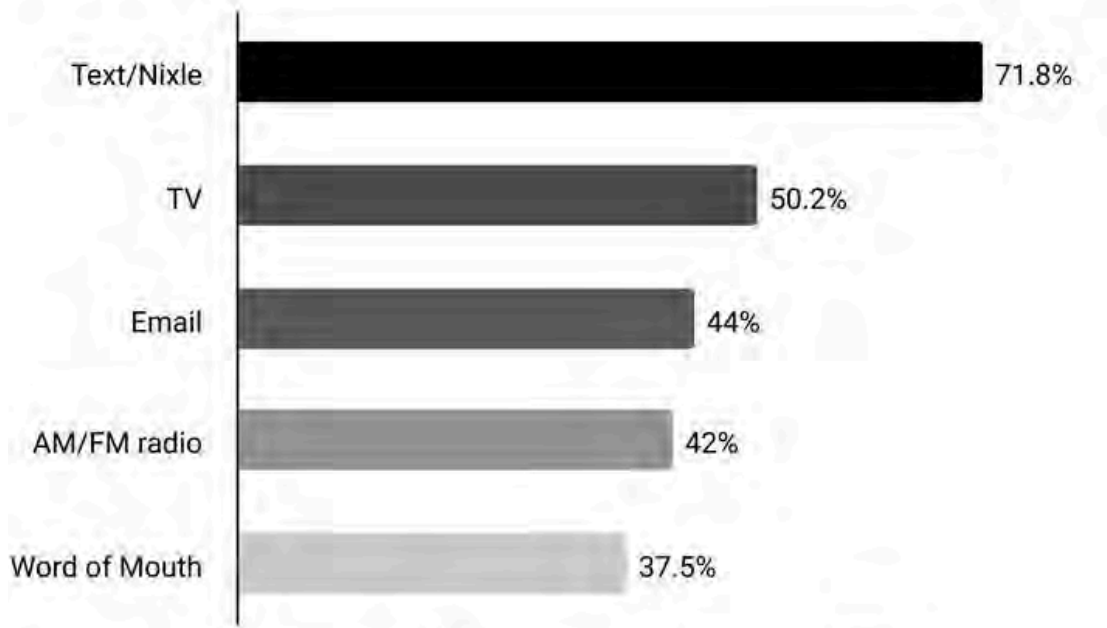


NOAA respondents without future planning documents

According to Caring.com’s 2023 Wills and Estate Planning, 46% of American adults aged 55 and older have a will (Lustbader). **In Napa County, survey results of respondents aged 60 and older show that 56% of White, 9% of Latino/a/e and 27% of low-income older adults have a will.**

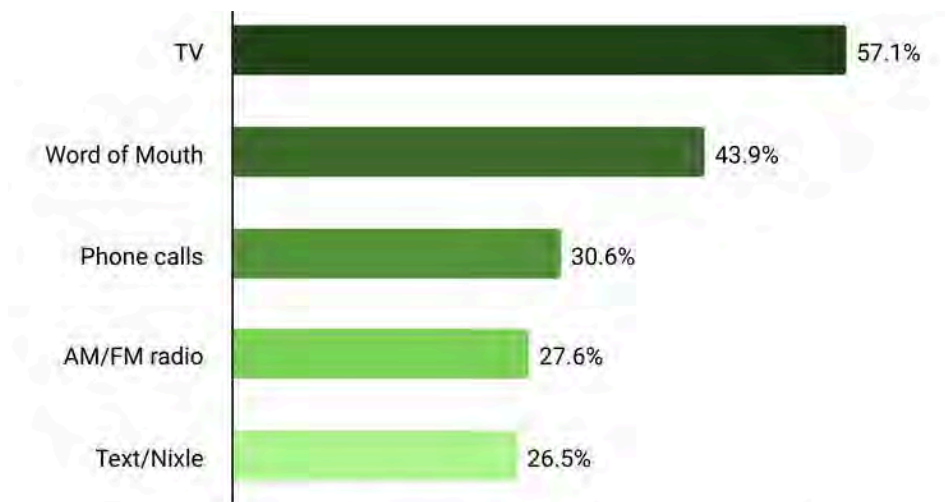
Emergency Response

The **top five ways the general population accesses information** during emergencies are text message/Nixle (71.8%), television (50.2%), email (44%), AM/FM radio (42%) and word of mouth (37.5%). This also aligns with the responses from White older adults.



NOAA all respondents sources for emergency information

Latino/a/e respondents rely on different sources for emergency information: television (57.1%), word of mouth (43.9%), phone calls (30.6%), AM/FM radio (27.6%) and text messages/Nixle (26.5%).

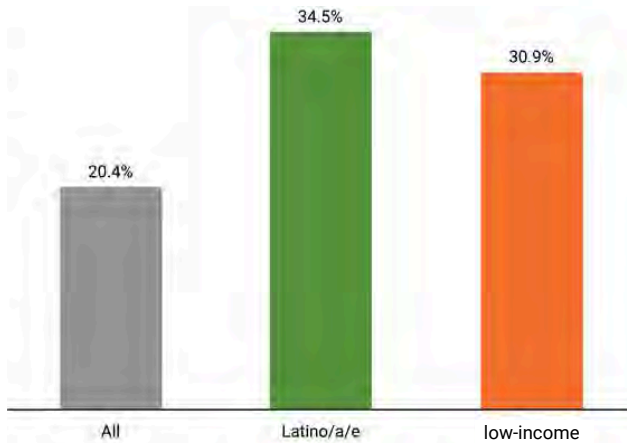


NOAA Latino/a/e respondents sources for emergency information

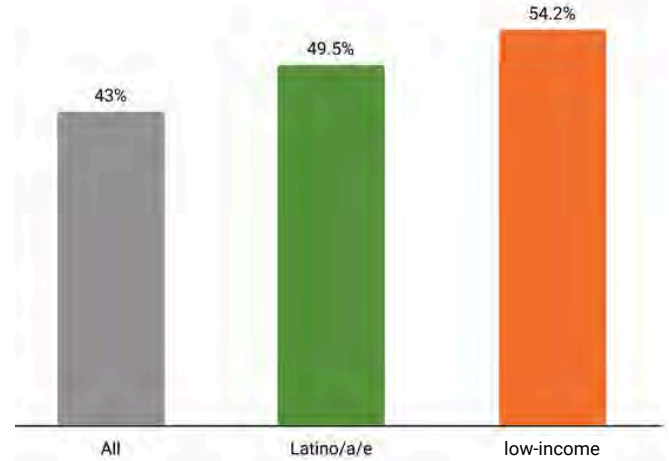
Emergency Response

While many Napa County older adults are prepared for an emergency, over 40% of the population remains unprepared. **Of the total respondents, 43% reported not having an emergency kit available nor an emergency or evacuation plan in place at home.** Less than half (49.5%) of Latino/a/e and over half (54.2%) of low-income respondents do not have an emergency kit and 52% of both groups do not have an emergency or evacuation plan in place.

The majority (63.1%) of all respondents have enough food in their pantry and medications on hand to last seven days or more.



NOAA respondents needing help maintaining medications or medical equipment if power is lost



NOAA respondents with no emergency kit

Most (79.6%) of general respondents reported that if they lost power or electricity, they would not need help maintaining medications or medical equipment. **However, 34.5% of Latino/a/e and 30.9% of low-income individuals reported that they would need help maintaining medications or medical equipment.**

Additionally, 61.3% of total respondents have not had to evacuate due to an emergency. For those who did (38%), 70% reported evacuating to the home of a friend or family member.



Area for Action

Expand no and low-cost broadband internet to low-income seniors in rural areas.

Create, expand, and strengthen cross-sector and cross-agency partnerships to build holistic emergency preparedness support systems for Latino/a/e and low-income residents. Focus on food providers, financial supports, transportation providers and in-home care providers. Efforts should partner with Community Organizations Active in Disaster (COAD) and Latino/a/e and low-income communities to create options that are culturally sensitive and address authentic needs.

Napa County older adults could benefit from an emergency preparedness campaign that might include free emergency kits with consideration for language access.

Information & Access: Focus Groups & Interviews

Isolation was a significant concern linked to geographic division, lack of older adult friendly/accessible community spaces, and transportation issues. Participants pointed to cognitive decline, mental health challenges and physical decline as negative outcomes resulting from isolation. Again, UpValley and American Canyon were mentioned as areas in need of care and concern.

Participants generated a long list of creative solutions to isolation that are listed below. **In addition to and in support of these creative solutions participants called for improved outreach strategies to engage people and to remind them to stay engaged.** Several people gently highlighted that older adults may need reminders from multiple sources about opportunities to engage. Outreach efforts should include families, radio, websites, medical professionals, and faith communities.

Additionally, participants recommended capitalizing on existing community connections to offer social supports. Suggestions included efforts to deepen neighborhood connections, increase volunteerism and support intergenerational activities. UpValley Family Center was called out as a “fabulous” example of intergenerational community connection.

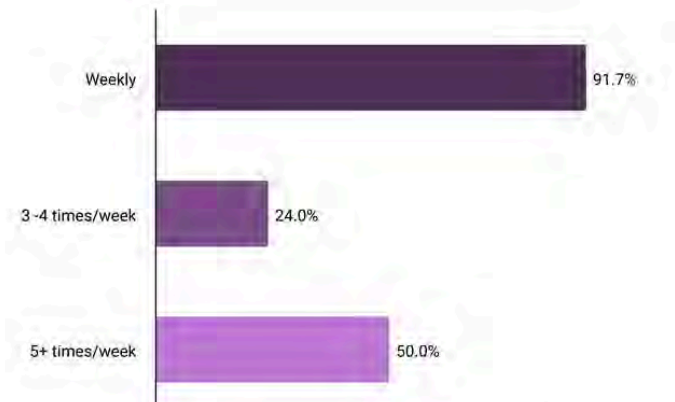
Sparks for Innovation

- Create an app for caregivers to indicate if they are going somewhere and can take other people (that may not have a caregiver) along with them.
- Offer more support groups at no cost that focus on specific needs such as finding friends, Alzheimer's, Parkinsons, or hoarders' support.
- Add a layer of support in neighborhoods. This could include having a trusted resource there one day/week etc.
- Bring people together around meal prep and clean up. Participants cited The Table as an example. Another idea included having schools could serve dinner for seniors.
- Facilitate an older adult buddy system to encourage seniors to meet over shared activities.
- Encourage arts providers (like DeRosa) to provide arts for seniors.
- Hold multicultural events.
- Build connection across seniors with pets. Host meet-ups for seniors with pets.
- Host community service days to clean up the yards and homes of seniors that need support.

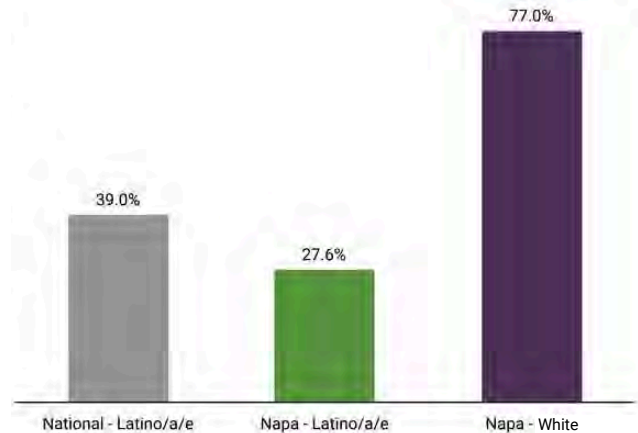
Community Engagement & Connectedness

Most respondents have friends and family in the community with whom they engage regularly.

When asked how many family and friends respondents have in the community, 72.2% responded one or more family members and 94% have friends nearby. **Napa County older adults are social** with 91.3% reporting that they socialize weekly or daily with friends and/or family, with 24% engaging 3 to 4 times a week and 50% engaging with friends/family 5 or more times per week, whether through social media, phone, social activities, or visitations. These data points were true across the board regardless of the demographics of those surveyed.



of times people socialize with family or friends



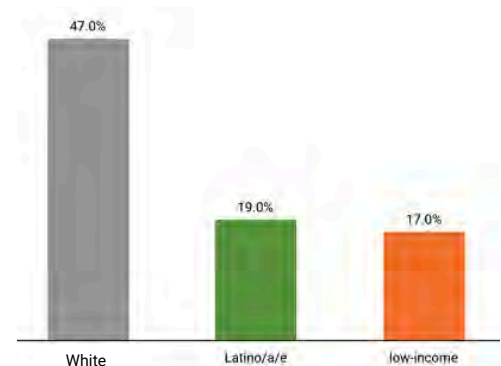
% of people that vote

Sixty percent of Latino/a/e respondents reporting not participating in any civic activities, such as voting, attending public meetings, serving on a nonprofit board, etc. For example, 27.6% reported voting in the last local election. This is in dramatic contrast to White respondents – 77% reported voting in their most recent local election. Nationwide, 39% of Latino/a/e adults ages 60 and older vote in local elections.

Volunteerism

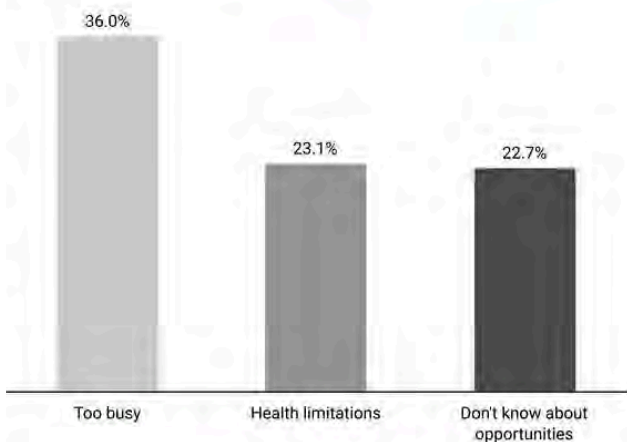
Volunteerism and interest in volunteering ranges across demographics. When respondents were asked if they currently volunteer, 43.6% reported yes. Nationally, 22.7% of adults ages 55 and older volunteer formally for an organization, meaning **Napa County's volunteer rate is almost double the national average** (Americorps). **White respondents reported the highest volunteerism rate at 47%, followed by 19% of low-income and 17% of Latino/a/e.**

Additionally, 19% reported that they want to volunteer, and 37.3% reported that they do not volunteer and do not want to. Latino/a/e respondents reported the highest rate of not having interest in volunteering at 59.2%.



