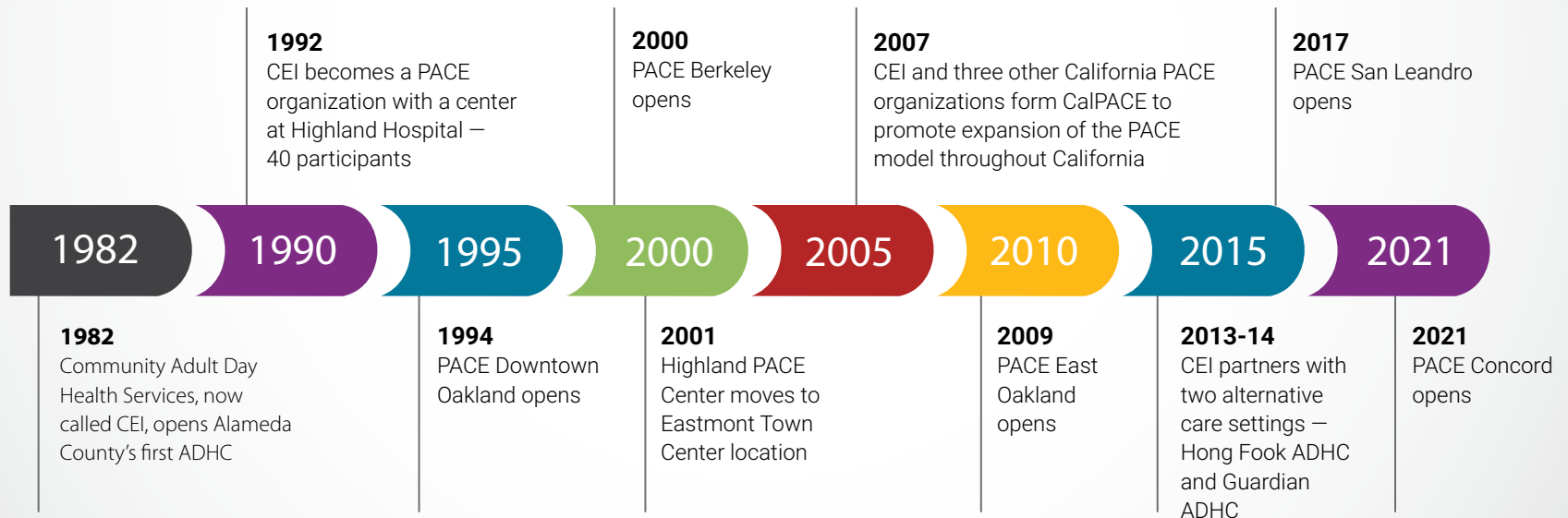


40 Years of Making Life Better



Celebrating 40 Wonderful Years

It all started in 1982 when Center for Elders' Independence welcomed vulnerable seniors to Alameda County's first Adult Day Health Care Center within Oakland's Highland General Hospital. Now in 2022, we celebrate our 40th year serving older adults in the San Francisco East Bay. Throughout the years, CEI made a difference for over 5,000 seniors plus countless family members, caregivers and staff. We've grown from a small section of a large hospital to five full-service PACE centers, one ADHC, close to 400 people on staff and a fleet of 47 vans and buses providing medical, social and physical care to nearly 1,100 seniors today. We are extremely proud of our journey thus far and we are committed to developing and growing for what comes next. Join us throughout 2022 as we celebrate our history and our future.



Featured on our cover is Ervin Vinson, Downtown Oakland participant, and Psychiatric Social Worker Lloyd Wells.

Gratitude and Celebration

As I reflect on the past year, there is something that stands out above everything else—the deeply committed team we are fortunate to have here at Center for Elders' Independence. This team has worked so incredibly hard over the past year, continuing to provide care for participants through a very challenging time. We have a great responsibility and each one of our team members continually steps up to fulfill it in amazing ways.

Recognizing employee contributions to our mission and participants is vital. We implemented several new incentives and programs in 2021. These include higher starting wages, a bilingual pay premium, an expanded referral bonus program, sign-on bonuses, reimbursement of licensure fees and an expanded holiday schedule. In addition to our already robust program of benefits, these new programs are designed to further recognize each person's valuable contribution to our organization and the participants we are honored to serve.

I am also proud of how our teams shifted once again to provide services both in-home and within our six locations. We strive to deliver the right care, at the right time, and in the right location. A core element of what Center for Elders' Independence offers is the rich program of social opportunities and activities. Because 100% of our staff and 93% of participants are fully vaccinated, we have cautiously returned to being with each other in-person. Participants are very excited to be with their friends once again.

