

CITY OF LOS ANGELES
INTERDEPARTMENTAL CORRESPONDENCE

Date: June 30, 2023
To: Budget, Finance and Innovation Committee
From: Jaime H. Pacheco-Orozco, General Manager *Jaime H. Pacheco-Orozco*
Department of Aging

Subject: **DEPARTMENT OF AGING RESPONSE TO BUDGET, FINANCE AND INNOVATION COMMITTEE BUDGET REPORT REQUEST (ITEM #127) REGARDING THE PROPOSED \$450,000 TO FUND A MINI MULTIPURPOSE SENIOR CENTER TO SERVE THE ASIAN AMERICAN AND PACIFIC ISLANDER (AAPI) COMMUNITY**

The Budget, Finance and Innovation Committee instructed the Los Angeles Department of Aging (LADOA) to report back on the proposed \$450,000 to fund a mini-Multipurpose Senior Center to serve the Asian American and Pacific Islander (AAPI) community.

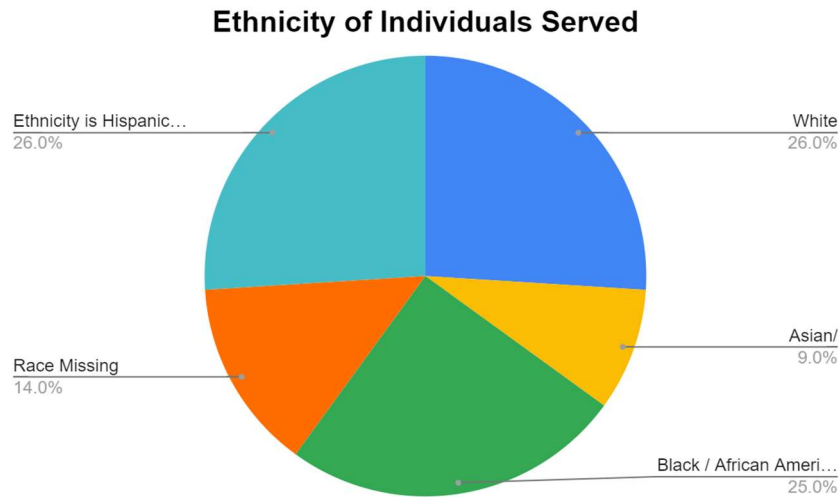
Background

In the spirit of the Executive Directive No. 27, dated June 19, 2020 regarding Racial Equity in City Government, the LADOA reviewed the racial/ethnic makeup of clients receiving services through its 19 Senior Multipurpose Centers (MPCs). Compiling racial and ethnicity data proves challenging for a number of reasons, including, but not limited to, distinctions between race categories and ethnicity, differences in data elements depending on the funding source and its data collection system, and differences in which data elements are required, are optional, or are declined to state.

Nevertheless, in making the recommendation to focus on improving its service delivery to the AAPI communities, the Department reviewed internal client service data and cross referenced them with the City Controller's Equity Index and the 2021 American Community Survey to determine how effective LADOA was in reaching Older Adults who identified as AAPI, as African-American/Black, as White, and as Latino/Hispanic. Unfortunately, pulling data for the Latino/Hispanic group required the Department to use ethnicity as a proxy for this group. As discussed below, this often resulted in approximations that may or may not reflect an individual's identification as uniquely White-Latino, Black-Latino, Multirace-Latino, or some other combination.

Reviewing LADOA's client service data, the results indicated that the AAPI community appeared infrequently in many services, both by percentage points and by numbers served. Of the 10,195 unique individuals who are part of our Older Adult System of Care, 954 individuals are from the AAPI community representing 9% of the LADOA client population which is lower than the City's AAPI population of around 12%. In comparison, the Department provides services to 2,551 (25%) individuals from the African American community, 2,613 (26%) individuals that are ethnically Latino/Hispanic, 2,627 (26%) individuals from the Caucasian/White community, and 1,414 (14%) individuals that do not

have race information. Additionally, there are 36 (<1%) individuals that are of American Indian or Native Alaskan descent.



After a series of listening sessions with the Council on Aging members, LADOA's service providers, and its participants, the Department developed a better understanding that the low participation rate in the AAPI community correlated with an ineffective community engagement strategy. Currently, LADOA coordinates principally with the Little Tokyo Service Center and the Chinatown Service Center through referrals and by participating in community events to engage the AAPI communities. The Department recognizes that a more strategic and proactive effort is required if it is to expand its services to other AAPI communities that have been identified as having low participation rates. To this end, and to address the underlying issue of an ineffective communication strategy, LADOA requested in its initial budget submission the authority to hire two positions (one Public Information Officer and one Community Affairs Advocate) to establish a communications strategy team (Budget Memo 159).