NOAA respondents volunteer rates

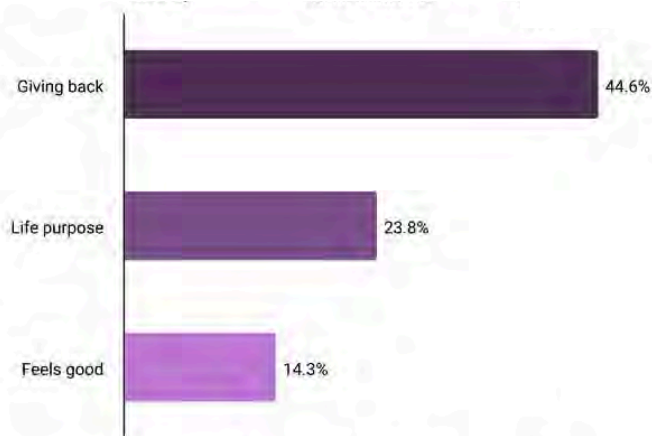
Volunteerism



NOAA respondents - reasons for not volunteering

The **top reasons that older adults in Napa County volunteer** are to give back to the community (44.6%), because it gives them purpose in life (23.8%) and it makes them feel good (14.3%). However, in the open-ended responses, 41% responded “all of the above” when asked to select the primary, single reason.

For those general respondents who wish to volunteer but are not currently doing so, the top three reasons were being too busy with other obligations (36%), health-related limitations (23.1%) and not knowing how to find out where to volunteer (22.7%).



NOAA respondents - reasons for volunteering

Through open-ended questions, some respondents shared that they volunteered at the following locations:

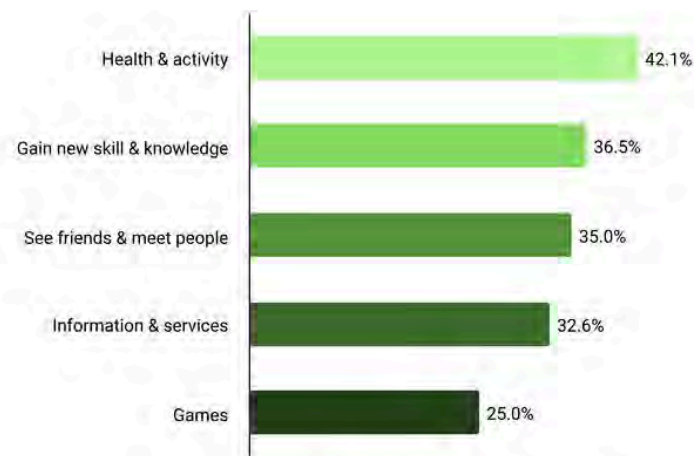
- Community Projects
- Napa Firewise (Fire Safe Council)
- Friends of the Library
- Napa Valley College
- Napa Valley CanDo
- Local churches
- Native Daughters of the Golden West
- Rianda House
- Providence Hospice Napa Valley
- University of California Master Gardeners
- Napa Valley CanDo
- American Cancer Society
- Arts Association of Napa Valley
- Tutoring at a local elementary school



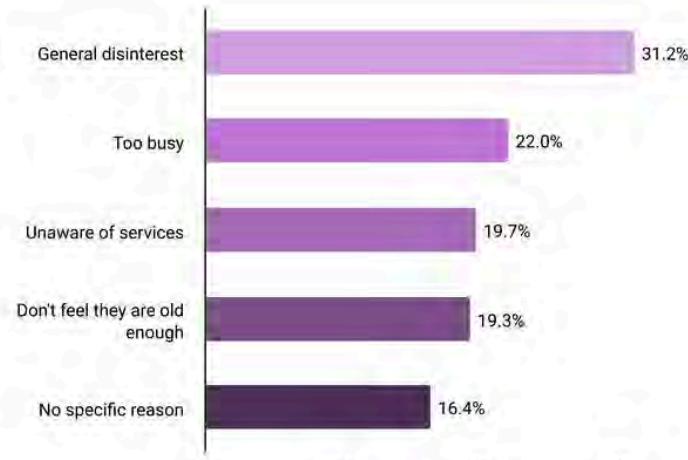
Napa County might consider providing additional opportunities for civic engagement that are multi-cultural and multi-lingual.

Senior Centers

Most Napa Valley older adults do not use senior centers; those who do use them to stay active, gain knowledge, socialize, and receive services. In the past 5 years, 33% of respondents indicated they have visited or used services provided by a local senior center in the past five years. **This percentage is consistent within four percentage points across racial/ethnic groups.** For the older adults who do use senior centers, the top five reasons for doing so are to stay healthy and active (42.1%), to gain new skills or knowledge (36.5%), see friends and meet new people (35%), receive helpful information/services (32.6%) and to play games (25%).



NOAA respondents - reasons for using senior centers



NOAA respondents - reasons for not using senior centers

The remaining 67% of respondents, when asked if they have used a senior center in the past five years, reported no. The top five reasons for respondents not using senior centers are that they are not interested in general (31.2%), they are too busy (22%), they do not know about the activities/services offered (19.7%), they do not feel they are old enough to use a senior center (19.3%) and no specific reason (“I don’t know”) (16.4%).

Respondents who do not use senior centers were asked what activities or services that they would use at senior centers, if offered, and the responses were across the board, ranging from professional entertainment (live music, etc.) to food truck pop-ups, vaccination clinics and speaker series. For Latino/a/e respondents, the top request was activities for Spanish language speakers (27.2%). Across all respondents, 17.6% responded that they would never use a senior center regardless of what is offered.

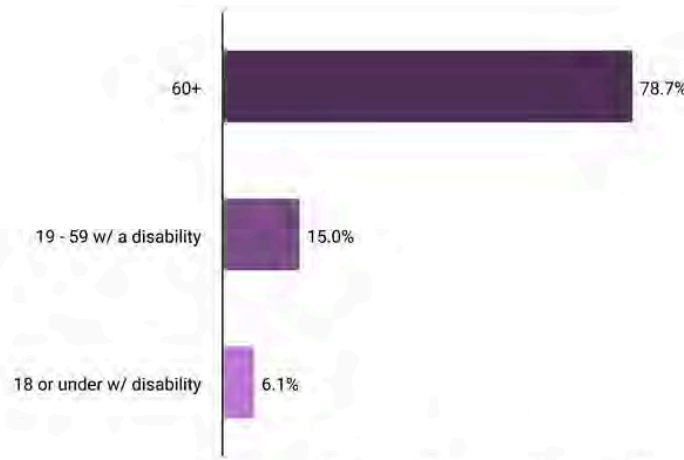


Area for Action

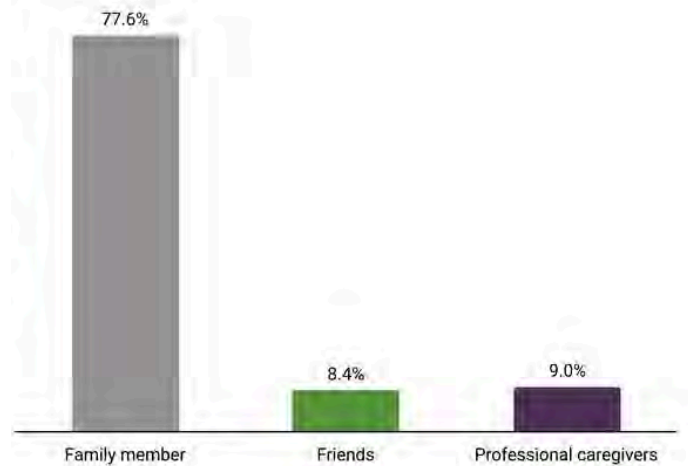
Building intergenerational connections was a key theme across focus group and KII participants. Napa County might consider approaches to building social networks that integrate community center programs and participants with senior center programs and participants.

Caregivers

Of the caregivers who responded, **the majority care for older adults**, are unpaid and are the family members of those for whom they care. Of those who took the survey, 146 reported serving as caregivers. More specifically, 78.7% care for someone age 60 or older; 15% care for someone ages 19-59 with a disability; and 6.1% reported caring for someone age 18 and under with or without a disability.



NOAA Caregiver responses - ages they care for



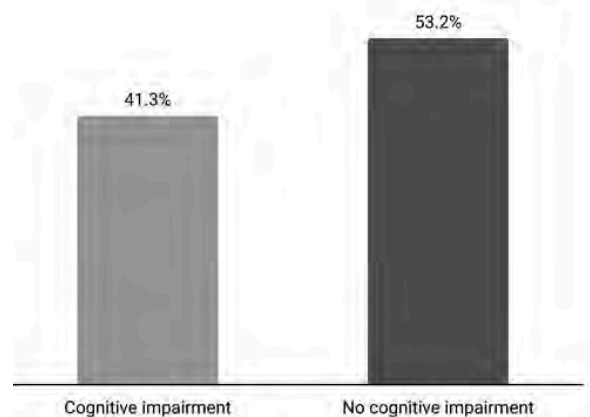
NOAA Caregiver responses - % of professional caregivers & people caring for family or friends

Most (72.3%) are unpaid for their caregiving work and have been providing care for more than one year (71.6%).

Of the caregivers that responded, most (77.6%) are family members to those they care for (i.e., spouse/partner, child, parent or other relative). Other caregivers are friends (8.4%) or professional caregivers (9%). **Notably, low-income respondents reported the highest rate of professional caregivers at 23.8%.**

Caregivers were asked to report if their care recipient appears to have a cognitive impairment, including Alzheimer's disease and other dementias. Of those who responded, 41.3% reported yes, 53.19% reported no, and 5.6% reported "I don't know."

Those who reported yes were asked to confirm if their care recipient had been diagnosed by a physician: 84.4% reported yes.



NOAA caregivers reporting caring for someone with a cognitive impairment

Caregiver Burden

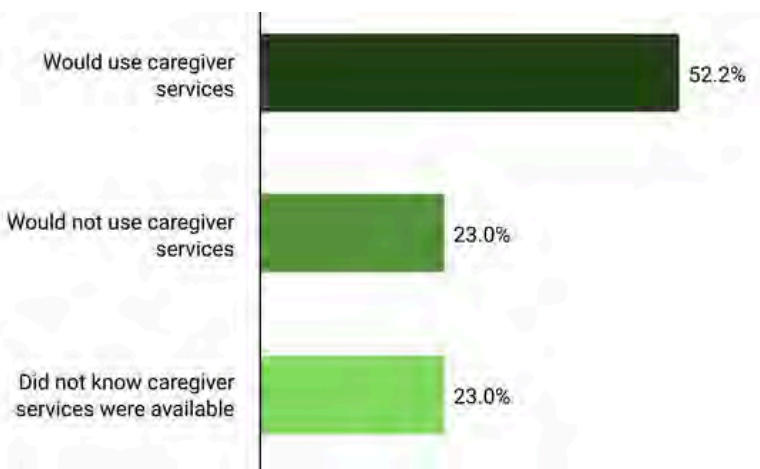
Responding caregivers were asked to answer 12 questions regarding the level of burden they may experience as a caregiver. This includes self-care, stress, health, privacy, and their confidence in their caregiving ability. We used the Zarit Burden 12 question scale, an evidence-based evaluation tool, to gauge caregiver burden.

On a scale of 0 to 48, surveyed caregivers averaged a 6 on the Zarit Burden 12 scale. Any score between 0-10 suggests no to low burden of stress. **Latino/a/e caregivers averaged a 10 on the scale, a slightly higher burden than the general population.**

Respondents reported a mild to moderate burden on the following 3 of the 12 questions:

- **Do you feel that because of the time you spend with your care recipient, you don't have enough time for yourself?**
- **Do you feel stressed between caring for your care recipient and trying to meet other responsibilities (work/family)?**
- **Do you feel you should be doing more for your care recipient?**

Caregiver Supports



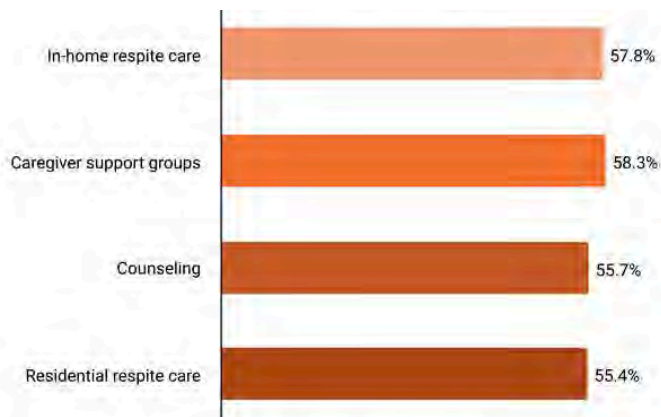
NOAA Caregiver responses - % that would use caregiver support services

A small percentage (7.5%) of caregiver respondents use the myriad resources available to them in Napa County. However, 52.2% of respondents report they would definitely or possibly use caregiver services in the future. A total of 16.8% of respondents report they would not use caregiver services and 23% of respondents did not know that caregiving support services exist in Napa County.

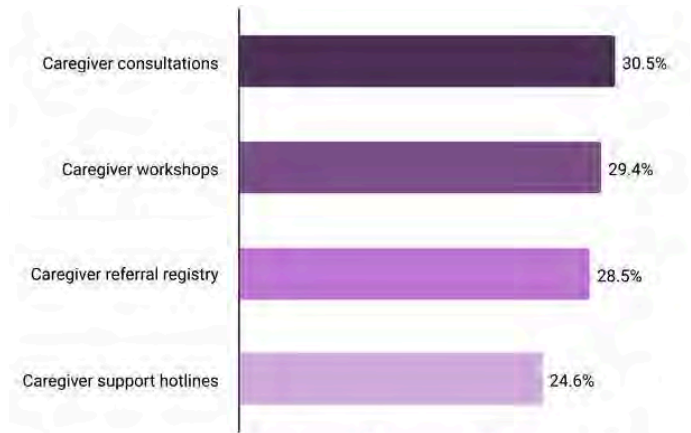
Caregiver Supports

The three services used the most were workshops/training (13.2%), caregiver referral registry (12.3%), and caregiver consultations (12.2%). **Respondent caregivers rank lower in attending workshops/training than the national average**, with 13.2% of Napa County residents reporting they attend workshops/training in contrast to 19% nationally (Family Caregiver Alliance).