Our teams also did amazing work to open the PACE Concord Center in May, bringing much needed services to Contra Costa County. Enrollment is strong and I anticipate that will continue throughout 2022.

As Center for Elders' Independence celebrates 40 years of serving seniors, I am humbled by the rich history and am honored to lead this organization into the future. Looking forward, I am grateful for our strong financial position as we remain committed to provide high



quality services to our participants. My vision is to be the premier PACE organization.

I feel incredibly fortunate to have a committed Board of Directors, who are very supportive of our mission and the compassionate care and services our teams provide to all participants in our programs.

Thank you to our generous donors who supported us throughout the year. Donations have a direct impact on the lives of those we serve.

Lastly, I am deeply grateful for the family members of the participants who entrust us with their loved ones. Everything we do is guided by how we can best serve these amazing seniors.

Thank you for being on this journey with me.

Maria E. Zamora, President & Chief Executive Officer

PACE—The Gold Standard of Senior Care

PACE is a national healthcare program offering high-touch, highly qualified and engaged teams who deliver the “gold standard of long-term care.”

PACE works because it combines a full medical clinic, a social center, and a senior gym with a large team of dedicated people who specialize in caring only for seniors. PACE allows for flexibility to address special circumstances seniors might face, giving them the support they need to experience a high quality of life.

PACE is a comprehensive senior services and healthcare “Program of All-inclusive Care for the Elderly.” It is a model of healthcare designed exclusively for people over 55 years of age who need extra help. PACE was born over 50 years ago in San Francisco, California.

In 1992, Center for Elders’ Independence was proud to become the 11th PACE program in the nation after starting as an ADHC in 1982. As CEI celebrates our 40th year anniversary in 2022, we also celebrate our 30th year providing PACE services to East Bay seniors and their families.



More Seniors Will Need PACE in the Future

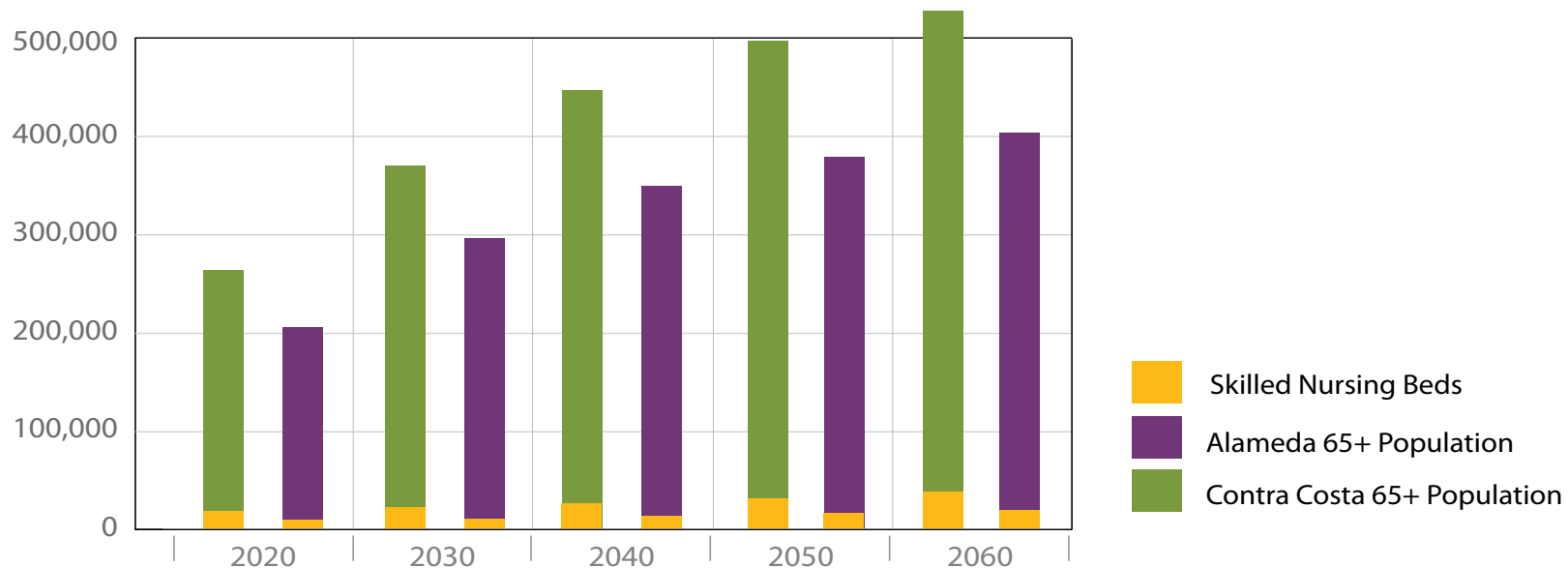
The Public Policy Institute of California projects that by 2030 more than nine million Californians will be over age 65. This means more than 20% (one in five) of the state population will be senior citizens. By comparison, nearly six million Californians were age 65 or older in 2019. That is an increase of over three million people in 11 short years. Additionally, by 2030, the number of California seniors who will have difficulty caring for themselves will double to more than one million people. Here in Alameda and Contra Costa Counties, the senior population is projected to grow at less than the statewide rate, 40.94% versus 50% statewide.

