



**PUBLIC REQUEST TO ADDRESS  
THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS  
HOLLY J. MITCHELL  
LINDSEY P. HORVATH  
JANICE HAHN  
KATHRYN BARGER

**Correspondence Received**

| The following individuals submitted comments on agenda item: |           |              |              |  |
|--|-----------|--------------|--------------|--|
| Agenda #   | Relate To | Position     | Name         | Comments   |
| 6.   |           | <b>Favor</b> | amy phillips | <p>Los Angeles County is home to arguably the largest and most diverse older adult population in the country. About 17% of Los Angeles's population of people aged 60 and above are AAPIs. The majority of AAPI seniors in LA County have limited English proficiency and are unaware of benefits they may be eligible for. Some have limited incomes due to the circumstances of their immigration, such as arriving as refugees from war-torn countries, or due to low-wage industries they labored in.</p> <p>Due to the model minority myth, many people may not realize (AAPIs included) that Asian and Pacific Islander ethnic groups are among the highest in terms of poverty rates of seniors in LA County. In just the City of LA, 41% of Pakistani, 34% of Native Hawaiians, 33% of Cambodian and 31% or Korean and 25% of Tongan older adults live in poverty according to 2021 ACS data from the Census Bureau. Past Census data for the entire County of LA showed that more than half of Koreans and Cambodians over the age of 65 had low incomes under 200% of the Federal Poverty Level, higher than any other racial or ethnic group in the County.</p> <p>AAPI older adults need targeted, culturally-specific outreach and support regarding benefits and other resources to age with dignity. Outreach alone is not enough since application processes can be lengthy and complex, and require follow up assistance that benefits enrollment workers cannot provide. The County's current system of case management services for seniors is fragmented by ZIP code restrictions and other barriers that can be challenging for LA County's elders and their families to navigate.</p> <p>We support the Board of Supervisors' push to educate LA County adults about important programs such as CalFresh and CAPI. We further support efforts to reduce barriers to accessing services, and hope that this will include giving more flexibility to service providers who are committed so assisting older adults and those with disabilities. We urge the County and its agencies with community-based organizations to develop practical strategies to reach and serve our diverse elders in the languages and with the cultural sensitivity they need.</p> |
|  |           |              | Byron Jose   |  |



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| Agenda #  | Relate To   | Position     | Name   | Comments   |
| 6.        |   | <b>Favor</b> | Daria H Brooks   | Good day, Supervisors. I stand in FAVOR of this item and hope that it will aid in adding more relevant and necessary programs for the senior citizens of LA County. Seniors are often the one group to receive the least amount of services while having paid the highest amount of taxes over the years. The scant number of programs offered through the Parks Department is abysmal. Meanwhile, the Parks Department's typical response is always, "We don't have money for more programs." Obviously, their budget needs an increase for more outreach and additional programs--particularly for YOUNGER seniors, who are still active. Knitting and quilting classes are lovely, but younger seniors want to MOVE. We don't DO rocking chairs! Thank you for your attention to this matter. |
|           |   |              | Debbie Frank   |  |
|           |   |              | Dorothy Wong   | There is need for sure! In our community of Altadena we have an aging community and in the years to come, even more. I see our older residents have lack of safe outdoor space, access to park and community events, Intergenerational activities are vital to community health and wellness. Far too many residents lack in person community connection. This would be a great start.   |
|           |   |              | GENEVIEVE M CLAVREUL   |  |
|           |   |              | Janette Monfared   | —  |
|           |   |              | Jorge Lara   |  |
|           |   |              | Kim Selfon   | Please see our support letter attached   |
|           |   |              | Nina Dhillon   | I am in favor of addressing the needs of older adults in Los Angeles County through comprehensive outreach. As the founder of Senior Lives Matter, a nonprofit foundation dedicated to advocating for and supporting older adults, I fully endorse these initiatives. Our foundation is committed to collaborating with the City of Los Angeles to combat elder abuse and ensure the dignity, safety, and well-being of our senior community members.  |
|           |   |              | Ted Smith  | I fully support this motion and will advocate for continue support of older adults living in Los Angeles County. We must be a beacon for the State and Country.  |
|           |   |              | Ted Smith  | Support  |
| Ted Smith | I fully support this motion and will advocate for continue support of older adults living in Los Angeles County. We must be a beacon for the State and Country. |              |  |  |