The four services that respondents expressed the most interest in using in the future were in-home respite care (57.8%), caregiver support groups (58.3%), counseling (55.7%), and residential respite care (skilled and/or assisted living) (55.4%).



Services NOAA caregivers expressed interest in using in the future



Services NOAA caregivers were not aware existed

The top three services respondents indicated that they would never use all related to respite care: day programs/respite care (24%), residential respite care (21%) and in-home respite care (20.3%).

The top four services that caregivers did not know existed include caregiver consultations (30.5%); caregiver workshops (29.4%); caregiver referral registry (28.5%); and caregiver support hotlines (24.6%).



**Area for
Action**

Napa County might consider ways to build awareness of caregiver support programs.

Caregivers: Focus Groups & Interviews

The shortage and affordability of care for older adults were of paramount concern across Focus Groups and KII. Also significant as an area of concern and opportunity for solution was the need for coordinated or wrap around care.

Concerns around shortages in care indicated high rates of caregiver burn out associated with long hours and low wages. Participants indicated that many caregivers can't afford to live in Napa as a result of low wages, however increasing caregiver wages is a challenge because many seniors on a fixed income can't afford to pay a living wage.

Possible solutions to the shortage in caregivers included subsidizing their wages, offering low to no cost caregiver training, and supporting cross-agency and cross-sector partnerships for caregiving to decrease burnout. Several of the more creative ideas are listed below.

The single most discussed solution to an ever-increasing need for caregivers was initiating new and deepening existing partnerships among nonprofits and between nonprofits and county government. Agencies could work together to offer holistic services that include home caregiving, transportation, medical support, and social supports. Participants suggested convening a group of caregivers to generate additional ideas on how holistic care might be provided. Additionally, participants called for outreach to and engagement of the faith community to support solutions.

Sparks for Innovation

- Create a network of neighborhood caregivers who will “make the rounds” each day to check on and help seniors in their homes. Caregivers could be assigned to specific neighborhoods.
- Change the babysitting concept for high schoolers. Instead of babysitting, they could senior sit.
- Invest in more in-home robots.
- Invest in a caregiver registry that underwrites background checks and supplements caregiver salaries.
- Create “door to door” housing communities where residents help other residents.
- Invest in AI devices to monitor homes 24/7. Devices would send alerts when a senior’s normal patterns are off.
- Provide better housing for caregivers.
- Expand Molly's Angels. This could include a phone reassurance program to call and check on seniors that live alone.



Areas for Action & Next Steps

NAPA COUNTY AREAS FOR ACTION



Finance

- Financial services navigator
- Food and housing supports
- Shared intake & data system

The final section of this report presents **recommendations to improve quality of life and community outcomes** for Napa County’s older adults.



Health

- Access to high-quality, low-cost food
- Expanded mental health supports
- Fall prevention
- Coordinated care

The chart to the left represents **areas for action prioritized from the six NOAA priority areas**. Each area is discussed in greater in the following pages.



Housing

- Policies to support older adult housing
- Intergenerational housing
- Housing assistance fund
- Shared intake & data system

Consistent across all areas for action is a call for **coordinated intake & data systems and a focus on Diversity, Equity, Inclusion, & Belonging**. These are discussed in detail as frameworks for action in the six priority areas.



Transportation

- Mobility management network
- Cross-sector partnerships
- Expanded service
- Shared intake & data system

Recommendations presented in this report were developed from a review of **evidence-based strategies, promising examples from other communities, and proactive government policies**.



Information & Access

- Increase emergency preparedness
- Expand social connections & capital
- Awareness campaign
- Shared intake & data system

Additionally, 128 people participated in 11 **topic-based solutions sessions to recommend areas for action based on lived experience and local realities**.

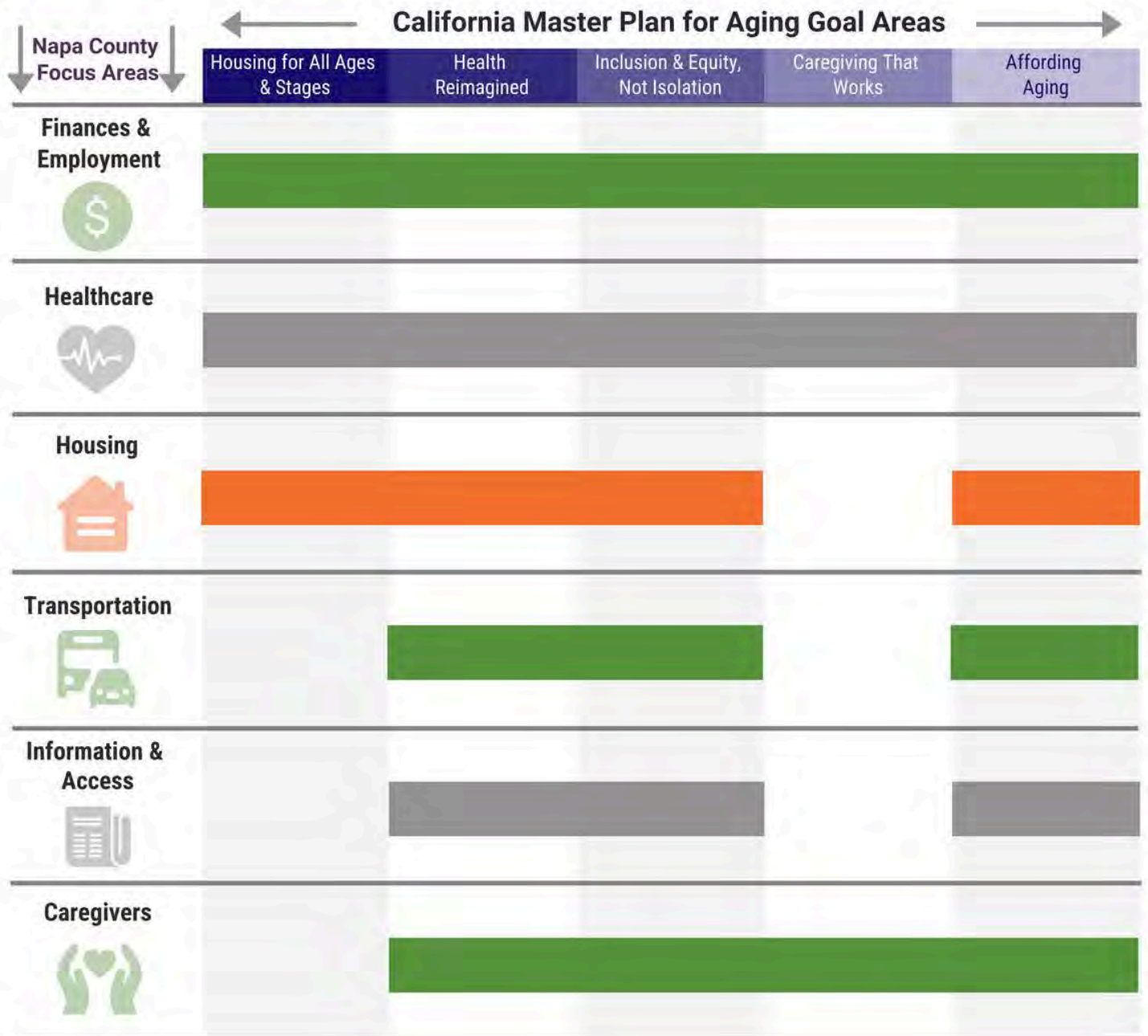


Caregiving & Independence

- Care Corps Model
- Expanded outreach to caregivers
- Shared intake & data system

Aligning Napa County Planning with the California Master Plan for Aging

The chart below indicates where NOAA focus area data aligns with California's *Master Plan for Aging* goals. For example, data collected about local Transportation, a NOAA focus area, directly links to the *Master Plan* goal areas: Health Reimagined, Inclusion & Equity, and Affordable Aging. That does not mean there are not implications for Transportation when we think about Housing for All Ages and Caregiving that Works, only that NOAA data did not specifically align with the *Master Plan* objectives in those areas.



Throughout the remainder of this report, the *Equity in Aging: California for All Ages* logo indicates areas and ideas aligned with the Master Plan.



Coordinated Approach: Best Practices

Participants across KII interviews, focus groups, survey comments, and solution sessions pointed to the need to **prioritize a coordinated approach to support Napa County's older adult community**. A coordinated approach invites stakeholders from all priority areas to work collectively to care for and serve older adults in Napa County.

Napa County might consider using a collective impact model. Popularized by organizations dedicated to reimagining social change like [FSG](#) and the [Aspen Institute](#), collective impact is a network of community members, organizations, and institutions that advance equity by learning together, aligning priorities, and integrating actions to achieve population and systems level change.

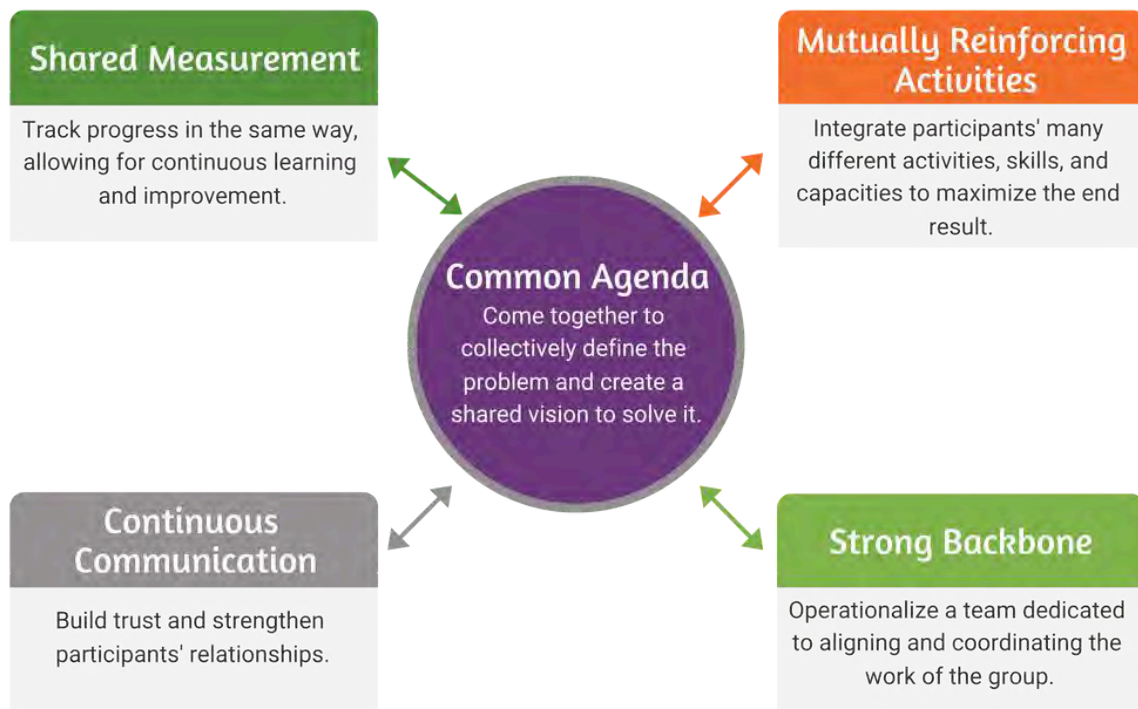
Strive, a Cincinnati based nonprofit, offers an example of the power of collective impact. As part of an initiative to improve outcomes for students, Strive embraced a collective impact model from the outset of their work. In an analysis of similar social impact initiatives, the Stanford Social Innovation Review found that in comparison to initiatives that did not use a collective impact model, Strive had achieved unprecedented success toward improving outcomes for students in their first four years of implementation.

Strive achieved unprecedented success because, **“a core group of community leaders decided to abandon their individual agendas in favor of a collective approach.”**

- Fred Graybeal, *Stanford Social Innovation Review*



5 Conditions for Collective Impact



#1

Identify Partners

Invite:

- Partners with decision-making power from agencies representing all priority areas;
- Older adults and caregivers;
- Frontline support staff.



#2

Co-Create a Common Agenda

- Use NOAA data to identify a common agenda with DEIB at the core.
- What might Napa County look like if all older adults had the resources they need to thrive?
- Identify measurable outcomes.



#3

Invest in Common Measurement

- What do you need to measure?
- Do you need a shared intake system? Data warehouse?
- Identify existing data systems.
- Research new data systems.
- Consider collective funding options.



Operationalize Collective Impact to Support Older Adults in Napa County

#4

Foster Mutually Reinforcing Activities

- What activities are crucial to achieve target outcomes?
- Assess strengths and gaps across partners.
- Establish roles, timelines, and reporting structures.
- Ensure activities point toward a common outcome.



#5

Encourage Continuous Communication

- Identify relationships in need of repair.
- Explore strategies to help partners build trusting relationships.
- Define expectations for communication.
- Create opportunities to build relationships.



#6

Operationalize a Strong Backbone

- Is there a group or agency well positioned to lead this work?
- How will the backbone agency be funded?
- Consider staffing, space, materials, events, etc.
- Is there in-kind support from partners?



Coordinated Approach: Solution Sessions



Participants indicated coordinated solutions in Napa County **need a designated, trusted backbone agency/group to lead and organize efforts across older adult service providers**. The backbone agency should engage older adults, service staff, and community leaders to champion **adoption of a shared intake and data system**. Funding for a coordinated approach will need to come from multiple sources to support cross-sector partnerships and work.

Key Concerns

- There is no body or organization to champion and lead cross-sector work.
- There is no coordinated cross-partner data and intake system.
- We are resistant to sharing client data with other agencies and hide behind the need for confidentiality.
- We need a strategy to organize across interest groups and service providers.

Prioritized Action

- Continue to involve older adults in future community-based action planning sessions.
- Identify key organizations that have the capacity to identify grant funding and assemble partner organizations to apply for funding.
- Prioritize the pursuit for braided funding from a variety of philanthropic organizations and government agencies at the local, state, and federal levels.
- Move to one referral and data reporting system shared across Napa County older adult service providers.
- Build the capacity of existing CBOs so they are positioned to expand their services based on community needs.
- Expand Information & Assistance (I&A) impact by placing I&A staff and/or information kiosks at Senior Centers and/or libraries.
- Place information kiosks in senior centers, libraries and other accessible locations in the community.
- Establish an Aging and Disability Resource Connections to serve as a No Wrong Door - a one stop shop for services for older adults.