Currently, there are 116,689 beds statewide at 1,209 skilled nursing facilities caring for about 400,000 Californians annually. However, there are no plans to build more facilities. Within Alameda and Contra Costa Counties, there are 8,467 beds within 102 facilities. Sadly, this creates a huge shortfall for those one million California seniors who will require this high level of medical care, leaving them even more vulnerable to potentially shorter life. It puts more pressure on family



caregivers to navigate difficult health systems as well as help with daily needs to sustain life.

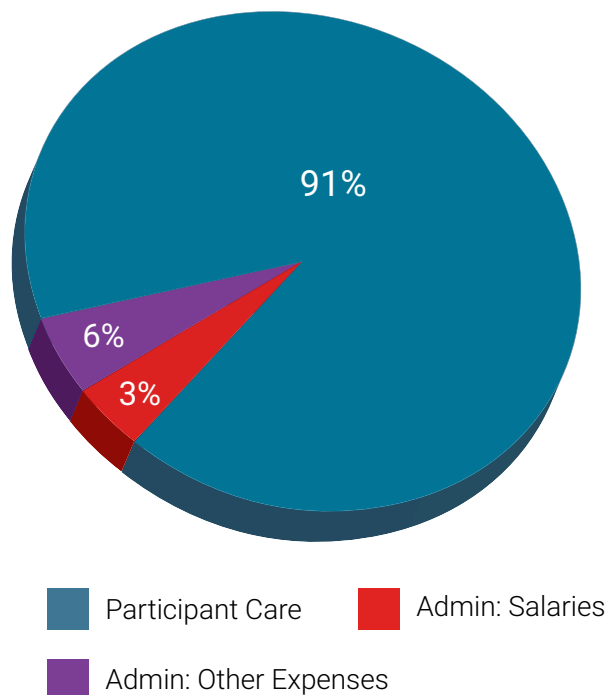
PACE services can fill this growing gap and take care of at-risk seniors who can continue to live independently in their own homes. PACE healthcare is far less expensive; it doesn't require uprooting people and it gives seniors a place to become stronger and more vibrant.



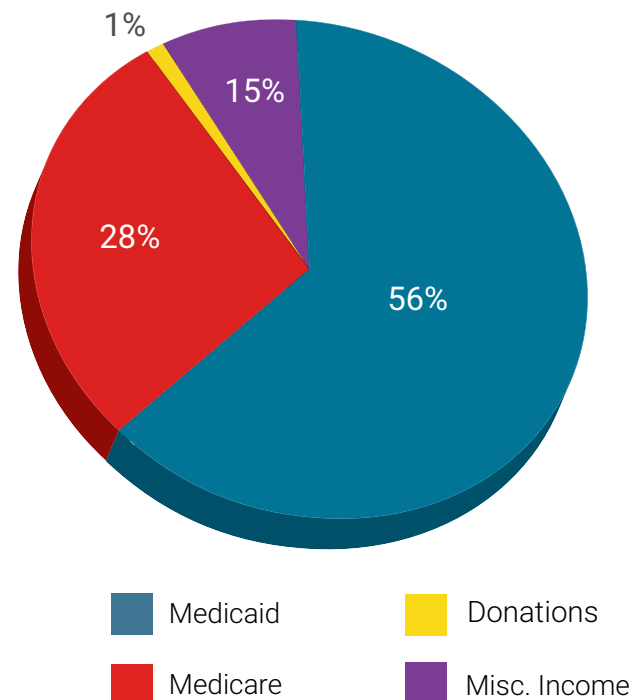
Over 91% of Every Dollar goes to Participant Care

With fiscal and fiduciary responsibility, Center for Elders' Independence remains financially strong to support close to 1,100 vulnerable seniors throughout Alameda and Contra Costa Counties. While the vast majority of funding comes from Medicare and Medi-Cal, generous donations from community resources and individuals give additional flexible funding for emergencies, special circumstances and expanded services. We work hard to make every dollar count to provide robust preventive care and healthcare including delicious meals, engaging activities, exercise, transportation and home care.