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| The following individuals submitted comments on agenda item: |                   |           |                  |  |
| 6.   |                   | Favor     | V V Citizen      | Too many seniors are becoming homeless as their SS checks and budget does not keep up with rent. Many of these people have played by the rules "when nothing was free" or did not qualify for anything because they made \$2 to \$20 more than the poverty line. You had to work and were not given additional monies for having children. They lived within their means. Society is treats the seniors so bad. New housing should go to seniors not those who have babies just to get a check!  |
|  |                   |           | Verneen S Mincey |  |
|  |                   |           | Yvonne Sun       | Motion (Item #6) - Addressing the Needs of Older Adults in Los Angeles County Through Comprehensive Outreach<br>To the Los Angeles County Board of Supervisors,<br>I am writing in favor of Agenda Item #6 -Addressing the Needs of Older Adults in Los Angeles County Through Comprehensive Outreach.<br>Special Service for Groups, SILVER has been serving older adults, as part of a network of aging service providers, since 1999. Our aim over the years has been to meet the needs of the diverse aging community that resides in Los Angeles County by providing culturally and linguistically appropriate services. In recent days, we see an increasing amount of older adults facing food and housing insecurity. Yet, many barriers, as outlined in the motion, prevent the access and utilization of safety net programs.<br>In Los Angeles County, many immigrants live in enclaves across Los Angeles County. Each community understand, access, and utilize services in distinct ways. While there is expertise within the network of providers to meet the cultural and linguistic needs of the community, the current structure limiting providers to certain catchment areas/zip codes makes it challenging for seniors to access culturally and linguistically appropriate services. Further, programs dedicated to community education and outreach has dwindled over the years. Currently, there is little to no dedicated funding for sole purpose of providing the necessary education to the aging community on public benefits or safety net programs that can provide assistance to help address their needs. A reintegration of outreach and education strategies into the service delivery system is needed. |
|  | <b>Item Total</b> | <b>16</b> |                  |  |
| <b>Grand Total</b>   |                   |           | <b>16</b>        |  |

June 3, 2024

## **Los Angeles County Board of Supervisors**

500 West Temple Street  
Los Angeles, CA 90012

### **Supervisor Solis' Motion (Item #6) - Addressing the Needs of Older Adults in Los Angeles County Through Comprehensive Outreach**

Dear Honorable Members of the Board,

Bet Tzedek Legal Services wholeheartedly supports the proposed motion to address the underutilization of safety net programs among older adults in Los Angeles County. Our agency has a long-standing commitment to advocating for vulnerable populations, including older adults, and we see this motion as a critical step towards ensuring they receive the support they deserve.

#### **Barriers to Access**

Our experience assisting older adults reveals numerous obstacles hindering access to these essential benefits. These include:

- Misconceptions about eligibility
- Complex and lengthy enrollment processes
- Inability to contact Department of Social Services due to systemic barriers (e.g., long wait times, lack of language accessibility)

These challenges are especially daunting for older adults who may also face physical and cognitive limitations.

#### **Persistent Myths and Misinformation Hinder Participation**

Even when regulations evolve, outdated information persists. Over the past seven years, legal changes have expanded public benefit programs and eligibility, yet many remain unaware. This creates an opportunity to bridge the gap and connect more older adults with these services.

For example, Medi-Cal's 2017 reform restricts Medi-Cal estate recovery to situations involving probate. Medi-Cal recipients have simple options to ensure their assets do not pass through probate. However, the misconception persists that Medi-Cal will seize a recipient's home if they receive benefits, deterring many from applying for Medi-Cal and its vital home care services.