Income & Employment: Best Practices

When we look back at the two stories in our community, one story is about higher income individuals who are thriving, while the other story is about a group of people who are lower income and disproportionately Latino/a/e. **Over 20% of all older adults and 66% of Latino/a/e adults struggle to meet basic needs like food, housing, healthcare, and transportation.**

Social Support Navigators

At the federal, state, and local level there are a wide range of programs to support increasing income and decreasing expenses for older adults. Research for this project uncovered a wide range of resources to support seniors including financial supports for solar, home accessibility upgrades, tailored social security benefits, food benefits, medical and dental discounts, subsidized utilities, mortgage assistance, and debt consolidation and relief. This list is ever evolving and many seniors need support navigating the many opportunities available to them. **A Finance, Food, and Housing Navigator could create custom benefit packages based on unique senior needs and support program application and renewal.**

Guaranteed Basic Income

Over the last decade, guaranteed basic income programs (GBI) have been piloted by local municipalities nationwide. While many aim to support families with young children, the model has the potential to be replicated for older adults. In its simplest form, GBI provides regular income for a set period of time with no or very low-barriers to access. In most cases, the only qualifier is demonstrated financial need. In addition, GBI has the potential to catch people who may fall through the federal safety net due to citizenship and/or immigration requirements. **Outcomes across GBI pilot projects include:**

- i. Reduced income volatility
- ii. Improved health and well-being
- iii. Reduced depression and anxiety
- iv. Improved/more secure housing
- v. Diminished feelings of financial scarcity



Designing From the Margins

- Who falls through the gaps in the financial safety net?
- Who might not qualify for Social Security, Medicare, and Supplemental Security Income?
- How might a coordinated approach in Napa County center these individuals/communities?



Income & Employment: Solution Sessions

Actions and solutions to improve financial security focus on credit repair, increasing fixed incomes, and lowering housing costs. Ways to address income barriers include expanding cross-sector services and mobile support services. **Many participants emphasized the need for a single intake system across providers.**

Prioritized Action

- Conduct asset mapping to identify existing financial supports available to Napa County older adults.
- Identify a backbone organization to staff a one-stop-shop resource center for older adults.
- Explore options to adopt a shared intake and data system that could support cross-agency referrals to support services.
- Research strategies to offer ongoing, long-term financial rental assistance. This could be in addition to an emergency housing fund available to older adults.
- Work across sectors to create affordable housing options for older adults.
- Offer a mobile service van to bring senior services such as food, health care, and dental services to homes/communal living facilities.

Key Concerns

- Fixed incomes make debt recovery and credit repair challenging.
- Many older adults need financial support for housing. They often make too much money to qualify for help, but not enough to cover Napa County's high housing costs.

Partners

- Healthcare
- Housing
- Transportation
- Caregiving
- Older adults

Master Plan Alignment

Close equity gaps & increase elder economic security.



Shared Measurement

A shared intake & data system could be used across finance, housing & transportation providers.

Prioritized Population

- Low-income
- Latino/a/e



Health: Best Practices

The environment in which people live, age, and play affects and can determine health, functioning, and quality of life.

60% of low-income NOAA respondents cannot access the food they need and/or want.

28% of low-income older adults do not have access to dental care.

33% of low-income respondents have been diagnosed with anxiety or depression.

49% of low-income older adults have experienced a fall.

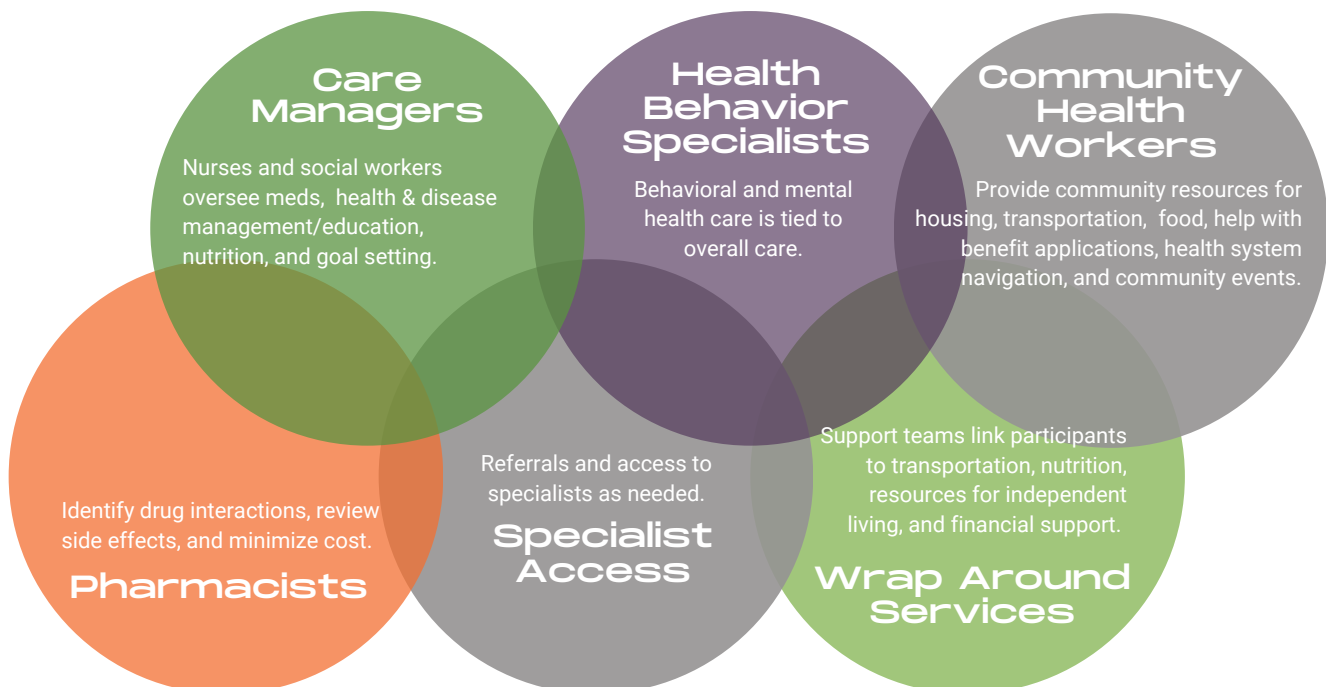
Health is More than Healthcare



Health is more than healthcare. It is a way of being that is impacted by environment, food, social connections, physical health, and emotional well-being. **Actions to support improved health for older adults must be decided on as part of a collective impact model that links health to income, transportation, housing, community connections, and interdependent living & caregiving.** NOAA research identified four priority areas specific to physical and emotional health:

- Food Access
- Depression, Anxiety, & Isolation
- Specialty Medical Services & Dental
- Fall Prevention

Across health care providers coordinated care models are the gold standard. Coordinated care models deliver evidence-based care coordination via patient-centered flexible care models in the least resource intensive settings. They offer a framework for structured coordination across a team of care providers that ensures accountability across all members. The Johns Hopkins Care Model cites the following six key components:



Food Access: Best Practices

Actions to address food insecurity need to focus on partner and community driven solutions that reinvigorate and build on existing efforts. These might include expanding meal delivery services, offering congregate food preparation and meals, and a community outreach campaign to inform people about resources and reduce stigma. **Actions should take into consideration how to serve people who do not have consistent/reliable transportation or need support using transportation.** The following Bay Area models may be considered for replication in Napa County:

CHAMPSS

Implemented by the San Francisco Department of Disability and Aging, Choosing Healthy Appetizing Meal Plan Solutions for Seniors (CHAMPSS) partners with local restaurants to serve nutritious, restaurant quality meals for seniors. For a suggested donation of \$5, seniors order meals valued at \$11 - \$13 and receive high-quality, ethnic cuisine in a restaurant setting. Inability to pay is never a barrier to being served.

Food for Thought

In Sonoma County, Food for Thought and their partner Ceres serve medically tailored meals for individuals with chronic and/or acute illness. All meals are delivered free of charge and prioritize locally sourced, organic ingredients.



Farm to Pantry

Farm to Pantry purchases food boxes from North Bay farmers and delivers them to low-income families, individuals, and older adults in Sonoma County. Boxes include recipes and cooking instructions.

Partners

- Healthcare
- Local restaurants
- Food banks
- Farmers
- Transportation
- Caregiving
- Older adults

Master Plan Alignment

Close the equity gap & increase life expectancy.



Shared Measurement

How might health, housing, finance, and food navigators benefit from a common intake system?

Prioritized Population

- Low-income
- Latino/a/e
- Rural communities



Food Access: Solution Sessions



Key Concerns

- People are **unaware** of food services offered.
- There is **stigma** around accepting or seeking food and other social supports.
- People who are aware of food services may not have **reliable transportation**.
- Some food programs require lengthy **forms and/or identification**.

Prioritized Action

- Educate and compensate **food delivery drivers** to go into homes and check refrigerators and pantries to ensure food is safe and adequate amounts are available.
- Look for an agency like the **Food Security Coalition** that can backbone collective action to expand access to healthy foods. Consider a public outreach campaign to inform the community about food resources.
- Use the **trusted messenger** concept to train front desk staff at communal residences and staff at doctors' offices to ask older adults if they have enough food. Staff may also provide fliers about the importance of nutrition and food access.
- Host **stigma reduction campaigns** that are individualized for unique communities.
- Identify and convene food providers (non-profit and for-profit) to identify gaps in the system. **Partner with restaurateurs, catering companies, wineries, and grocery stores for innovative solutions.**

Depression, Anxiety & Isolation: Best Practices

Mental health challenges rarely exist in isolation. They are often fueled by physical, social, and economic conditions. **Sixty-one percent of low-income NOAA older adults live alone and 33% have been diagnosed with depression.**

Evidence-based mental health programs like PEARLS have demonstrated positive outcomes for older adults, however, they should be considered as just one strategy in a holistic menu of strategies aimed at improving emotional and physical health.



PEARLS

PEARLS (Program to Encourage Active, Rewarding Lives) educates older adults about what depression is and empowers them with new skills for living healthier, happier lives. PEARLS participants can also improve social isolation and loneliness. PEARLS is integrated into community-based organizations with trained coaches/counselors helping older adults address their mental health needs through problem-solving, activity planning, and connections to additional services within the same organization or others.



Designing From the Margins

- Engage seniors who are low-income and/or live alone to learn what social supports they might need and value.
- Work with healthcare professionals to create coordinated care models that address physical health, food security, behavioral health, transportation needs, and mental health.



Depression, Anxiety & Isolation: Solution Sessions

Addressing depression, anxiety, and isolation for older adults in Napa County begins with changing people’s attitudes about mental health in the older adult community by decreasing stigma. In addition, cross-sector collaborations can work to increase healthcare workers’ and social support staff’s awareness of available mental health services for older adults. New funding is needed to expand community capacity and supplement costs for senior mental health care.

Key Concerns

- There is stigma about mental health needs and care.
- Challenges to accessing mental health care include a lack of transportation, technology barriers, mobility barriers, and time constraints.
- Cost and availability of mental health make it difficult to access.

Prioritized Action

- Identify an agency to backbone healthcare for older adult collective impact work and ensure mental health is a key component.
- Create and maintain an up-to-date directory of who is doing what and when (services provided, provider, and availability).
- Educate each other on the need for mental health care. Consider using language that is more inviting like “engagement” or “friend raising.”
- Reach out to individuals – go to the people with need, versus requiring people to come to the service.
- Identify and amplify non-traditional methods of mental wellness support that address mental health needs and reduce stigma around accessing services. This could include practices that reflect people’s unique cultures.
- Support a common care management system to make it easier for healthcare providers to refer people to mental healthcare services.

Partners

- Healthcare
- Food banks
- Senior centers
- Transportation
- Finance
- Housing
- Older adults

Master Plan Alignment

Close the equity gap & increase life expectancy.



Shared Measurement

Consider collecting data to learn if/how supporting seniors' basic needs improves their mental health.

Prioritized Population

- Low-income
- Latino/a/e
- Seniors living alone
- Rural communities



Specialty Medical & Dental: Best Practices & Solution Sessions

Specialty medical and dental care for older adults would be well supported by a coordinated navigation system. Using a single referral system, cross-sector partners could provide whole person care that includes referrals to specialty services and care follow-up.

One of the most significant concerns is transportation to and from specialty medical appointments. **Specialty care providers should consider how they might provide mobile care and partner with transportation providers to offer return transportation.**

Research Driven Strategies

- Napa County might consider a program to subsidize dental care for older adults who do not qualify for Medi-Cal Dental.
- Many specialty providers and available dentists are out-of-county. Transportation to providers in other parts of the North Bay will be critical to supporting senior medical care.

Key Concerns

- Cost
- Lack of providers
- Lack of caregivers
- Navigating a siloed system of specialists
- Transportation to and from appointments



Action Items

- Increase system navigation & appointment support.
- Identify and train medical care staff to support older adults' transportation needs to and from medical appointments.
- Increase local options for specialty care.

Designing From the Margins

In the case of specialty medical care and dental care, most seniors are on the margins. While they may be significant service users, disparate, siloed systems and out-of-county providers can make system navigation and transportation difficult.

Designing From the Margins should consider co-creating systems with older adults, health care providers, nonprofits, and transportation providers.



Fall Prevention: Best Practices

Falls are a concern for all older adults. **Forty-nine percent of low-income NOAA survey respondents and 35% of all respondents have experienced a fall in the last year.**

1/3 of all NOAA participant falls result in a trip to the emergency room.

Fall prevention for Napa County seniors will require a coordinated cross-provider approach that meets older adults where they are (physically and emotionally), creatively incorporates technology, has a continuous education component, and fosters social connections and emotional well-being.

Home Visits

Share the Care in Napa offers Stop Falls. This program provides free in-home or virtual visits by a fall prevention health educator who provides a home safety walk through to address potential fall hazards, education about staying safe in your home, installation of fall safety devices, and information about other community resources. A similar successful program, the One Step Ahead Fall Prevention Program, is offered in King County, Washington.



A Matter of Balance

A Matter of Balance is an evidence-based program with outcomes demonstrated to decrease falls in seniors. Offered in a group setting, it also promotes social engagement.

Designing From the Margins

Despite the high number of NOAA respondents who indicated they were concerned about falling (over 50%), 65% of all respondents indicated they were not interested in taking a fall prevention class.

Napa County should consider co-creating fall prevention supports with older adults and healthcare professionals. What preventative efforts would be supportive of older adults concerns, cultures, and mobility?