EXPENDITURES



INCOME SOURCES



40 Years of High-touch Care

In July 2021, Center for Elders' Independence reached a major milestone – 900 East Bay older adults served by our PACE health care plan.

From member services and marketing staff to home care nurses, behavioral health social workers and the center care teams, this is a huge team success. Seniors find themselves growing stronger and staying healthy as they get high quality, integrated health care services.

As of December 31, more than 970 vulnerable older adults are getting the healthcare they need while being able to live at home. Other programs are also growing. Guardian ADHC now provides 76 older adults with day care, engaging activities, hot meals, nursing visits, and physical therapy. In the HCBA program, there are 468 people of all ages with disabilities who need supportive care management services to stay living in the community.

"The people here care about you. They have good workout machines. I can work out with the physical therapist. They're right there." —Newly enrolled PACE participant.



Doctor Visits: 6,126



Meals Served: 39,055



Transportation Trips: 66,244



Occupational Therapy: 8,664



Physical Therapy: 7,202



Day Center Attendance: 7,475

Being Social is Key to Health & Vitality

Numerous studies consistently show that being social and having friends is a key part of a healthy life. One study recently revealed that chronic loneliness is as bad for one's health as smoking 15 cigarettes a day. We take socialization seriously at CEI by offering many different ways of getting and staying connected to one's family and friends.

The day centers are true gathering places where seniors can meet and enjoy their day with others over a hot meal or while doing arts and crafts. If a senior is unable to attend in person, we send activity kits to their homes or help them connect online to participate in Zoom activities.

Each center focuses activities based on the needs, interests and cultures of the seniors. Music that is meaningful plays a large role – it sets the tone and can inspire memories. Games are very popular as are various types of arts, crafts and puzzles. We take the time to learn

the interests of an individual and ask what they would enjoy the most when they come to the day center.

Annual outings are happening again starting with picnics at regional parks in the fall. Various holidays are celebrated with decorations, special lunches and entertainment. We honor and celebrate many traditions as the seniors come from many places from around the globe.

Having seniors in the centers is important for the staff as well. Many friendships and bonds develop and welcoming the seniors back into the centers has brought much happiness to everyone.





Celebrating Sunshine and Resilience at the Participant Picnic

In September, we hosted a participant picnic – a time when participants and staff from various centers came together to enjoy outdoor games, live dance performances, music, and Hawaiian BBQ food in the fresh air and sunshine. A major feat of multi-center, multi-department coordination, the picnics are always memorable and super fun for everyone. This year's theme was Hawaiian and we invited two local dance troupes to perform for participants. *Wahine U'I* joined us at the San Leandro Marina while *Kāne Hula* performed at the Lafayette Reservoir. The oldest dancer was 95!



Caring for Elders: You Asked the Experts

In mid-September, CEI held a special panel event for community members and family caregivers to ask questions of our expert panelists. This free event allowed members of the audience to ask questions about many aspects of caregiving for older adults. The event was a huge success for all who attended as they learned how to best care for themselves as well as their loved ones.



From left to right, pictured above are the expert panelists: Alicia English, Micheal Pope, Michael Mancini, Dr. Jim Mittelberger, and moderating the panel is Maria Zamora, CEI President and CEO.

Our panelists included:

- **Dr. Jim Mittelberger**, CEI's Chief Medical Officer, a nationally known leader in geriatric medicine, and Clinical Professor at UCSF School of Medicine
- **Micheal Pope**, CEO of Alzheimer's Services of the East Bay
- **Alicia English**, Ph.D., Behavioral Health Manager at San Francisco Health Plan & a clinical psychologist
- **Michael Mancini**, the caregiver for his mother Ms. Nancy Mancini, who joined CEI as a participant in 2018

"According to the CDC, nearly 25% of people over age 45 are caregivers."

Question topics ranged from accessing different resources at various levels (federal funding to local respite options) to maintaining positive relationships during stressful moments. Other topics included dealing with stages of memory loss or encouraging an older person to move and exercise. All questions were well answered by our expert panel.

Caregiving is a large part of many people's lives. According to the CDC, nearly 25% of people over age 45 are caregivers with almost one third of them spending 20 hours or more a week providing care. Half of caregivers also work full-time juggling many responsibilities between their work and home lives.





