

County of Sonoma  
Human Services Department  
Division of Adult and Aging  
Area Agency on Aging

**May 27, 2020**





## County of Sonoma, California

- Covers 1,768 square miles
- One of 9 counties that make up the San Francisco Bay Area
- Approximately 60 miles north of San Francisco

Age Breakdown	Number 60+	Percent of 60+
60-64	36,355	27%
65-69	34,672	26%
70-74	25,550	19%
75-79	16,420	12%
80-84	9,408	7%
85+	11,980	9%

<b>Total population of Sonoma County</b>	<b>499,942</b>
<b>Population of people age 60 and Over</b>	<b>134,385</b>
<b>Percent age 60 and Over</b>	<b>27%</b>

# People with Disabilities

## People with Disabilities Age 60 and Over

(physical, mental and/or  
emotional condition)

**Number (60+)    Percent (60+)**

**36,015**

**26.8%**



<b>Total population of Sonoma County (Declining)</b>	<b>494,750</b>
<b>Total population age 60+</b>	<b>167,053</b>
<b>Percent of people age 60+ (Increasing)</b>	<b>33%</b>



# Year 2030 Projections

# Area Agency on Aging Sonoma Access Transportation Program

- Six Volunteer Driver Programs
- Rural Feeder Shuttle (West County)
- Transportation Information Website  
[www.sonomasenioraccess.org](http://www.sonomasenioraccess.org)
- Information & Assistance Line 707-565-INFO

# FTA 5310 Urban Volunteer Driver Programs

Catholic Charities  
Santa Rosa  
Senior Transportation

Healdsburg  
Senior Center  
DASH

The Center  
Windsor Wheels

Sebastopol Area  
Senior Center  
Transportation

Petaluma People  
Service Center  
IRIDE

Vintage House Senior  
Center MyRide  
Sonoma Valley



# West County Community Services Russian River Area Feeder Shuttle

FTA 5310 Rural Program

Serving Guerneville and the Russian River Community

- Picks up at Senior Center
- Trips to Santa Rosa
- Local shopping
- Community Health Clinic
- Vouchers for 1<sup>st</sup>/last mile to shuttle stops & urgent needs





# COVID-19 Impacts

- Seniors Centers & Offices Closed to Public
- Programs Transition to Delivery Services
  1. Meals on Wheels Ready Meals
  2. Redwood Empire Food Bank Food Boxes
  3. Sonoma Family Meal Restaurant Meals
  4. Pharmacy Delivery
  5. Grocery Delivery
- Urgent Medical Appointments Only
  - Dialysis & Cancer Treatments using Vouchers, Willing Drivers and Staff
- Our Volunteer Drivers are also impacted seniors
- New Volunteers Recruited for Meal Delivery
- Growth in Number of Clients & Geography
- Agencies add Telephone Calls to Isolated Seniors and Disabled Adults
- Agency and Committee Meetings held via Zoom
- Increased Reporting to Caltrans and CDA
- Heightened Anxiety and Increased Needs



- Broad Band Issues
- Technology Divide and Limitation

# County Opening Up Safety Protocols

- ✓ Communicate: New Driver and Rider Safety Protocols
- ✓ Screen Drivers & Riders for COVID-19
- ✓ Require PPE for All (+ cost)
  1. Wipes and Sanitizer for Vehicles
  2. Masks and Gloves for Drivers
  3. Masks for Riders
  4. Ready Kits for Vehicles
  5. Thermometers for Agencies
- ✓ Add Cleaning Protocols for Vehicles
- ✓ Ensure Spacing in Vehicles
- ✓ Refer to Paratransit or use 5310 Transportation Vouchers



# Ready to Launch?

- ✓ Prepare for Uptick in Requests for Rides due to Backlog of Appointments
- ✓ Start with Essential Trips Only
- ✓ Prioritize Medical Appointments
- ✓ Determine Number of Persons per Vehicle
- ✓ Determine Protocols for Assisting Blind and Mobility Impaired
- ✓ Determine Policy for Ride Requests from COVID Positive Riders
- ✓ Aim for Consistency from all Drivers
- ✓ Frequent Communication with Drivers and Riders –What do you want your riders to know and to comply with?
- ✓ Balance your Client Drivers and Delivery Drivers

# Planning Ahead for Future Programming

- Prepare for Added Tasks (balancing deliveries)
- Increased Costs of PPE
- Increased Requests for Rides
- Need to Prioritize Rides & Frequency
- Need for Volunteer Recruitment
- Need for Agency Coordination
- Protocol for possible COVID Case Uptick
- Budget Cuts –City, County, State, Agency
- 5310 Grant Cycle Transitioning
- Evaluate Need to Reduce Hours, Services (added costs and decreasing budget)
- Preparing for Fire Season, PSPS Events and Possible Evacuations and COVID-19
- Continue to Evaluate Conditions and Service Impacts



# Emergency Preparedness is the New Normal

## Plan for it to Stay Not Go Away

- Earthquake Preparedness was the norm
- **October 2017 Wild Fires** – Multiple fires devastated the county destroying 7,000 structures and over 5,500 homes. Of those who lost their lives, the majority were people in their 70s and 80s. Emergency shelters were activated sheltering a large number of people age 60+ and people with disabilities.
- **2018 Flood** – In February, the Russian River flooded the rural towns of the western Sonoma County. People were stranded in their homes. Residents were evacuated to shelters with many individuals age 60+ receiving assistance.
- **Fall 2019 Public Safety Power Shutoffs (PSPS) Events**- Multiple days of hot weather and high winds where power is preemptively shut off leaving those who rely on machines having to go to Charging Stations.
- **October 2019 Kinkade Fire** –The Kincaid fire ravaged the north-east region of the county, destroying structures and homes in the Cloverdale, Healdsburg and Windsor area. Many areas of the county were evacuated from their homes. A large number of people age 60+ and people with disabilities sheltered at Evacuation Centers for weeks.
- **March 2020 COVID-19** -Senior Centers, Public offices and non-essential services closed. Older Adults and people with disabilities most vulnerable, isolated and at risk. Community organizes food and medication delivery and calls to isolated Disabled and older adults sheltering in place.
- **Prepare Ready Kits, To Go Bags, Emergency Contacts, Communication and Evacuation Plans**