Fall Prevention: Solution Sessions

Key Concerns

- Fall prevention programs are under-utilized and underfunded.
- Need for cross-partner care support and needs assessment.
- Increase awareness of need to be personally vigilant about surroundings and movement.



Prioritized Action

- Conduct a fall prevention campaign.
- Have fall prevention classes at more senior living communities.
- Offer peer support groups.
- Build from and expand on successful models and evidence-based practices like Healthy Minds, Healthy Aging. Consider how these courses can be offered in accessible locations.
- Expand training with technology options. Consider providing people with devices (e.g., iPads) so they can participate in remote fall prevention training.
- Maintain a community calendar of educational programs. Monthly themes could be coordinated through I&A programming and distributed through senior centers, libraries, houses of worship, and nonprofits.
- Support home assessments to determine areas that pose a risk for falls.
- Look for opportunities to fund home improvements/retrofits.
- Align existing fall prevention efforts across nonprofits and consider how to share funding resources.

Housing: Best Practices



Nearly all survey respondents, even those with secure housing they could afford, indicated that **housing in Napa County is unaffordable and difficult to obtain**. There were even greater concerns about finding housing with accessibility modifications for older adults.

60%

vs

8%

of low-income older adults rent their home

of older adults with an income over \$50K rent

Affordable housing for older adults begins at the local policy level. In *A Quiet Crisis in America: Meeting the Affordable Housing Needs of the Invisible Low-Income Healthy Seniors*, Patricia Salkin writes, “**Local governments hold the key to most immediately addressing the affordable senior housing crisis through the implementation of land use planning and regulatory controls that can ensure that seniors will be able to access affordable housing at all income levels.**”

County and municipal strategic plans can emphasize a commitment to promote affordable housing for older adults. For example, Woodinville, Washington’s strategic plan indicates their commitment to promoting “the development of housing for seniors of all incomes.” Public commitments from local government can open the door for discussion and action to change land use policies and zoning regulations.



Housing: Best Practices



The following examples from other communities could be replicated in Napa County to increase affordable housing options for older adults.

SHARE Sonoma County

SHARE Sonoma County matches two or more unrelated people, one of whom is 60 years of age or older, to share a home or apartment for their mutual benefit. Each person has their own bedroom and possibly bathroom while sharing a common living area. SHARE offers five types of home shares:

- **Rent exchange** – Home Seekers are matched with Home Providers in exchange for rent.
- **Service exchange** – Instead of rent, clearly defined services are performed by the Home Seeker (e.g. companionship, meal prep, rides, housekeeping, or yard work).
- **Partial rent and service exchange** – Home Seeker pays a lower rent and performs services.
- **Community Houses** – SHARE manages three community houses with 12 beds. Home owners do not live onsite and the rental agreement exists between the home owner and each tenant.
- **Emergency housing** – During emergencies, SHARE works with Home Providers to open up temporary beds. During the 2017 fires SHAREfire offered more than 1000 emergency homes.

Zoning

Some communities have adopted policies and enforce **zoning requirements that ensure a percentage of homes are reserved for older adult or intergenerational housing**. Santa Barbara, CA maintains subsidized and unsubsidized housing that is only available to older adults.

Intergenerational

Portland, OR opened Bridge Meadows in 2011, an **intergenerational affordable housing development with a majority of the units reserved for people 55 and older**. The campus has 36 apartments of varying size along with a communal kitchen, multipurpose room, library, lounges, and basketball court.

Accessory Dwelling Unit (ADU)

Other municipalities like Portland, OR and San Diego, CA have **reduced fees, eased restrictions, and simplified permitting process for ADUs if they are not used for short-term rentals** like AirBnB or VRBO. New ADUs can be used for long-term rentals. Since easing permitting requirements for ADUs, Portland saw the number of ADUs built annually rise from 50 a year in 2010 to 500 in 2018.

San Diego instituted a program allowing homeowners to put multiple ADUs on their property, as long as one of every two ADUs is maintained as low-income or affordable housing for a set number of years.

Housing: Solution Sessions

There is an enormous need to make housing more affordable and to give seniors financial resources to afford existing housing. Across the board, there was a loud call for a centralized intake and case management system that spans county partners including government, housing, and nonprofit.

Key Concerns

- Section 8 is difficult to navigate and has limited availability.
- Bad credit can negatively impact a rental application.
- Housing may be difficult to obtain and maintain for people with disabilities or mental health disorders.
- There is a lack of affordable, quality homes in Napa County.

Prioritized Action

- Provide a housing navigator to support older adults to find housing and make referrals to address other needs (food, transportation, healthcare, caregiving, etc.).
- Expand research to identify why seniors move from current housing and/or what causes them to lose their housing.
- Look for opportunities to create intergenerational shared housing or home sharing in partnership with Napa Valley Community Housing's Home Sharing Match Up program.
- Support a centralized application system for rentals and housing assistance.
- Train volunteers to help people complete housing forms.



Partners

- County government
- Senior living
- Construction
- Finance
- Housing
- Older adults

Master Plan Alignment

Millions of new housing options to age well.



Shared Measurement

A shared data/intake system can link seniors receiving services in other areas with housing opportunities.

Prioritized Population

- Low-income
- Latino/a/e
- Seniors living alone



Transportation: Best Practices

By far, the gold standard for community transportation is a mobility management network. Per the U.S. Department of Transportation, mobility management “is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system.” **Mobility management starts and ends with the customer and actualizes a shared vision for community transportation and accessibility.**

Close to home, **Contra Costa Transportation Authority (CCTA)** established an **Office of Accessibility and Equity (OAE)** to improve mobility for community members and formed a nonprofit coordinating entity that fosters collaboration and leads efforts to integrate all accessible transportation services in the county. For more than three years, this work has brought together community-based organizations, consumers, elected officials, transit providers, and county staff with CCTA to **implement programs such as a countywide, one-seat ride program; means-based fare programs; a medical trip shuttle; and a one-call/one-click system.**



These activities have resulted in the establishment of a culture and mechanism for overseeing coordinated accessible transportation, reaffirming CCTA’s commitment to the aging and disability population in the county. The innovation uses a dual approach:

1. **Quick implementation of short-term initiatives and;**
2. **Creation of a permanent governance mechanism to support ongoing advocacy and oversight for accessible transportation.**

The OAE coordinating entity is a permanent forum where those with concerns, questions, and issues about accessible transportation have a place to voice their thoughts.



Designing From the Margins

Our transportation systems are rarely designed by centering older adults and non-English speakers. Growing sustainable and effective transportation solutions in Napa County will require authentic partnerships between:

- Low-income older adults
- Latino/a/e older adults
- Older adults with medical needs and/or disabilities
- NVTA
- Healthcare providers
- Food providers

Transportation: Best Practices



Improving and expanding transportation options for older adults in Napa County will require a commitment to **growing sustainable solutions**. The following are **homgrown solutions** from other rural communities and one evidence-based practice, all of which have the **potential for replication** in Napa County.

ITNA America

ITNAmerica is an evidence-based program that works with community-based groups nationwide to implement mobility programs, policy research, and influencing. The organization offers marketing, ride logistics and routing, volunteer management, billing and reporting, and community engagement through its cloud-based software.

SMiles

SMiles (Senior Miles) is a volunteer rural transportation service by the Blount County Community Action Agency in Tennessee for seniors 60 or older. The \$49 annual membership fee covers 4 free rides. Rides can be up to 3 hours long and include 2 stops. After the first 4 rides, each ride costs \$6 with a \$25 annual renewal fee.

Creating Access to Nutrition

In Oklahoma, the Tulsa Creating Access to Nutrition (C.A.N.) Plan provides accessible transportation to and from food resources. The program provides potential riders (low-income, older adults, individuals with disabilities) group trips to local grocery stores and Hispanic markets to familiarize riders with the stores, including tours, coupons, gift cards, and introductions to the store manager.

C.A.N. partnered with Uber Health and local transit groups to provide free door-to-door transport to and from grocery stores. Participants were taught how to reserve a ride and had "on call" support from I&A specialist during the trip. Those without smartphones could ask grocery staff to call I&A specialists to reserve a return trip.

iRide

Close to home, Sonoma County non-profits and the Human Services Department operate iRide, a network of volunteer drivers offering rides to older adults. Four regionally based non-profits work with Ride Providers and Ride Seekers in their area to schedule and implement rides. Ride Providers use their own cars. The Human Services Department supports with funding and data collection.

Wilson, NC Micro-Transit

The town of Wilson, NC (pop. 50,000) saw a decline in ridership on mass transit. It overhauled its transit program to provide on-demand, door-to-door, corner-to-corner service via an ADA van. Similar programs are now being used in Austin, TX and Chicago, IL.

Quaboag Connector

In Massachusetts, Quaboag Valley Community Development Corporation's Quaboag Connector is an accessible, affordable, demand-response, curb-to-curb service in a rural area largely unserved by regional transit. There are few sidewalks, traffic lights, streetlights, or bike lanes in the region. Funded with Federal Transit Authority grants plus private funding, rides are low or no cost, regardless of the rider's location or distance traveled to a destination in the service area. The Connector provides on average 1,000 rides per month. Sixty-seven percent of rides have been for older adults and people with disabilities.

Transportation: Solution Sessions

Key Concerns

- There is a lack of awareness of available transportation options.
- Challenges supporting a community that may not be tech-savvy.
- There are limited service areas and times.
- Need for out-of-county transportation, transportation to/from remote regions, and transportation to support pre/post-medical procedures.
- Need location-specific transportation options to address social isolation.



Prioritized Action

- Expand education and information resources on public transportation. Consider sponsoring an education campaign on public transportation options, updating brochures and online transportation resources, and opportunities to share resources through medical providers and senior centers.
- Convene senior residence managers and leaders of senior services to discuss senior transportation needs, how to supports transportation needs, and how to collaborate to better support transportation needs.
- Consider operationalizing a program that provides regular shuttles to Kaiser in Santa Rosa, St. Helena Adventist Health Hospital, and Bay Area airports.
- Offer regularly scheduled shuttles in the City of Napa to support seniors with rides for everyday chores to the bank, library, and grocery store.
- Encourage healthcare discharge planners to help older adults find transportation from their facilities to their homes and find ongoing transportation for their daily needs.
- Distribute NVTA guides through Meals on Wheels and other home service providers.
- Coordinate efforts across nonprofits, NVTA, and medical providers to develop cross-sector partnerships that support transportation for medical care.
- Provide a transportation concierge to help older adults navigate transportation options.
- Support NVTA to host regular “How to use Public Transportation” events. Dedicate one day a month to giving seniors the opportunity to practice taking public transportation as part of a facilitated group.
- Expand nonprofit rides programs like Molly’s Angels and explore a “casual carpool” program.

Information & Access: Best Practices

Efforts to improve information and access in Napa County should focus on emergency preparedness and emergency communication. Across all incomes and racial groups, there exists a wide range of preferred methods for emergency communication. Over 70% of White respondents rely on text/Nixle in an emergency while only 26% of Latino/a/e respondents do the same. Latino/a/e older adults were more likely to rely on television for emergency updates. Additionally, close to half of all older adults do not have an emergency kit.

A survey of available literature on emergency preparedness for older adults, government recommendations (federal and local), and AARP resources emphasized that the most significant determinant in preparedness, resiliency, and survival during and after disasters was social, relational support networks. In *Disaster Awareness and Preparedness Among Older Adults in Canada Regarding Floods, Wildfires, and Earthquakes*, the authors write, **“Disaster preparedness for older adults is often associated with social capital and demographic characteristics. Exhibiting high social capital via civic engagement or having strong communal support networks is crucial for emergency information dissemination. Hence, establishing connections with family members, neighbors, community organizations, and religious institutions were proven to be useful for older adults”** (Brogan, et. al., 2024). Preparing older adults for emergencies in Napa County necessitates a coordinated approach.

“While older adults may be more vulnerable to disaster consequences - especially if they are living alone, are low-income, have a disability or live in rural areas - they can also be force-multipliers for preparedness. I encourage everyone, especially older adults, to engage your support networks on emergency planning, because your friends, family and neighbors depend as much on you as you do on them. I also urge FEMA’s partners, including those who work with and support the older adults in our communities, to work together to bolster preparedness for this particularly vulnerable group.”

-Deanne Criswell, FEMA Director, 2023

Partners

- Transportation
- Local government
- Communication & social networks
- Neighbors
- Caregivers
- Older adults

Master Plan Alignment

Strategy D:
Emergency Preparedness



Shared Measurement

Sharing data across providers can help identify older adults that may need support in an emergency.

Prioritized Population

- All older adults





Information & Access: Best Practices



#1. COAD: Co-Develop and Cross-Train

Engage older adults to develop and deliver preparedness messages and training materials. Expand Community Organizations Active in Disaster's (COAD) role to engage older adults.



#2. Emergency Registry

Create a registry of people that will need assistance in an emergency.



#3. Power Providers

Partner with local power providers to provide access to alternative power for older adults, especially those with power dependent medical devices.



#4. Neighborhood Support Networks

Create local support networks through neighborhood events. Events should be localized to support relationship building between people living near each other. Consider how Nextdoor might be used to support these networks.



#5. Food Delivery Partnerships

Consider working with food delivery programs like Meals on Wheels to deliver emergency kits and emergency food and water supplies before a disaster.



#6. Take Control in 1, 2, 3

Use FEMA's Take Control in 1, 2, 3 readiness guide to operationalize a campaign to prepare older adults for disasters.

Information & Access: Solution Sessions

Preparing older adults and the entire community for an emergency must/should prioritize neighborhood relationships. Sixty-one percent of low-income older adults live alone. How might Napa County work to build deeply supportive relationships that foster care and communal responsibility for older adults and all residents in an emergency?

Key Concerns

- Lack of self-preparedness.
- Need to improve notification systems to reach all older adults.
- Power outage preparation and support.

Prioritized Action

- Conduct an emergency awareness campaign with an emphasis on outreach to those living alone.
- Distribute emergency supplies such as go bags, stay boxes, and document firesafe bags.
- Work with food providers and Community Action Napa Valley to support older adults to stockpile shelf-stable meals and water.
- Work with COAD to support multimodal, multilingual emergency communication including voice, audio, text, radio, cell, internet, and television.
- Consider how transportation providers might increase capacity for emergencies.
- Conduct Meet Your Neighbor sessions throughout the county to build community connections.