Technology Gets Seniors Connected

iPad class graduations are full of joy, gratitude and happiness. The seniors who complete the 8-week training course find themselves eager to learn more, adding to their newfound skills of going online safely, sending emails and watching their favorite videos on YouTube. Their excitement and pride are contagious, and their smiles show it.

Andrew Hayes, Activity Manager, explains, “We see them connect with family members, with their brothers and sisters from all over the world. They are extremely proud to have the ability and the confidence to reach out and maintain connections. That’s been real inspiring.” Having regular Internet access eases intense social isolation and loneliness many seniors have felt over the past 18 months. The iPads become a lifeline of connection for seniors as they see their friends and family.

By teaching seniors how to connect to the Internet and use various apps such as Zoom and YouTube, we bridge the digital divide. We learned in early 2020 that 90% of CEI participants did not have a smart device, did not know how to use one, and did not have access to the web. These classes are designed to address these issues head on.

The success of this program garnered the attention of the National PACE Association with an invitation to share best practices with other member organizations at the national convention in November. We learned a great deal implementing these classes and faced numerous challenges. With dedicated teamwork and flexibility, CEI delivers a strong, engaged program that brings the world to seniors’ fingertips.

Classes are held weekly for eight weeks via Zoom and in-person. CEI has an aggressive goal to teach an additional 400 seniors over the next two years with close to 115 seniors already completing the program.

Funding, Partnership, and PACE

Funding for these classes comes from donors with the majority of funds from a grant by the California Public Utilities Commission (CPUC). The partnership between CEI and the CPUC is an important one.

“Without the support from the CPUC, we wouldn’t have gotten this program off the ground,” says Justin Lola, VP of Information Technology at CEI. “That’s the big value of PACE – providing needed services. With the grant from the CPUC, we can now boost our services to include these important classes to address the isolation and loneliness many seniors face. We are seeing firsthand the difference it makes.”



Deep Gratitude

During the graduation ceremonies, seniors express their deep gratitude and what they love most about what they learned.



"A lot of people think that once you reach a certain age that you can't learn anything new. And you just showed everybody how wrong they are."



"The experience has been rewarding. I only knew of the iPad but now I am excited to talk with my family and explore the Internet."



Using PACE Expertise to Help People of All Ages

CEI is an expert in coordinated care. At California's request, Center for Elders' Independence became the administrator of the Home and Community-Based Alternative Services waiver program (HCBA) in 2018 for Alameda and Contra Costa Counties. CEI cleared the five-year waiting list and the program now serves more than 470 HCBA participants.

This program allows significantly at-risk and vulnerable people to obtain medical, behavioral health, and in-home care services enabling them to live at home instead of moving to a nursing facility. The waiver program is for people of all ages. CEI's HCBA clients range in age from two months to 101 years old with approximately 40% over the age of 55. Most clients have complex chronic illnesses or have experienced head injuries, spinal trauma, or profound developmental delays. The state allows more than the usual amount of IHSS hours under this program.

"It's a wonderful feeling because nobody had acted as though they wanted to help me before."

CEI's team of Registered Nurse Case Managers and Patient Care Navigators coordinate all of the care along with a social worker. This team assesses a person's needs and orders resources such as nursing care, IHSS personal care, or home modifications.

One of the current HCBA clients is Shana, who is a 45-year-old woman with chronic Type 1 diabetes. Shana found herself homeless a couple of years ago. Diabetes had taken its toll on her body; she eventually lost vision in her left eye and her left leg was amputated below the knee. "I didn't take care of myself, or go to the doctor, check my blood sugar, or anything," says Shana.

Shana applied for the HCBA waiver program. She got a phone call from a CEI Case Manager who helped her find a home and began to get Shana the medical care she desperately needed. Shana and her 25-year-old son, Cicero, are now doing better. "It's a wonderful feeling because nobody had acted as though they wanted to help me before. They [CEI] gave me a lot of assistance. They checked in on me and that helped a lot." Her son Cicero lives with her and takes care of her daily when nurses are not available.



25-year-old Cicero is dedicated and happy to take great care of his mother, Shana, 45, as they work with a strong medical team to improve her well-being.