Many older adults within the AAPI community are monolingual or have limited English proficiency. Additionally, within this community, there is a multiplicity of languages, dialects, and cultural nuances that makes it challenging for partner agencies with nominal experience and expertise to communicate and deliver services sustainably across the wide cultural and linguistic spectrum. To more effectively connect the AAPI older adult population with the available programs and services, LADOA proposes establishing a citywide AAPI Mini MPC that will serve as a community focal point and a safe space for providing a whole array of services that is culturally sensitive and in AAPI languages that address the unique challenges and needs of this community. This arrangement mirrors the structure that the Department established with the Los Angeles LGBT Center to better serve the needs of the LGBTQIA communities in the City, establishing a central, safe-space for individuals in these communities as well as to serve as a technical assistance consultant to the City's Older

Adult System of Care, ensuring that the needs of these communities are provided in a culturally sensitive, appropriate, and effective manner.

Justification

The Department made a conscious decision to focus on the AAPI community based on the population and service data retrieved from its Client Tracking System as well as input received from the community. The tables below display the current racial/ethnic composition of City residents that participate in the Department's Older Americans Act (OAA) and the Senior Community Services Employment Program (SCSEP)/Older Worker Employment Program (OWEP). These tables indicate the AAPI community is poorly represented in the pool of participants receiving services in the LADOA programs. Creating an AAPI Mini MPC will bridge the service gap within this population and provide equity among the other race/ethnicity groups within the City.

Note that per OAA guidelines, race is made up of the following categories: White, American Indian/Alaskan, Asian, Black/African American, and Pacific Islander. Individuals can identify with more than one race category. Hispanics or Latinos are tracked separately under Ethnicity.

Race/Ethnicity Distribution by Older Americans Act Programs

Program	White	American Indian or Alaskan	Asian/ Pacific Islander	Black / African American	Other	Multiple Race(s)	Race Missing	Race Declined to Submit	Ethnicity is Hispanic or Latino
Assisted Transportation Total (n=1,141)	45%	0%	6%	26%	5%	<1%	14%	3%	36%
Case Management Total (n=5,125)	48%	0%	7%	23%	4%	<1%	15%	3%	23%
Chore Total (n=207)	51%	0%	3%	28%	1%	<1%	10%	4%	15%
Congregate Meals Total (n=4,639)	36%	0%	12%	21%	7%	<1%	17%	6%	32%
Fall Prevention Program Total (n=24)	67%	0%	4%	13%	4%	0%	13%	0%	29%
Family Caregiver Support Total (n=279)	16%	0%	14%	17%	22%	<1%	26%	4%	37%
Home-Delivered Meal Total (n=2,838)	38%	0%	7%	33%	6%	0%	12%	3%	22%
Homemaker Total (n=416)	49%	0%	4%	29%	3%	0%	11%	4%	15%
Personal Care-3B Total (n=188)	47%	0%	3%	32%	4%	<1%	7%	6%	24%
Total (n=14,857)	42%	0%	8%	25%	6%	<1%	15%	4%	27%

Race/Ethnicity Distribution for SCSEP and OWEP Programs

Program	White	Black / African American	Hispanic or Latino	Asian	American Indian or Alaskan
SCSEP Total (n=105)	34%	29%	32%	4%	1%
OWEP Total (n=17)	12%	88%	0%	0%	0%

Proposed Services To Be Provided

The AAPI Mini MPC will provide technical assistance to the Department's contracted service providers on how to provide services to meet the unique needs of the AAPI community. Additionally, they will provide an array of older adults and family caregiver services, on a focused scale, targeting the AAPI community citywide, including senior nutrition programs that are culturally sensitive, information and assistance services in several AAPI dialects, transportation services, and case management.

Recommendation

The Department seeks a Contractor that can provide culturally sensitive and appropriate services as well as language support for the various AAPI communities. The communities and language support targeted will be guided both by the Department's service data as well as by the threshold AAPI languages identified in the Department's Language Access Plan. The procured contractor will need to demonstrate knowledge of nuances existing between different AAPI cultures, an ability to provide technical assistance to partner agencies, and experience in providing services to older adult AAPI individuals. To ensure an open and competitive process for identifying this service provider to operate the Mini-MPC and to serve as a technical advisor to the Older Adult System of Care, Department will prepare a Request for Proposals for Senior Services targeting the AAPI community and will post the service opportunity on the City's Regional Alliance Marketplace for Procurement (RAMP).