Caregiving & Interdependent Aging: Best Practices

When asked about *independent* living and caregiving, participant responses indicated that *interdependent* living might be a healthier, more supportive way to age with joy and dignity. *Interdependent* living promotes whole person health through coordinated social support services and creative programming that meets people where they are physically and emotionally.

Caregiving is a key component of interdependent aging. Cost and compensation are the biggest concerns and action areas for caregiving. High costs of living in Napa County make it difficult for older adults to afford caregivers and for caregivers to afford to live in Napa County.

Care Corps Model

The **Community Care Corps** is a national program that fosters the development and implementation of innovative local models of volunteer programs in which volunteers assist family caregivers, older adults, and adults with disabilities with non-medical assistance in-home and community-based settings to maintain their independence, health, and well-being. Administered by the Oasis Institute, the Community Care Corps awards grants to local organizations across the country to establish, enhance, and grow volunteer models to meet the growing need for these types of assistance.

Community Care Corps grantees implement **innovative volunteer models to provide various forms of non-medical assistance to family caregivers and the older adults and adults with disabilities whom they support**. Services such as caregiver education and skills training, respite programs, care coordination, friendly visiting, peer-to-peer support, non-emergency non-medical transportation, and home modifications help enable older adults and adults with disabilities to maintain their independence, health, and well-being. These services provide reassurance to caregivers that their loved ones are receiving the support they need and deserve and gives caregivers the time and capacity to address their own needs, which is essential to sustaining a healthy caregiving role.



Caregiving & Interdependent Aging: Solution Sessions

Suggestions to increase the number of caregivers in Napa County and improve retention focused on increasing housing to support caregivers and policy change at the county, state, and federal level to improve compensation. An immediate action item focuses on creating a resource hub to help connect caregivers with people needing care and to increase caregiver knowledge about supports.

Additionally, national and local resources for caregivers abound. There is less of a need to create new resources and more of a need to connect caregivers with existing resources and the caregiver community.

Key Concerns

- Identifying people who need support.
- Many may not feel comfortable asking for support or may not realize support is available.
- Cost of living in Napa County prevents caregivers from moving here.
- Cost of living makes it difficult for older adults to afford caregivers.
- Older adults may feel personal discomfort having a caregiver in their home.

Prioritized Action

- Explore innovative ways to increase the number of paid, qualified caregivers in Napa County.
- Increase organizational ability to assess where older adults are in the "age in place" spectrum, and then provide updated resources to support staff referrals.
- Offer health and resource fairs to connect people with caregivers and caregivers with resources.
- Encourage people to sign up for the county caregiver registry. Explore waiving the Caregiver Registry fee.
- Conduct a community wide marketing campaign to outreach to and inform unpaid careviers about support services.
- Work with Providence, Kaiser, and Mentis to offer and promote caregiver support groups and education opportunities..

Designing From the Margins

The National Alliance for Caregiving reminds communities to consider:

- Culture significantly impacts caregiving;
- Diverse caregivers may experience bias;
- Work with diverse caregivers to create culturally responsive resources;
- Support caregivers to connect with culturally responsive advocacy groups.





Napa County Master Plan for Aging: *Action Plans*



COORDINATED APPROACH

Implement a **COORDINATED APPROACH** to support Napa County's older adult community

Tasks	Partners	Resources	YR 1	YR 2	YR 3
1A. Establish the Napa County Aging & Disability Resource Connection (ADRC) as a coordinated network to provide a "no wrong door" approach to assist older adults, people with disabilities, and caregivers to navigate the fragmented/complex system of Long-Term Services and Supports (LTSS). The ADRC will be an expansion of Napa County's Information & Assistance (I&A) program and will follow guidelines and requirements established by the California Department of Aging (CDA).	Napa/Solano Area Agency on Aging (AAA); Providence Community Health Napa Valley; I&A; Disability Services and Legal Center (DSLCL)	Website; Braided funding from a variety of public and philanthropic sources			
1B. Develop an ADRC website that includes information on Napa County providers of services for older adults and how community members can access their programs and services; Prominently feature how to access I&A; Include a community calendar of events of interest to older adults	Healthy Aging Population Initiative (HAPI) partners	Website maintenance; Designated individual/team to keep information current and serve as point person			
1C. Move to one referral system and data reporting system for all Napa County providers of services for older adults to use; Develop a common set of metrics on which to collect data and report outcomes; Designate one organization to receive data and report on outputs and outcomes to the community;	HAPI partners; Lead organization/individual to receive and report on data	Online referral product; Training for provider partners on how to use online system			
1D. Identify one organization/individual to identify funding opportunities and then contact appropriate community partners that may be a good fit to apply for the funding; Lead organization/individual identifies partner organizations to apply for funding individually and/or in a consortium, depending on funders' parameters	HAPI partners; Lead organization/individual to identify funding opportunities and link prospective applicants to funding applications	Access to information about funding sources			
1E. Embed I&A staff and/or information kiosks at Senior Centers and/or libraries to connect older adults and their caregivers to available resources listed on the new NOAA/ADRC website	I&A; Senior Centers; Napa County Library	Funding for satellite I&A staff and/or kiosks			
1F. Identify a backbone organization/individual willing to take the lead on coordinating NOAA action plan implementation; Backbone entity will convene NOAA/ADRC Steering Committee and HAPI meetings, ADRC set-up, asset mapping, and other community coordination activities to advance collective impact	HAPI partners select backbone organization/individual to lead community convening and coordination activities	Funding to compensate backbone organization/individual			

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FINANCIAL SECURITY

Increase FINANCIAL SECURITY for Napa County's older adults

Tasks	Partners	Resources	YR 1	YR 2	YR 3
2A. Conduct asset mapping to identify financial supports (i.e. food access, rent subsidies, low cost/sliding scale medical services etc.) available to older adults in Napa County; Leverage the strengths of Napa County's provider network to support the needs of older adults; Create a service grid document and make it available online and in print format throughout the community	Organization/individual to lead asset mapping process; HAPI partners; Napa County Commission on Aging	Funding for organization/ individual to lead asset mapping process	\$		
2B. Identify an organization willing to provide a staff person to serve as a financial navigator, a one-stop resource for older adults to contact in need of access to financial resources; This individual would be able to make referrals to public and private financial supports and help older adults complete paperwork to enroll in public benefits; Conduct outreach to inform the community about this financial navigation resource	Organization willing to provide a financial navigator and promote the program	Funding to an existing CBO to support the financial navigator position		\$	
2C. Identify the status of rent control in the county's jurisdictions; Determine if the Napa County Commission on Aging will charge an ad hoc group to explore local opinions about rent control and implementation options	Determine if the Commission on Aging will take the lead role	State and/or foundation funding			\$
2D. Develop a fund to provide cash assistance for older adults in need of emergency support for rental assistance, medical bills, in-home caregiving, home maintenance, groceries, etc.; Identify an organization that the community trusts to administer the fund in an equitable manner	Convene a meeting of CBOs that already provide cash assistance (i.e. Share Program, etc.), to determine how to support the implementation of this task	Identify funding sources to allocate \$200,000 annually for emergency cash assistance		\$	
2E. Develop and implement a congregate caregiving model in which a caregiver provides care to several individuals during a typical four hour shift instead of spending all that time with one person, if not needed; Provide this service in congregate communities where older adults live	Caregiving firms; Senior living facilities	Funding provided by older adults-- either reimbursed via insurance or private pay			\$
2F. Provide mobile services in geographic areas where older adults live, such as congregate residential areas. Services could include medical/dental, legal aid, financial planning, veterinary care, etc.	Agencies that currently provide mobile services (Adventist Health, Napa County, CommuniCare+OLE, etc.)	State and/or foundation funding			\$
2G. Expand the Guaranteed Income Pilot program currently underway in the county if outcomes are positive.	County of Napa; California Department for Aging	State and/or foundation funding			\$

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HEALTH

Improve the HEALTH of Napa County's older adults

Tasks	Partners	Resources	YR 1	YR 2	YR 3
3A. Conduct a public outreach campaign to inform the community about available food resources; Create/update the directory of free/low-cost food sources in Napa County; Focus on the nutritional aspect of food as a way to reduce food insecurity stigma	Senior Centers; COAD; Food access nonprofits and faith-based organizations in the county; Alliance on Aging; Healthcare providers; HAPI; UpValley Coalition	Funding for print messaging			
3B. Address the problem of loneliness that many older adults face before immediately suggesting mental health treatment options by reaching out to people who live alone, proactively connecting older adults to social activities, continuing CBO-placed companionship calls and in-person visitor programs	Molly's Angels (companionship calls); Rianda House (Visit Me Today) Friendly Visitor program; Age Wise Age Well volunteer counselors	Continue funding existing programs; Apply for expansion funding for these programs			
3C. Provide mental health treatment after people address their loneliness; Provide coordinated care that includes mental health providers, pharmacists, and primary care physicians; Identify ways to expand mental health telehealth services	Bring a group together of mental health providers, including Mentis; CARE Network; CommuniCare+OLE, to discuss ways to improve mental health care for older adults	Funding for expansion of individual and group counseling sessions for existing providers			
3D. Make it easier for healthcare providers to make referrals to mental health practitioners and mental health programming by connecting providers to a single web-based referral system	Bring together healthcare providers that are already providing referrals to mental health services to discuss how to make referrals easier	Facilitation of meetings to discuss best way to improve referrals			
3E. Bring more specialty care doctors to Napa County	Bring large healthcare providers together to identify which specialty care to prioritize and find ways to increase access to specialty care via in-person care and telehealth	Philanthropic funding			
3F. Increase access to dental care by encouraging more dentists to accept insurance that older adults have and expand mobile dental care to provide services beyond preventive care in locations where older adults live.	Mobile dental providers; Bring Napa County dentists together to discuss insurance options; Napa Solano Dental Society	Facilitation of meetings			
3G. Conduct a fall prevention campaign that includes the following: (1) Provide devices using motion sensor technology to know automatically if someone has fallen; (2) Expand fall prevention training to senior centers and to caregivers; (3) Be sure people have up-to-date POLST in case of falls; (4) Install equipment that allows people to stay safe in their homes	Share the Care; Senior Centers; Neighborhood Centers; Work with CalFire to identify people who fall frequently	Expanded funding for Share the Care			

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AFFORDABLE HOUSING

Increase AFFORDABLE HOUSING options for older adults

Tasks	Partners	Resources	YR 1	YR 2	YR 3
4A. Provide rental assistance and other supports to prevent older adults from falling into homelessness. Promote the 4 year BAHFA Rental Assistance Pilot being conducted by Napa County Health and Human Services Administration (HHSA). The pilot program is designed to safeguard the county's rapidly growing homeless senior population by offering rental assistance to extremely low-income residents who are experiencing severe rent burden.	Napa County HHSA, Up Valley Family Centers, On the Move	Identify dedicated funding for rental assistance. Add funding to pilot—if successful			
4B. Create more Home Sharing in partnership with Napa Valley Community Housing's Home Sharing Match Up program	Napa Valley Community Housing	Continued funding for Napa Valley Community Housing			
4C. Provide a housing navigator to help older adults find affordable housing and complete required forms. Volunteers could fill this role.	Nonprofit provider	Funding to an existing nonprofit to support a housing navigator			
4D. Build more affordable housing for older adults. Encourage the county to require that a certain percent of new construction be reserved for older adults	Continuum of Care	Suitable building locations			
4E. Partner with landlords to cap rental payments for older adults	County government; Healthcare foundations & community benefit programs	Funding to underwrite gaps between actual cost and what older adult pays			
4F. Implement the Assisted Living Waiver (ALW) program in Napa County. ALW is limited to individuals eligible for Medi-Cal who require a nursing facility level of care and wish to live in a residential care setting or in publicly funded senior and/or disabled housing.	Need more assisted living providers to accept the waiver.	State approval			

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TRANSPORTATION

Develop sustainable & effective TRANSPORTATION solutions in Napa County

Tasks	Partners	Resources	YR 1	YR 2	YR 3
5A. Create a comprehensive list of all transportation resources available in the county, with a primary contact at each location. Include nonprofits, faith-based organizations, schools, senior living facilities, healthcare providers, etc. so that we know all the options available	All transportation providers, including nonprofits, faith-based organizations, schools, senior living facilities, healthcare providers, etc.	Facilitator to guide the conversation and document resources			
5B. Conduct a creative transportation education campaign to let people know what transportation is available and training on how to access	Napa Valley Transit Authority (NVTA) is already developing this; Targeted outreach to retirement residences; TV; Social media; Medical providers offices; Dental offices	Printing and postage			
5C. Conduct monthly practice sessions on how to use NVTA	NVTA; Senior Centers; Citizens Academy; Newcomers; Napa Valley Leadership; DMV-older adults who have had to forgo driving	NVTA staff			
5D. Update the Napa County Senior Transportation Services brochure and distribute it widely throughout the community	Faith-based organizations, medical facilities, Healthy Aging Population Initiative (HAPI) can distribute	NVTA staff			
5E. Provide an affordable airport shuttle and promote it throughout the community	Molly's Angels Executive Director will explore options	Molly's Angels has already received funding to staff this position			
5F. Provide shuttle service to St. Helena Adventist Health Hospital	Molly's Angels Executive Director will explore what St. Helena Adventist Health Hospital can offer	Philanthropic funding			
5G. Provide a transportation concierge to serve as a single point of contact for getting an older adult to wherever they need to be	Molly's Angels has agreed to serve in this capacity	Philanthropic funding			
5H. Develop a Casual Carpool program that helps people connect with car poolers through a technology ride board	NVTA will take the lead	Funding for NVTA			

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EMERGENCY PREPAREDNESS

Provide programs & services to enable older adults to be **PREPARED FOR EMERGENCIES**

Tasks	Partners	Resources	YR 1	YR 2	YR 3
6A. Conduct a public awareness campaign to inform the community--especially those living alone--of resources available in Napa County to prepare for emergencies and for during emergencies	COAD; Napa County Ombudsman; I&A--first go to number; Senior Centers; On the Move; Up Valley Family Centers; COPE; CANV; TV and radio	Funding to gather information and storage of information; Funding for radio spots			
6B. Invite agencies that serve older adults to join the Access & Functional Needs subcommittee of COAD--people go to trusted messengers in emergencies	COAD	Volunteer time			
6C. Conduct Meet Your Neighbor sessions throughout the county to help build community by getting connected and staying informed	COAD conducts these sessions; Partners could include Napa Valley Community Housing; Up Valley Family Centers; The Neighborhood Initiative--On the Move; Senior Housing (Jefferson, Rolfs Manor, The Meadows)	Additional funding for COAD to expand programming			
6D. The Language Access Group of COAD will identify the best way to get emergency information to older adults (some older adults can't access text); Explore using talking messages; Make robocalls to older adults before and during emergencies	OES could add features to Everbridge; COAD	Include emerging languages, including Hindi, Tagalog, and Indigenous languages, based on the needs of the community			
6E. Get commitments for organizations with vehicles to help with evacuations during emergencies; Increase capacity of transportation providers during emergencies--get a surge of volunteers ready to go into action	Individuals with vehicles and organizations with vehicle fleets	Set up a separate COAD group for transportation--ask Molly's Angels--work with EOC; Need appropriate vehicles			
6F. Provide emergency supplies/Go bag suitable for older adults (compact, lightweight); Give a go bag to everyone who attends a Meet your Neighbor session	Senior Centers; On the Move; Up Valley Family Centers; COPE; CANV	Philanthropic or government funding			

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CAREGIVING

Increase the number of **CAREGIVERS** in Napa County and improve retention.