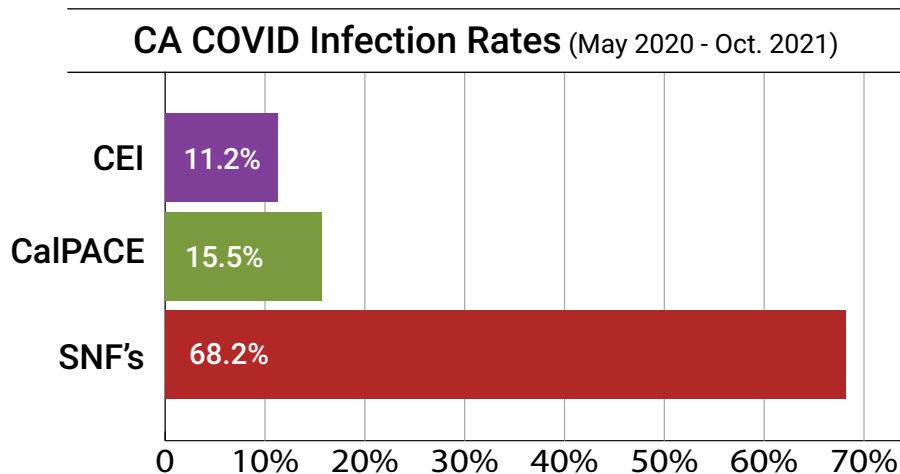
Seniors Stay Healthy in PACE During COVID

According to CalPACE data, seniors enrolled in PACE experienced far lower rates of COVID-19 infection than seniors residing in skilled nursing facilities. From May 2020 to October 2021, 15.5% of PACE seniors contracted COVID compared to 68.2% of skilled nursing facility (SNF) residents throughout California.

At Center for Elders' Independence, the COVID infection rate for the same period was even lower at 11.2%. The seniors at highest risk for COVID live in nursing facilities, but the PACE model kept similar nursing home-eligible seniors safer because they live in their own homes.

This also means that our stringent safety protocols work and are effective at keeping the participants healthy. We do not believe that any transmission happened between participants or between participants and staff but rather the COVID infections came from outside community exposure.

For CEI participants who did contract COVID, the infection was fought vigorously with monoclonal antibody treatments. Our medical staff worked very closely with local public health departments to develop safety protocols and obtain vaccines. We remain vigilant, paying close attention to recognized ongoing risks and new variants of the virus. Booster vaccines are offered to everyone at CEI.



Providing Care in the Right Language

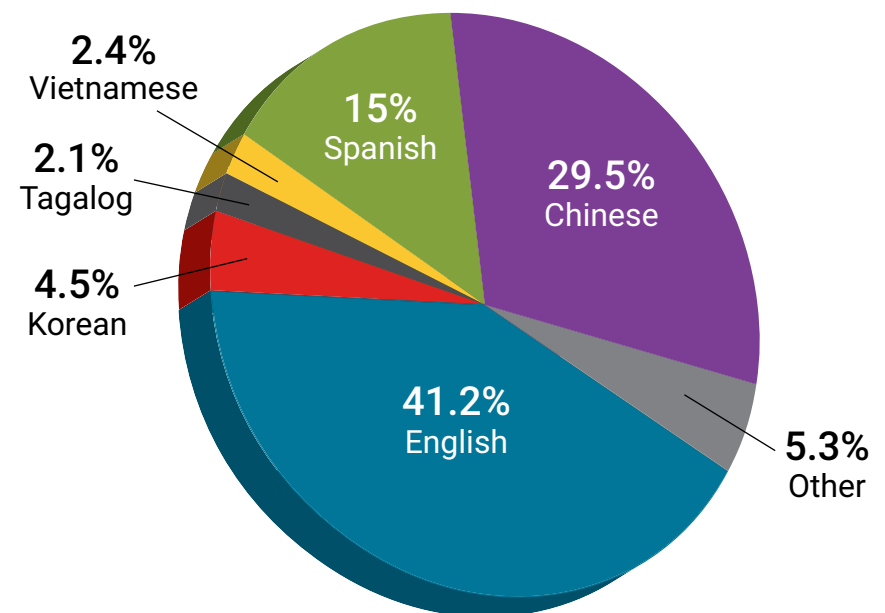
The San Francisco East Bay is a true melting pot of cultures, languages, foods, holidays and traditions. And that's reflected in the people who work or participate in any of the programs offered at Center for Elders' Independence. It is in our diversity that we find friendships and bonds bridging oceans and continents.

This is especially true in the languages spoken throughout our locations. More than half of CEI's participants need services in a language other than English. The most spoken languages are English, Chinese (Mandarin and Cantonese), Spanish, Korean, Vietnamese and Tagalog. In total, seniors at CEI speak 23 different languages.

Communicating in someone's preferred language is essential to health, social connections and understanding. CEI focused on staff competency and training by using Language Line interpreters whenever needed regardless of location. Our staff are now confident and comfortable with using interpreters, as use has substantially increased. We also improved video interpretation access for staff and participants as they conduct telehealth medical appointments and assessments during the pandemic.