In 2019, California expanded CalFresh eligibility to include older adults receiving SSI but only 61% of California SSI recipients participated as of February 2023, with even lower enrollment (49%) among Spanish speakers. Targeted outreach can significantly reduce food insecurity among older adults in this community.

In a major development in 2024, Medi-Cal eliminated its asset limit, drastically expanding the number of people eligible for Medi-Cal. However, due to limited outreach efforts, many older adults remain unaware of this significant change which would provide access to Medi-Cal and its ancillary benefits including dental care, prescription coverage and home care to vulnerable older adults. This highlights the critical need for the proposed motion's emphasis on comprehensive outreach and education.

### **Mobility, Technology, and Wait Times**

Many of our older adult clients face mobility and technological barriers that hinder access to services. Additionally, the DPSS Customer Service Center, the main telephone access point, often has wait times between one hour to three hours. Physical disabilities and cognitive impairments can make it impossible for some to wait on the phone to apply or speak with their eligibility worker.

### **Proactive Solutions and Collaboration**

We strongly support the motion's emphasis on "meeting people where they are" and believe this proactive approach, combined with efforts to simplify enrollment processes, will significantly enhance access. Bet Tzedek Legal Services fully endorses this motion and is committed to supporting its implementation. By removing barriers and improving access to safety net programs, we can significantly improve the quality of life for older adults in Los Angeles County.

Thank you for your leadership on this critical issue.

Sincerely,



Kim Selfon  
Medi-Cal and IHSS Policy Specialist

Tel: 323-648-4726

[kselfon@bettzedek.org](mailto:kselfon@bettzedek.org)

## Los Angeles County Board of Supervisors

June 4, 2024

Item #6

My name is Amy Phillips and I am with Little Tokyo Service Center. I co-chair the Older Adult Committee of the AAPI Equity Alliance, and coalition of organizations serving Asian American and Pacific Islander (AAPI) communities in the Los Angeles area. I am submitting comments in support of Supervisor Solis's motion, Item #6.

Thank you to Supervisor Hilda Solis and co-author Supervisor Hahn for this motion. Los Angeles County is home to arguably the largest and most diverse older adult population in the country. About 17% of Los Angeles's population of people aged 60 and above are AAPIs. The majority of AAPI seniors in LA County have limited English proficiency and are unaware of benefits they may be eligible for. Some have limited incomes due to the circumstances of their immigration, such as arriving as refugees from war-torn countries, or due to low-wage industries they labored in.

Due to the model minority myth, many people may not realize (AAPIs included) that Asian and Pacific Islander ethnic groups are among the highest in terms of poverty rates of seniors in LA County. In just the City of LA, 41% of Pakistani, 34% of Native Hawaiians, 33% of Cambodian and 31% or Korean and 25% of Tongan older adults live in poverty according to 2021 ACS data from the Census Bureau. Past Census data for the entire County of LA showed that more than half of Koreans and Cambodians over the age of 65 had low incomes under 200% of the Federal Poverty Level, higher than any other racial or ethnic group in the County.

AAPI older adults need targeted, culturally-specific outreach *and* support regarding benefits and other resources to age with dignity. Outreach alone is not enough since application processes can be lengthy and complex, and require follow up assistance that benefits enrollment workers cannot provide. The County's current system of case management services for seniors is fragmented by ZIP code restrictions and other barriers that can be challenging for LA County's elders and their families to navigate.

We support the Board of Supervisors' push to educate LA County adults about important programs such as CalFresh and CAPI. We further support efforts to reduce barriers to accessing services, and hope that this will include giving more flexibility to service providers who are committed so assisting older adults and those with disabilities. We urge the County and its agencies with community-based organizations to develop practical strategies to reach and serve our diverse elders in the languages and with the cultural sensitivity they need.