Tasks	Partners	Resources	YR 1	YR 2	YR 3
7A. Identify and implement creative ways to have more caregivers in Napa County. Explore legal routes for hiring undocumented immigrants; Work with schools to provide CNA programs; Conduct marketing campaigns to find more caregivers; Determine if Napa County can waive the Caregiver Registry fee	High schools; Napa County; Immigration support; Nonprofits that serve people who could become caregivers	Funding for outreach and advertising			
7B. Conduct a communitywide marketing campaign to inform unpaid caregivers about the support services that are available in the county, including one-on-one counseling, support groups, and respite; Inform hospital discharge planners about services available to caregivers	Redwood Caregiver Resource Center has respite grants; Providence Community Health Napa Valley; Mentis; Rianda House	Funding for printed materials			
7C. Obtain funding for respite care for caregivers who don't qualify for low income supports; Establish a respite assistance fund	Foundations	Philanthropic			

Year 1 - July 2024 - June 2025



Year 2 - July 2025 - June 2026



Year 3 - July 2026 - June 2027

YEAR **1** JULY 2024 - JUNE 2025

Tasks	Partners	Resources
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Coordinated Approach Implement a **COORDINATED APPROACH** to support Napa County's older adult community

1A. Establish the Napa County Aging & Disability Resource Connection (ADRC) as a coordinated network to provide a "no wrong door" approach to assist older adults, people with disabilities, and caregivers to navigate the fragmented/complex system of Long-Term Services and Supports (LTSS). The ADRC will be an expansion of Napa County's Information & Assistance (I&A) program and will follow guidelines and requirements established by the California Department of Aging (CDA).	Napa/Solano Area Agency on Aging (AAA); Providence Community Health Napa Valley; I&A; Disability Services and Legal Center (DSLCL)	Website; Braided funding from a variety of public and philanthropic sources
1B. Develop an ADRC website that includes information on Napa County providers of services for older adults and how community members can access their programs and services; Prominently feature how to access I&A; Include a community calendar of events of interest to older adults	Healthy Aging Population Initiative (HAPI) partners	Website maintenance; Designated individual/team to keep information current and serve as point person
1D. Identify one organization/individual to identify funding opportunities and then contact appropriate community partners that may be a good fit to apply for the funding; Lead organization/individual identifies partner organizations to apply for funding individually and/or in a consortium, depending on funders' parameters	HAPI partners; Lead organization/individual to identify funding opportunities and link prospective applicants to funding applications	Access to information about funding sources
1F. Identify a backbone organization/individual willing to take the lead on coordinating NOAA action plan implementation; Backbone entity will convene NOAA/ADRC Steering Committee and HAPI meetings, ADRC set-up, asset mapping, and other community coordination activities to advance collective impact	HAPI partners select backbone organization/individual to lead community convening and coordination activities	Funding to compensate backbone organization/individual

Tasks	Partners	Resources
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Financial Security Increase **FINANCIAL SECURITY** for Napa County's older adults

2A. Conduct asset mapping to identify financial supports (i.e. food access, rent subsidies, low cost/sliding scale medical services etc.) available to older adults in Napa County; Leverage the strengths of Napa County's provider network to support the needs of older adults; Create a service grid document and make it available online and in print format throughout the community	Organization/individual to lead asset mapping process; HAPI partners; Napa County Commission on Aging	Funding for organization/ individual to lead asset mapping process
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YEAR **1** JULY 2024 - JUNE 2025

Tasks	Partners	Resources
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Health Improve the HEALTH of Napa County's older adults

3A. Conduct a public outreach campaign to inform the community about available food resources; Create/update the directory of free/low-cost food sources in Napa County; Focus on the nutritional aspect of food as a way to reduce food insecurity stigma	Senior Centers; COAD; Food access nonprofits and faith-based organizations in the county; Alliance on Aging; Healthcare providers; HAPI; UpValley Coalition	Funding for print messaging
3B. Address the problem of loneliness that many older adults face before immediately suggesting mental health treatment options by reaching out to people who live alone, proactively connecting older adults to social activities, continuing CBO-placed companionship calls and in-person visitor programs	Molly's Angels (companionship calls); Rianda House (Visit Me Today) Friendly Visitor program; Age Wise Age Well volunteer counselors	Continue funding existing programs; Apply for expansion funding for these programs
3C. Provide mental health treatment after people address their loneliness; Provide coordinated care that includes mental health providers, pharmacists, and primary care physicians; Identify ways to expand mental health telehealth services	Bring a group together of mental health providers, including Mentis; CARE Network; CommuniCare+OLE, to discuss ways to improve mental health care for older adults	Funding for expansion of individual and group counseling sessions for existing providers
3E. Bring more specialty care doctors to Napa County	Bring large healthcare providers together to identify which specialty care to prioritize and find ways to increase access to specialty care via in-person care and telehealth	Philanthropic funding
3G. Conduct a fall prevention campaign that includes the following: (1) Provide devices using motion sensor technology to know automatically if someone has fallen; (2) Expand fall prevention training to senior centers and to caregivers; (3) Be sure people have up-to-date POLST in case of falls; (4) Install equipment that allows people to stay safe in their homes	Share the Care; Senior Centers; Neighborhood Centers; Work with CalFire to identify people who fall frequently	Expanded funding for Share the Care

Tasks	Partners	Resources
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Affordable Housing Increase AFFORDABLE HOUSING options for older adults

4A. Provide rental assistance and other supports to prevent older adults from falling into homelessness. Promote the 4 year BAHFA Rental Assistance Pilot being conducted by Napa County Health and Human Services Administration (HHSA). The pilot program is designed to safeguard the county's rapidly growing homeless senior population by offering rental assistance to extremely low-income residents who are experiencing severe rent burden.	Napa County HHSA, Up Valley Family Centers, On the Move	Identify dedicated funding for rental assistance. Add funding to pilot-if successful
4B. Create more Home Sharing in partnership with Napa Valley Community Housing's Home Sharing Match Up program	Napa Valley Community Housing	Continued funding for Napa Valley Community Housing
4D. Build more affordable housing for older adults. Encourage the county to require that a certain percent of new construction be reserved for older adults	Continuum of Care	Suitable building locations

YEAR

1

JULY 2024 - JUNE 2025

Tasks

Partners

Resources

Transportation

Develop sustainable & effective TRANSPORTATION solutions in Napa County



5A. Create a comprehensive list of all transportation resources available in the county, with a primary contact at each location. Include nonprofits, faith-based organizations, schools, senior living facilities, healthcare providers, etc. so that we know all the options available	All transportation providers, including nonprofits, faith-based organizations, schools, senior living facilities, healthcare providers, etc.	Facilitator to guide the conversation and document resources
5B. Conduct a creative transportation education campaign to let people know what transportation is available and training on how to access	Napa Valley Transit Authority (NVTA) is already developing this; Targeted outreach to retirement residences; TV; Social media; Medical providers offices; Dental offices	Printing and postage
5C. Conduct monthly practice sessions on how to use NVTA	NVTA; Senior Centers; Citizens Academy; Newcomers; Napa Valley Leadership; DMV--older adults who have had to forgo driving	NVTA staff
5D. Update the Napa County Senior Transportation Services brochure and distribute it widely throughout the community	Faith-based organizations, medical facilities, Healthy Aging Population Initiative (HAPI) can distribute	NVTA staff
5E. Provide an affordable airport shuttle and promote it throughout the community	Molly's Angels Executive Director will explore options	Transit company TBD
5F. Provide shuttle service to St. Helena Adventist Health Hospital	Molly's Angels Executive Director will explore what St. Helena Adventist Health Hospital can offer	Philanthropic funding
5G. Provide a transportation concierge to serve as a single point of contact for getting an older adult to wherever they need to be	Molly's Angels has agreed to serve in this capacity	Molly's Angels has already received funding to staff this position

Tasks

Partners

Resources

Emergency Preparedness

Provide programs & services to enable older adults to be **PREPARED FOR EMERGENCIES**



6A. Conduct a public awareness campaign to inform the community--especially those living alone--of resources available in Napa County to prepare for emergencies and for during emergencies	COAD; Napa County Ombudsman; I&A--first go to number; Senior Centers; On the Move; Up Valley Family Centers; COPE; CANV; TV and radio	Funding to gather information and storage of information; Funding for radio spots
6B. Invite agencies that serve older adults to join the Access & Functional Needs subcommittee of COAD--people go to trusted messengers in emergencies	COAD	Volunteer time
6C. Conduct Meet Your Neighbor sessions throughout the county to help build community by getting connected and staying informed	COAD conducts these sessions; Partners could include Napa Valley Community Housing; Up Valley Family Centers; The Neighborhood Initiative--On the Move; Senior Housing (Jefferson, Rolfs Manor, The Meadows)	Additional funding for COAD to expand programming

YEAR **1** JULY 2024 - JUNE 2025

Tasks

Partners

Resources

Caregiving

Increase the number of CAREGIVERS in Napa County and improve retention.

7A. Identify and implement creative ways to have more caregivers in Napa County: Explore legal routes for hiring undocumented immigrants; Work with schools to provide CNA programs; Conduct marketing campaigns to find more caregivers; Determine if Napa County can waive the Caregiver Registry fee

High schools; Napa County; Immigration support; Nonprofits that serve people who could become caregivers

Funding for outreach and advertising

7B. Conduct a communitywide marketing campaign to inform unpaid caregivers about the support services that are available in the county, including one-on-one counseling, support groups, and respite; Inform hospital discharge planners about services available to caregivers

Redwood Caregiver Resource Center has respite grants; Providence Community Health Napa Valley; Mentis; Rianda House

Funding for printed materials

7C. Obtain funding for respite care for caregivers who don't qualify for low income supports; Establish a respite assistance fund

Foundations

Philanthropic

YEAR **2** JULY 2025 - JUNE 2026

Tasks

Partners

Resources

Financial Security

Increase **FINANCIAL SECURITY** for Napa County's older adults

2B. Identify an organization willing to provide a staff person to serve as a financial navigator, a one-stop resource for older adults to contact in need of access to financial resources; This individual would be able to make referrals to public and private financial supports and help older adults complete paperwork to enroll in public benefits; Conduct outreach to inform the community about this financial navigation resource

Organization willing to provide a financial navigator and promote the program

Funding to an existing CBO to support the financial navigator position

2D. Develop a fund to provide cash assistance for older adults in need of emergency support for rental assistance, medical bills, in-home caregiving, home maintenance, groceries, etc.; Identify an organization that the community trusts to administer the fund in an equitable manner

Convene a meeting of CBOs that already provide cash assistance (i.e. Share Program, etc.), to determine how to support the implementation of this task

Identify funding sources to allocate \$200,000 annually for emergency cash assistance

Tasks

Partners

Resources

Health

Improve the **HEALTH** of Napa County's older adults

3D. Make it easier for healthcare providers to make referrals to mental health practitioners and mental health programming by connecting providers to a single web-based referral system

Bring together healthcare providers that are already providing referrals to mental health services to discuss how to make referrals easier

Facilitation of meetings to discuss best way to improve referrals

Tasks

Partners

Resources

Affordable Housing

Increase **AFFORDABLE HOUSING** options for older adults

4C. Provide a housing navigator to help older adults find affordable housing and complete required forms. Volunteers could fill this role.