CEI participants by language spoken



In 2021, CEI also implemented additional pay for any staff member who speaks another language in their daily duties serving seniors. The premium pay recognizes the value and importance of being able to communicate with participants.

By speaking to participants in the language they understand, there is increased satisfaction, a deeper understanding of important health choices, engaged conversations and happy, connected people.

Freedom of Health for the Parviz Couple

Coming from the war-torn country of Pakistan, Sani and Fauzia Parviz arrived in California in 2008, several years after their oldest son graduated from Stanford University.

As older immigrants, it was hard to adjust to a new culture and they relied on their children to drive them everywhere. Things were even more difficult as Mr. Parviz experienced health issues that limited his mobility.

Gaining Strength and Independence

The couple joined Center for Elders' Independence in April 2015 and within a year, their health turned around. Mr. Parviz had knee surgery in 2016 and smoothly recovered with the expert guidance of both physical and occupational therapists. He now walks freely and with confidence. Now at 84, Mr. Parviz regularly exercises to help strengthen his shoulders and walks daily. For fun, he plays all of the games, especially bingo.

Mr. Parviz is very grateful to be a part of CEI. "We never knew any place like CEI existed. It has been so wonderful to have someone in addition to our children take care of us. CEI has been very supportive throughout the whole process to help me get healthy and stay that way. The people here are very kind to us."

In 2019, Mrs. Parviz found herself in a wheelchair because of painful spine issues. After consulting with her doctor, she focused on a combination of medicines, yoga, stretching and other exercises. Her determination and consistent efforts got her out of the wheelchair, and she is now pain free. "When I come to the center, I spend my time exercising," shared Mrs. Parviz.



Sani and Fauzia Parviz celebrate being together for 53 years.

Kindness is a Big Gift

"They take such good care of us. They are always here with a smile and a friendly welcome. The best thing in the world is human kindness." Mrs. Parviz talks of kindness and says the way of the world should be like the people here at CEI, where human kindness is the currency. "CEI is like family now."

It is kindness that really makes a difference in her life, she says. "It's good to make friends at the PACE center."

PACE Concord Now Serves All of Contra Costa County

Thanks to gratifying support from the many Contra Costa community members and government officials who contributed to the two-year planning process, as well as CEI's robust outreach efforts, PACE Concord has grown rapidly.

On May 1, we opened the doors to welcome seniors to the new center. Word got out and as of December 31st, 74 East Bay seniors benefit from PACE coordinated program and social services at this beautiful new location.

The site design incorporated suggestions from CEI PACE participants featuring: a spacious state-of-the-art health clinic; a huge activity center for group exercise, entertainment and celebrations; an ultramodern, spacious fitness gym with cutting edge equipment,

staffed with physical and occupational therapists; an inviting dining room with culturally appealing food choices served in a restaurant-like atmosphere; plus a patio with beautiful landscaping, seating and space for outdoor activities.

CEI has served West Contra Costa County for more than 20 years. However, there is so much more need in the county. An estimated 4,000 elders who qualify for PACE services live in the central and east county areas. With the opening of PACE Concord, seniors have access to fully coordinated PACE services very close by.



Staff Walks to End Alzheimer's

Continuing a long tradition, an intrepid team of CEI staff and their family members donned their walking shoes on a pleasant October Saturday morning and took to the trails at Bishop Ranch in San Ramon for the annual Walk to End Alzheimer's.

The CEI team of 15 "PACE Setters" raised \$1,160 toward research, care, and support for people with Alzheimer's disease and their caregivers.

Alzheimer's is the most common form of dementia, currently affecting at least 700,000 Californians. Sadly, that number is projected to increase to 840,000 by 2025. Approximately half of CEI's participants live with various stages of Alzheimer's or other dementias. The research and services funded by the Walk can directly benefit those we serve. Each year, we are proud to partner with the Alzheimer's Association to raise funds and awareness on behalf of the seniors we serve.



Support Starts with Leadership

Guiding and supporting our mission, both the Center for Elders' Independence Board of Directors and the Board of Trustees for the Fund for Elders' Independence freely share their valuable time and expertise with senior leadership. Each person is devoted to executing the gold standard of care for every single one of the participants now and into the future. We thank these directors for their time and service.

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Ways to Donate

If you would like to financially support and help expand programs for seniors, you can:



Visit our website: elders.org and click on Donate.



Call our Fund Development Department at 510-318-7162.



Mail the enclosed return envelope with your check or credit card information.

