

FINAL BHNA General Meeting Minutes
November 18, 2014, 7:30pm
Beresford Rec. Center

Speakers: Tippy Irwin, Executive Director of Ombudsman Services of San Mateo County (OSSMC); Lena Potts, Outreach Specialist for HIP Housing

Topics: Ombudsman Services of San Mateo County and HIP Housing Program

Number of Attendees: 22 current BHNA members, 4 non-members, 26 total attendees
Board Members in Attendance: Lisa Taner, Jan Prisco, Kaye Sharma, Ellen Wang, Heinz Plischke, Monika Lee and Andrea McCutchin.

The meeting was hosted by Monika Lee. Monika opened the meeting by thanking the BHNA members for sending in their renewals. She then provided a summary of upcoming BHNA events. Monika also briefly discussed the upcoming election of BHNA Board members and reminded attendees that more board members are desired. She then introduced the first speaker, Tippy Irwin.

Tippy clarified to attendees that the ombudsmen in her organization act as advocates for the elderly. She summarized that in San Mateo there are 38 residential care facilities, two nursing homes, five intermediate care facilities, 13 programs for developmentally disabled adults and four adult day programs. In San Mateo County, there are 515 care facilities serving approximately 8,962 clients.

The charter of the Ombudsman Program is oversight in order to monitor the quality of life and care in these homes and resolve complaints. There are approximately 4,500 to 6,000 visits per year to care facilities in San Mateo County. The quality of care varies greatly among the care facilities, with Generations (in Daly City) being highly rated and Burlingame Long Term Facility being rated lowest.

An example was given of a nursing home in foreclosure with multiple abuses and of another nursing home serving the developmentally disabled with multiple videotapes of abuse.

29 active ombudsmen are currently certified and available while 60 needed. The organization will be providing a newsletter once per quarter going forward.

Tippy discussed at length the power of music toward increasing enjoyment for people with dementia.

Lena Potts, Outreach Specialist for HIP Housing, was then introduced.

Lena shared that the Human Investment Program (HIP) has been around for 42 years. HIP Housing is actually three programs:

Property Development is the first program, which encompasses creating new housing from existing housing. \$2300 per month is the average cost in San Mateo County for a one bedroom apartment. \$85,000 per year in income is needed to support that; thus, many people working fulltime in our county can't afford to live here. Building new housing is not the immediate answer to the crisis, so HIP is trying for other creative solutions. 14 buildings are owned by HIP and provide low cost housing. Most are older homes turned into multi-unit rentals at under-market rates.

Self Sufficiency Program: Housing subsidies or scholarships are offered to families with a family member in school or job training. The average increase in income as a result of the program is 81%; people save on average \$2500 through the Self Sufficiency Program.

The focus of the evening's presentation was the third program, the Home Sharing program. This flagship program has existed for 35 years and is the oldest and largest program of its type in Bay Area. The program matches people in need of a home with people with extra room in their homes. All of screening and support programs needed are offered, and owners of the homes set the rental rate with guidance from HIP. \$800 is the average rental cost. Historically, matches last on average 3 years. The pre-match process and living together agreement are the keys to avoiding problems and making the program successful.

All affordable housing waiting lists are closed, and open up only once per year. It is a problem that HIP helps to mitigate. HIP serves 1400 people per year, which includes approximately 300 new clients per year. These numbers have remained steady over 5 years. More rooms are needed. As an option to charging rent, or as an enhancement to rent, service exchange is available through the program. Section 8 vouchers are the only means to subsidize renters.

Both presenters then participated in a general discussion and Q/A period. The following information was part of this discussion:

60% of people who rent rooms are seniors. People really want to age in place and want to stay in their homes. Neither agency is county funded, both are nonprofit. 19 of 20 cities on the San Francisco Peninsula support HIP.

Certification of ombudsmen was discussed – 40 classroom hours and an internship are required. OSSMC is available to provide information about facilities, but does not make recommendations. Through the 4,000 to 6000 visits that OSSMC conducts every year means it obtains information that will enable someone looking for a place for a loved one to make better choices. There are currently 7 paid staff and 29 volunteers. Five hours per week is the commitment requested from each Ombudsman after certification. It takes about two years to come up to full speed to really evaluate facilities, so a two year commitment is requested. A positive relationship with facility staff is needed for

Ombudsmen to be effective, and developing such relationships is one of the goals of ombudsmen as they visit the facilities.

There is currently a rating system through Medicare/MediCal for care facilities. However, nearly every facility is five star rated. Inaccurate information is being provided to the Federal Government in order to secure those high ratings.

The Ombudsman program does not offer advocacy or review home care. OSSMC does not get enough Federal support to achieve its current charter and cannot take on additional responsibilities. OSSMC receives \$70K per year in Federal funding.

HIP provides questionnaires to participants for each housing opportunity. Obviously, each situation is unique. Turnaround is very quick for people looking to rent their rooms. Relaxed enforcement of tenant rights laws in San Mateo County help to make it relatively easy to terminate a HIP arrangement if it does not work out.

Funds raising provides 60% of costs for the HIP Program. The 14 HIP-owned properties generate revenues to cover overhead costs for HIP.

The evening ended with the BHNA yearly raffle. Our two presenters drew the winners. Gift certificates to Reach and Teach and Piazza were given out.

The meeting was adjourned at 8:45pm.

Meeting minutes submitted by Jan Prisco, BHNA Secretary.