Nonprofit provider

Funding to an existing nonprofit to support a housing navigator


YEAR **2** JULY 2025 - JUNE 2026

Tasks	Partners	Resources
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 **Transportation** **Develop sustainable & effective TRANSPORTATION solutions in Napa County**

5F. Provide shuttle service in the City of Napa dedicated to helping seniors go to and from everyday chores such as the bank, the library, grocery store, etc.	NVTA will take the lead	Funding for NVTA
5G. Provide transportation from an individual's home to medical facilities in San Francisco and Santa Rosa with drivers who will wait until medical services are complete and return the older adult back home.	NVTA could explore this	Funding for NVTA
5H. Develop a Casual Carpool program that helps people connect with car poolers through a technology ride board	NVTA will take the lead	Funding for NVTA

Tasks	Partners	Resources
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 **Emergency Preparedness** **Provide programs & services to enable older adults to be PREPARED FOR EMERGENCIES**

6D. The Language Access Group of COAD will identify the best way to get emergency information to older adults (some older adults can't access text); Explore using talking messages; Make robocalls to older adults before and during emergencies	OES could add features to Everbridge; COAD	Include emerging languages, including Hindi, Tagalog, and Indigenous languages, based on the needs of the community
6E. Get commitments for organizations with vehicles to help with evacuations during emergencies; Increase capacity of transportation providers during emergencies--get a surge of volunteers ready to go into action	Individuals with vehicles and organizations with vehicle fleets	Set up a separate COAD group for transportation--ask Molly's Angels--work with EOC; Need appropriate vehicles

YEAR



JULY 2026 - JUNE 2027

Tasks	Partners	Resources
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Coordinated Approach

Implement a COORDINATED APPROACH to support Napa County's older adult community

1C. Move to one referral system and data reporting system for all Napa County providers of services for older adults to use; Develop a common set of metrics on which to collect data and report outcomes; Designate one organization to receive data and report on outputs and outcomes to the community;	HAPI partners; Lead organization/individual to receive and report on data	Online referral product; Training for provider partners on how to use online system
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1E. Embed I&A staff and/or information kiosks at Senior Centers and/or libraries to connect older adults and their caregivers to available resources listed on the new NOAA/ADRC website	I&A; Senior Centers; Napa County Library	Funding for satellite I&A staff and/or kiosks
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Tasks	Partners	Resources
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Financial Security

Increase FINANCIAL SECURITY for Napa County's older adults

2C. Identify the status of rent control in the county's jurisdictions; Determine if the Napa County Commission on Aging will charge an ad hoc group to explore local opinions about rent control and implementation options	Determine if the Commission on Aging will take the lead role	State and/or foundation funding
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2E. Develop and implement a congregate caregiving model in which a caregiver provides care to several individuals during a typical four hour shift instead of spending all that time with one person, if not needed; Provide this service in congregate communities where older adults live	Caregiving firms; Senior living facilities	Funding provided by older adults--either reimbursed via insurance or private pay
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2F. Provide mobile services in geographic areas where older adults live, such as congregate residential areas. Services could include medical/dental, legal aid, financial planning, veterinary care, etc.	Agencies that currently provide mobile services (Adventist Health, Napa County, CommuniCare+OLE, etc.)	State and/or foundation funding
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2G. Expand the Guaranteed Income Pilot program currently underway in the county if outcomes are positive.	County of Napa; California Department for Aging	State and/or foundation funding
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Tasks	Partners	Resources
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Health

Improve the HEALTH of Napa County's older adults

3F. Increase access to dental care by encouraging more dentists to accept insurance that older adults have and expand mobile dental care to provide services beyond preventive care in locations where older adults live.	Mobile dental providers; Bring Napa County dentists together to discuss insurance options; Napa Solano Dental Society	Facilitation of meetings
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YEAR **3** JULY 2026 - JUNE 2027

Tasks	Partners	Resources
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Affordable Housing Increase **AFFORDABLE HOUSING** options for older adults

4E. Partner with landlords to cap rental payments for older adults	County government; Healthcare foundations & community benefit programs	Funding to underwrite gaps between actual cost and what older adult pays
4F. Implement the Assisted Living Waiver (ALW) program in Napa County. ALW is limited to individuals eligible for Medi-Cal who require a nursing facility level of care and wish to live in a residential care setting or in publicly funded senior and/or disabled housing.	Need more assisted living providers to accept the waiver.	State approval

Tasks	Partners	Resources
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Emergency Preparedness Provide programs & services to enable older adults to be **PREPARED FOR EMERGENCIES**

6F. Provide emergency supplies/Go bag suitable for older adults (compact, lightweight); Give a go bag to everyone who attends a Meet your Neighbor session	Senior Centers; On the Move; Up Valley Family Centers; COPE; CANV	Philanthropic or government funding
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Appendices

The following documents support the work presented in this report and are available through the links below and in their entirety in the *Napa County Older Adults Assessment Appendices*.

Complete NOAA Surveys:

English

https://communityhealthnapavalley.org/wp-content/uploads/2022/05/NOAA-Questionnaire_FINAL_051023.pdf

Spanish

https://communityhealthnapavalley.org/wp-content/uploads/2022/05/NOAA-Questionnaire_FINAL_051023_SP.pdf

Tagalog

https://communityhealthnapavalley.org/wp-content/uploads/2022/05/NOAA-Questionnaire_FINAL_051023_Tagalog.pdf



**Napa County Older Adults Needs Assessment (NOAA)*
90-minute Focus Group *Solution Session*
June-August 2023**

Revised 7/25/23

FACILITATOR AGENDA

Time	Topic	Facilitator Notes
10 min.	<p>Welcome & introductions</p> <ul style="list-style-type: none"> • Please wear a name tag provided by your facilitator • Purpose of NOAA • Why we're here today • <i>Please introduce yourself by stating (1) how long you've lived in Napa County and (2) why you decided to participate in today's focus group</i> • If you haven't already done so, please take the NOAA survey as soon as you finish today's session—See link and QR code at the end of this agenda 	<p>Facilitator: We've all been through a lot of change since the global pandemic hit us in Spring 2020. As a result, the Napa County Board of Supervisors wants to know how the pandemic hit our older adult population by identifying your needs and then developing solutions to help build resilience to enable us to be prepared for the next calamity. Thank you for coming today to share your thoughts. We will report your comments anonymously, with no names attached, to enable you to feel free to speak your mind. Let's start this <i>solution session</i>.</p> <p>In-person: Facilitator posts on flipchart ranges of years lived in Napa County:</p> <ul style="list-style-type: none"> • Less than 2 years • 2-5 years • 6-10 years • 11-20 years • More than 20 years <p>Ask participants to write their name on a big Post It. Invite participants to state their name and then place their Post It on the flipchart based on the number of years they've lived in Napa County. Then, ask the entire group why they decided to participate today. Record their responses on the flipchart as a bulleted list. <i>Please invite Spanish speakers to write their responses on Post Its in Spanish throughout the session. We will get their ideas translated and incorporated into the results of this focus group.</i></p>



5 min.	<p>Your quality of life <i>On a scale of 1-10, with 10 being highest, how would you rate your quality of life today in Napa County?</i></p>	<p>Facilitator: Give people stickers (dots, stars, etc.) to put on a line (with 1-10 marks) on a flipchart, drawn by the facilitator. If stickers aren't available, ask participants to draw a star or smiley face.</p>
15 min.	<p>What would improve your quality of life?</p> <ul style="list-style-type: none"> • Think of one specific thing that would improve your quality of life. It could be a change in a law or policy, more or less of some type of resource, a different approach to how we do something, an action taken by government agencies, businesses, nonprofits, or community members—there are no wrong answers. <i>Dream big!</i> • Take 2 minutes to write that one idea on a Post It • Post your idea in the category where it belongs on the associated flipchart. These are the categories: <ul style="list-style-type: none"> ○ Health and Wellness ○ Finances & Employment ○ Housing ○ Transportation ○ Information & Assistance/Social services ○ Community Engagement & Connectedness ○ Emergency response 	<p>Facilitator: Remind people to think about what we've all been through since Spring 2020—that we've all been impacted by a global pandemic.</p> <p>Give participants 2 minutes to think of a response and record it on a large post-it. Participants place the post-it on the flipchart sheets posted around the room with the following headers:</p> <ul style="list-style-type: none"> • Health and Wellness • Finances & Employment • Housing • Transportation • Information & Assistance/Social services • Community Engagement & Connectedness • Emergency response • Equity & Inclusion • Caregiving • Other <p>Summarize responses by category</p>



	<ul style="list-style-type: none"> ○ Equity & Inclusion ○ Caregiving ○ Other <ul style="list-style-type: none"> • Discuss your ideas 	
10 min.	<p>Identifying the top categories for improving your Quality of Life</p> <ul style="list-style-type: none"> • Based on the ideas you just provided for ways to improve your quality of life, which 3 categories had the most suggestions for improvement? • Let's focus on those 3 categories for the rest of our session 	<p>Facilitator: Work with the group to select the 3 categories with the most ideas for improving the quality of life. Combine categories that are most closely related, if necessary. Circle the 3 most important topics from the categories of health and wellness through caregiving.</p>
5 min.	STRETCH BREAK	
12 min.	<p>Quality of life improvement topic #1</p> <ul style="list-style-type: none"> • What are the top 2-3 challenges Napa County's older adults face in this topic? • What are some creative solutions for these challenges? 	<p>Facilitator: Let's spend the rest of our session together looking at the topics you selected for improving your own quality of life and expanding our discussion to focus on ways to improve the quality of life for Napa County's older adults.</p> <p>Put the name of the most important topic from the 3 you just selected at the top of a flipchart. Ask participants to independently write the most significant challenge that Napa County's older adults face in this topic area on a Post-It. If participants can't think of anything, refer to the survey questions as prompts.</p> <p>Have participants place their Post-its on a wall, door, window, or flipchart. Organize the Post-its by putting similar ideas together.</p> <p>Select the top 2-3 challenges. For each challenge, engage in a brainstorming session of rapid-fire ideas to overcome each challenge. Record participant input on flipchart.</p>



<p>12 min.</p>	<p>Quality of life improvement topic #2</p> <ul style="list-style-type: none"> • What are the top 2-3 challenges Napa County's older adults face in this topic? • What are some creative solutions for these challenges? 	<p>Facilitator: Put the name of the 2nd most important topic from the 3 you just selected at the top of a flipchart. Ask participants to independently write the most significant challenge that Napa County's older adults face in this topic area on a Post-It. If participants can't think of anything, refer to the survey questions as prompts.</p> <p>Have participants place their Post-its on a wall, door, window, or flipchart. Organize the Post-its by putting similar ideas together.</p> <p>Select the top 2-3 challenges. For each challenge, engage in a brainstorming session of rapid-fire ideas to overcome each challenge. Record participant input on flipchart.</p>
<p>12 min.</p>	<p>Quality of life improvement topic #3</p> <ul style="list-style-type: none"> • What are the top 2-3 challenges Napa County's older adults face in this topic? • What are some creative solutions for these challenges? 	<p>Facilitator: Put the name of the 3rd most important topic from the 3 you just selected at the top of a flipchart. Ask participants to independently write the most significant challenge that Napa County's older adults face in this topic area on a Post-It. If participants can't think of anything, refer to the survey questions as prompts.</p> <p>Have participants place their Post-its on a wall, door, window, or flipchart. Organize the Post-its by putting similar ideas together.</p> <p>Select the top 2-3 challenges. For each challenge, engage in a brainstorming session of rapid-fire ideas to overcome each challenge. Record participant input on flipchart.</p>
<p>5 min.</p>	<p>What are your priority solutions?</p> <ul style="list-style-type: none"> • For all of the creative solutions you identified today, which do you think 	<p>Facilitator: Ask participants to select—from all the solutions they identified—the best/most important to implement. Ask them to "vote," using the stickers you give them. Each person should receive a strip of</p>



	are the best/most important to implement? <ul style="list-style-type: none">• Place a sticker on your favorite solutions.	4 stickers to use. They may place one sticker per idea or put them all on one idea, or two and two, etc.
4 min.	<ul style="list-style-type: none">• Next steps• Thank you for participating and remember to take the NOAA Survey before July 31, 2023	Facilitator: Thank everyone for participating. Encourage them to check the NOAA website (listed below) for project updates and to take the survey before August 18, 2023.

Link to NOAA Survey: <https://communityhealthnapavalley.org/noaa/>

QR Code:



**NOAA is funded, in part, by the Napa County Board of Supervisors and by Napa County Health and Human Services through Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) funds. It is one of several MHSA programs implemented by the Napa County Mental Health Division, which strives to improve mental health outcomes for individuals and families throughout the community.*



Napa County Older Adults Needs Assessment (NOAA)*
Key Informant Interview—90 minutes
 July-August 2023

Interview facilitator: Dr. B.J. Bischoff, bjbischoff@bjbischoff.com; 317-489-2468

Interview Agenda

Time	Topic
10 min.	<p>Welcome, introductions, meeting <u>purpose</u></p> <ul style="list-style-type: none"> • Facilitator and key informant introductions • Key informant’s role in serving the needs of Napa County’s older adults—organization, services, populations, <u>geographic area</u> • Purpose of NOAA and the importance of key informant interviews • Responses will be confidential—only reported as aggregate findings and not associated with any <u>individual</u> • Permission to record session for reporting accuracy <u>only</u> • Questions before we get started?
15 min.	<p>Top challenges/barriers facing Napa County’s Older Adults</p> <ul style="list-style-type: none"> • What are the top 3-5 challenges/barriers older adults in Napa County are currently facing? They can be anything—Here are the categories we are exploring through the survey and the focus groups to consider as possible areas: <ul style="list-style-type: none"> ○ Health and Wellness ○ Mental Health ○ Finances & Employment ○ Housing ○ Transportation ○ Information & Assistance/Social services ○ Community Engagement & Connectedness ○ Emergency Response ○ Equity & Inclusion ○ Isolation ○ Caregiving ○ Elder Abuse ○ Scams, Fraud, and Identity Theft
10 min.	<p>Impact of these challenges/barriers on populations</p> <ul style="list-style-type: none"> • For each challenge/barrier identified, are there specific subpopulations of older adults that are more impacted than others? If so, what are those subpopulations and how are they impacted?
15 min.	<p>Possible solutions and opportunities for the challenges/barriers</p> <ul style="list-style-type: none"> • What are some possible solutions and opportunities for each challenge/barrier identified? What would success look like to you? • What would it take to implement those solutions and opportunities here in Napa County?



	<ul style="list-style-type: none"> • What are some possible partnerships and collaborations for each of these opportunities?
10 min.	<p>Addressing urgent challenges/barriers</p> <ul style="list-style-type: none"> • Which challenges/barriers should be addressed immediately? • What would it take to immediately make that happen? Who would need to be involved? What agencies? How would that be funded?
10 min.	<p>Current services for older adults in Napa County</p> <ul style="list-style-type: none"> • Are there any services already provided in Napa County for older adults that should be expanded or for which additional support should be provided?
10 min.	<p>Gaps in services for older adults in Napa County</p> <ul style="list-style-type: none"> • Are there any programs or services not provided for older adults in Napa County, but should be? • What would it take to implement those programs or services?
5 min.	<p>Other thoughts?</p> <ul style="list-style-type: none"> • Anything else to add to inform our NOAA work?
5 min.	<ul style="list-style-type: none"> • Next steps: How this information will be used • Thank you for participating!

**NOAA is funded, in part, by the Napa County Board of Supervisors and by Napa County Health and Human Services through Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) funds. It is one of several MHSA programs implemented by the Napa County Mental Health Division, which strives to improve mental health outcomes for individuals and families throughout the community.*

What's on Your Mind?

We would love to know!

Come together to make your voice heard. Your input will help inform and shape the future of Napa County's services for older adults.



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Tell us about **your** needs in these areas and more:

- Health and Wellness
- Housing
- Caregiving
- Transportation
- Emergency Response
- Community Engagement
- Equity and Inclusion

Staff from Collabria will help you complete a Questionnaire at the Community Room

Thursday, August 10th
2 – 3:30 pm

TO PARTICIPATE ONLINE

Please contact us at 707-253-4248, visit CommunityHealthNapaValley.org/NOAA, or scan the QR code below:





Napa County Older Adults Assessment

NOAA is funded, in part, by the Napa County Board of Supervisors and by Napa County Health and Human Services through Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) funds. It is one of several MHSA programs implemented by the Napa County Behavioral Health Division, which strives to improve mental health outcomes for individuals and families throughout the community.