

South Bay Cities Council of Governments

Services for Seniors Working Group

Tuesday, October 27, 2015 Meeting Minutes

By Grace Farwell

In Attendance: Amanda Valorosi, City of Carson; Shaunna Donahue, City of El Segundo; Dylan Doukakis, City of El Segundo; Brenda Williams, City of Hawthorne; Jan Buike, City of Manhattan Beach; Meghan Ballard, City of Redondo Beach; Britt Huff, City of Rolling Hills Estates Council Member, H.E.L.P.; Cindy Snodgrass, City of Torrance; Bea Virobik, City of Torrance Commission on Aging/South Bay Village; Ghislaine (Ges) Davis, City of Torrance Commission on Aging/South Bay Village; Sean La Guardia, County of Los Angeles Community and Senior Services; Keisha Stephens, County of Los Angeles Community and Senior Services; Sarah Wiltfong, Assembly Member David Hadley; Eric Haack, Access Services LA; Barbara White, CSU Long Beach/Long Beach Village; Tara Guden, Beach Cities Health District; Sherry May, Palos Verdes Peninsula Village; Rhonda Ozanian, Bluedot; Jacki Bacharach, SBCCOG; Grace Farwell, SBCCOG; Steve Lantz, SBCCOG; Guest Speakers: J Connolly, LiftHero; Mohamed Hassan, Cycling Without Age

1. Welcome and Self Introductions
2. Grace Farwell briefly recapped highlights from previous meeting
3. Overview of LiftHero and LiftHero's Concierge Service
 - J Connolly, Founder of LiftHero, provided an overview of the LiftHero program and concierge service (www.lifthero.com).
 - LiftHero is a ridesharing program that connects seniors and their families with qualified drivers.
 - LiftHero was started by a grandson who saw how painful it was when his grandmother began losing the ability to drive, and with it, her freedom. She eventually found a trusted driver who has made a huge impact on her life.
 - Seniors giving up driving equals loss of freedom; 60% fewer outings
 - Ridesharing equals relationships/friendships
 - Currently in "beta" testing in the Bay Area. Coming to the LA area in the near future.
 - The goal is to ensure every senior has access to "Lift Heroes". The drivers are often health professionals or pre-health students (nurses, EMTs) or retirees and are provided valuable training specific to the aging population.
 - Training includes physical support and fall prevention; working with assistive devices; cognitive and emotional issues; elder abuse and reporting
 - All drivers go through a screening process that includes background checks (DMV and criminal)
 - Provide door-through-door transportation and accompaniment.
 - All drivers go through a screening process that includes background checks (DMV and criminal), in-depth interview.

- Drivers must also have CPR/First Aid certification.
- The vehicles must pass a 19-point vehicle inspection and have valid registration.
- Driver is active after completing a ride along. There is also ongoing behavior monitoring and ratings review.
- The senior, or their family member, calls LiftHero to book a ride.
- The current cost is \$25/hour plus \$1/mile. The minimum is \$17.50.
- Currently working with Brookdale Senior Living.
- General liability policy of \$1,000,000 for drivers.
- The other program that is statewide is the Concierge Service (or Lift Hero Lite).
- Contact LiftHero by calling or texting to request a ride with existing ridesharing services (i.e. Uber or Lyft) on their behalf.
- Answer a few quick questions and get a fare estimate (often less than a cab).
- Get picked up by Uber or Lyft. A LiftHero staff person is in touch by phone so you know which driver and car to expect.
- Never pay driver directly
- Can schedule ahead or reserve on-demand.
- There is a fee for the service. Current fee is \$4 fee + 2.9%.
- A credit card is kept on file for the ridesharing transactions.

4. Introduction to Cycling Without Age

- Mohamed Hassan provided an introduction and overview of the Cycling Without Age program (www.cyclingwithoutage.org). Some of the highlights include:
 - Program started in Copenhagen, Denmark in 2012
 - Mission: Everyone has “the right to wind in their hair”
 - Purpose: to engage seniors in their community
 - Core idea: to give lost mobility back to seniors
 - Use a rickshaw/tri-shaw to pedal older adults around; the “drivers” are called pilots
 - 5 guiding principles
 - It starts with the simple act of *generosity*. Give our time to them when they gave us their care and time.
 - There are a lot of stories to be shared through *storytelling* from our elders, but also from us.
 - They want to listen to us too and through this bridge we form *relationships*.
 - We take our time, and the act of *cycling slowly* helps us take in the experience and appreciate it.
 - *Without age* is the principle of how life does not end at a given age, but instead we can embrace what each generation has to offer through something as simple as cycling.
 - Plan:
 - Get license and training (royalty-free license)
 - Raise awareness
 - Identify stakeholders, partners, sponsors
 - Fundraising
 - Order 1st trishaw

- Recruit and train volunteers
 - Provide purposeful trips as well as leisure trips
 - Take to go shopping
 - Go to community events – social engagement value
 - Seniors Helping Seniors will be purchasing the first trishaw in the South Bay/West LA area
- 5. “Senior” Update from Assemblyman David Hadley’s office
 - Sarah Wiltfong, District Director provided information on the following Senior Town Hall meetings; open to the public
 - Transportation on November 4th from 10am-12pm at the SBCCOG Client Theatre, 20285 S. Western Ave., Torrance
 - Financial Literacy on November 18th from 10am-12pm at the Palos Verdes Peninsula Center Library, Community Room, 701 Silver Spur Rd., Rolling Hills Estates
 - Scam Stoppers on November 19th from 10am-12pm at the Beach Cities Health District, Beach Cities and Redondo Rooms, 514 N. Prospect Ave., Redondo Beach
- 6. Announcements and Follow-up Actions
 - Discussion about future topics
 - Homelessness and Seniors
 - Reverse Mortgage and other Financial Issues
 - Mental health issues
 - 1. Include resources, police, procedures with APS
 - Homecare licensure changing in January 2016
- 7. Next meeting – **Tuesday, December 1, 2015 @ 9:30 am**