You can make a one-time donation, a recurring donation, or arrange for stock, IRA/Roth distributions, wills or real property. We thank you for your support.

Your Donations at Work

Your donations allowed us to purchase over 100 iPads to give to seniors who graduated from our Weblinks iPad classes over the past year.

In addition, donations provide meals, activities, and arts and crafts materials to keep minds and skills active and sharp.

Tom Hyland: New Fund Development Leader Takes the Helm



Tom Hyland joined CEI in July 2021 as our new Director of Fund Development, bringing decades of experience in all aspects of fundraising. He has raised tens of millions of dollars for unrestricted operations, medical equipment, medical research, museum exhibits, social service programs, schools, and capital construction projects at a variety of local, regional, and national nonprofit organizations. He has conducted capital campaigns and has experience in successful grant writing and growing donor involvement in organizations.

We welcome his expertise at the helm of our fund development activities as we expand services and head into our 40th year of serving seniors. "I'm very excited for this new opportunity and I look forward to meeting all the amazing people who make CEI as special as it is," says Tom.

New Helping Hands Emergency Assistance Fund Makes a Difference

Through the Fund for Elders' Independence (FEI), a new emergency assistance fund is now available for participants experiencing an unanticipated or an urgent financial situation that could or does negatively impact their health, well-being, ability to live independently, or risks their enrollment at CEI. These funds are the last line of defense after all other resources and options have been utilized.

This fund was established in memory of Linda Trowbridge, former CEO of Center for Elders' Independence. Many people donated money in Linda's memory last year to start this pool of emergency funds and future contributions will add to it.

Recently, the Helping Hands Emergency Assistance Fund helped a PACE San Leandro participant who needed urgent help to secure new housing. The emergency fund provided the security deposit. According to the Center Director, the participant was living in a place that was unfit for any human or animal. Now, the participant is living in a clean, safe home. This is a prime example of your donations at work and making a true difference.



Valued Donors Who Make Our Mission Possible

January 1, 2021 – December 31, 2021

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\$25,000 & Above

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by Virginia Nelson

Carl Williams

by Regina Edge Pugh

Eddington & Gloria Lee

by Peter Szutu & Jan Eldred

Florence Raskin

by Richard & Caroline Melnicoff
 Liat Bostick
 Paula Reinman & Sandy Ferer Gross
 Josh & Heidi Bersin

Gary Banta

by Ralph Banta

Gary Sinick

by Lois & Ernest Goetz
 Debra Sinick
 Robert & Susan DeMartino
 Nancy Hintlian
 Edward & Nancy Sinick

Jackie Selby

by Joanna Kim-Selby ♦

Lenore McDonald ✚

by Deborah Shefler
 Deborah Zepnick
 Louise Anderson
 Theresa Nelson & Bernard Smits

Linda Trowbridge

by Alex Gunst
 Alexis Burck ♦
 Charles & Gloria Dreifus
 Chip & Becky Conradi ♦
 David & Robin Sweet
 Debi Stebbings
 Jim Vawter
 Joseph Flores
 Joanna Kim-Selby ♦
 Patt Schroeder
 Sheila Muller
 Susan L. Castellanos

Maria Cabrera

by Maria Cameron

Mark Abar

by Petrice Kam ✚

Maria Mendez

by Maria Accardo

Marita Mayfield

by Dale & Joanna Berven

Mildred McGill & Lauren Lewellyn

by Rene Lewellyn

Neil Banta

by Ralph Banta

Patrick Lau

by Kan & Nellie Lau

Patrick Masagya

by Lorenza Delarosa

Susan Castellanos

by Susan L. Castellanos

Susan Claire Gwynne

by John Gwynne

William Webster ♦

by Thomas & Carmelita Mills

Yoon Ja Lee

by John Kyu Lee

We regret any errors or omissions. For corrections, please contact Cynthia Shane Smith at (510) 318-7162.



Center for Elders' Independence

Integrated PACE Healthcare In-Home and In-Center



CENTER LOCATIONS

1. PACE Downtown Oakland
510 17th Street
Oakland, CA 94612
2. PACE Berkeley
1497 Alcatraz Avenue
Berkeley, CA 94702
3. PACE East Oakland
7200 Bancroft Avenue, Suite 188
Oakland, CA 94605
4. PACE San Leandro
1850 Fairway Drive
San Leandro, CA 94577
5. CEI Guardian – Adult Day Health Care
3905 San Pablo Dam Road
El Sobrante, CA 94803
6. PACE Concord
1465 Civic Court
Concord, CA 94520

