

# 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](http://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](http://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 1<sup>st</sup> 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 4<sup>th</sup> from 10am-12pm at the SBCCOG Client Theatre, 20285 S. Western Ave., Torrance
    - Financial Literacy on November 18<sup>th</sup> from 10am-12pm at the Palos Verdes Peninsula Center Library, Community Room, 701 Silver Spur Rd., Rolling Hills Estates
    - Scam Stoppers on November 19<sup>th</sup> 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**