



on LOK®
where seniors embrace life

PACE

Caregivers Count Conference 2021

Grace Li, Chief Executive Officer
October 2, 2021

On Lok was founded in 1971 to help seniors age independently, not in a nursing home



DR. WILLIAM GEE, 1914-1993
FOUNDER, ON LOK

Public health dentist, working for the San Francisco government public health system. He wanted to explore the hiring of “foreign health professionals” to employ the thousands of immigrants newly permitted to enter the US from Asian countries.



MARIE-LOUISE ANSAK, 1929-
FOUNDER, ON LOK

San Francisco’s Chinatown didn’t have a nursing home, and she was hired to investigate building one. After visiting nursing homes, she refused to build one. Instead, she co-founded On Lok to help seniors stay living independently at home.



Above: The inauguration of On Lok House at 1441 Powell Street in San Francisco in 1980.

On Lok History & Founding of PACE

On Lok's Founding

- **1971:** On Lok is founded to enable older adults to continue living in their community.
- **1973:** On Lok launches one of the country's first adult day health centers
- **1979:** On Lok commences a four-year Medicare demonstration to develop a Medicare-funded model of long-term care.
- **1980:** On Lok House, one of the first co-locations of senior housing and services in the nation, opens in San Francisco.
- **1983-1986:** On Lok successfully conducts a three-year waiver demonstration to test a new capitated financing system and model of care.
- **1987-1995:** On Lok launches and leads the national PACE replication project.
- **1997:** PACE becomes a permanent provider type under Medicare and a state option under Medicaid

East/South Bay Expansion

- **2002:** On Lok expands its service area to Southern Alameda County and opens a PACE Center in Fremont.
- **2009:** On Lok expands its service area to Santa Clara County (with the exception of South County) and opens a PACE Center in San Jose.
- **2012:** On Lok opens its second PACE Center in Fremont.
- **2014:** The On Lok East San Jose Center opens as an adult day health care center, and transitions to a PACE Center in 2017.
- **2019:** On Lok expands its service area in Santa Clara County to include Morgan Hill, San Martin and Gilroy.
- **2021:** On Lok celebrates 50 years of serving seniors in the community.

What is PACE?

Program of All-Inclusive Care for the Elderly

On Lok PACE is a full-service healthcare program that supports seniors to remain living at home as long as possible.

Our team of healthcare professionals creates personalized care plans for each participant.

The plans include a wide range of services, including medical, social, and home care services.



PACE is now replicated in

3 states across
over **140** PACE organizations
272 PACE centers

In 2020, On Lok PACE served

1,809

seniors in three Bay Area counties in our program*

* 2020 On Lok Annual Report

PACE Provides High-Quality Outcomes

1

Care Team:

All PACE participants have an interdisciplinary team, including a primary care provider, who provides services and care coordination.

2

Better Preventative Care*:

PACE participants receive better preventive care, specifically with respect to hearing and vision screenings, flu shots and pneumococcal vaccines.

3

Reduced Hospital Admissions**:

PACE participants have a 24% lower hospitalization rate than dually-eligible beneficiaries who receive Medicaid nursing home services.

4

High Rates of Community Residence***:

95% of PACE participants live in the community instead of a nursing home.

5

High Caregiver Satisfaction****:

96% of family members are satisfied with PACE support, 97.5% would recommend PACE.

*Leavitt, M., U.S. Department of Health and Human Services, Interim Report on the Quality and Cost of the Program of All-Inclusive Care for the Elderly, 2009, Mathematica Policy Research evaluation prepared for the Secretary of Health and Human Services for submission to Congress.

**Segelman, M., Szydlowski, J., Kinosian, B., et al. (2014). Hospitalizations in the Program of All-Inclusive Care for the Elderly. Journal of the American Geriatrics Society, 62: 320-24.

***<https://www.npaonline.org/sites/default/files/images/NPA%20infographic%203%2020%20%281%29.pdf>, 7/30/2020

****National PACE Association. (2018). PACE Reduces Burden of Family Caregivers, Aug. 30.

What does On Lok PACE Cover?

Covered services include, but are not limited to:

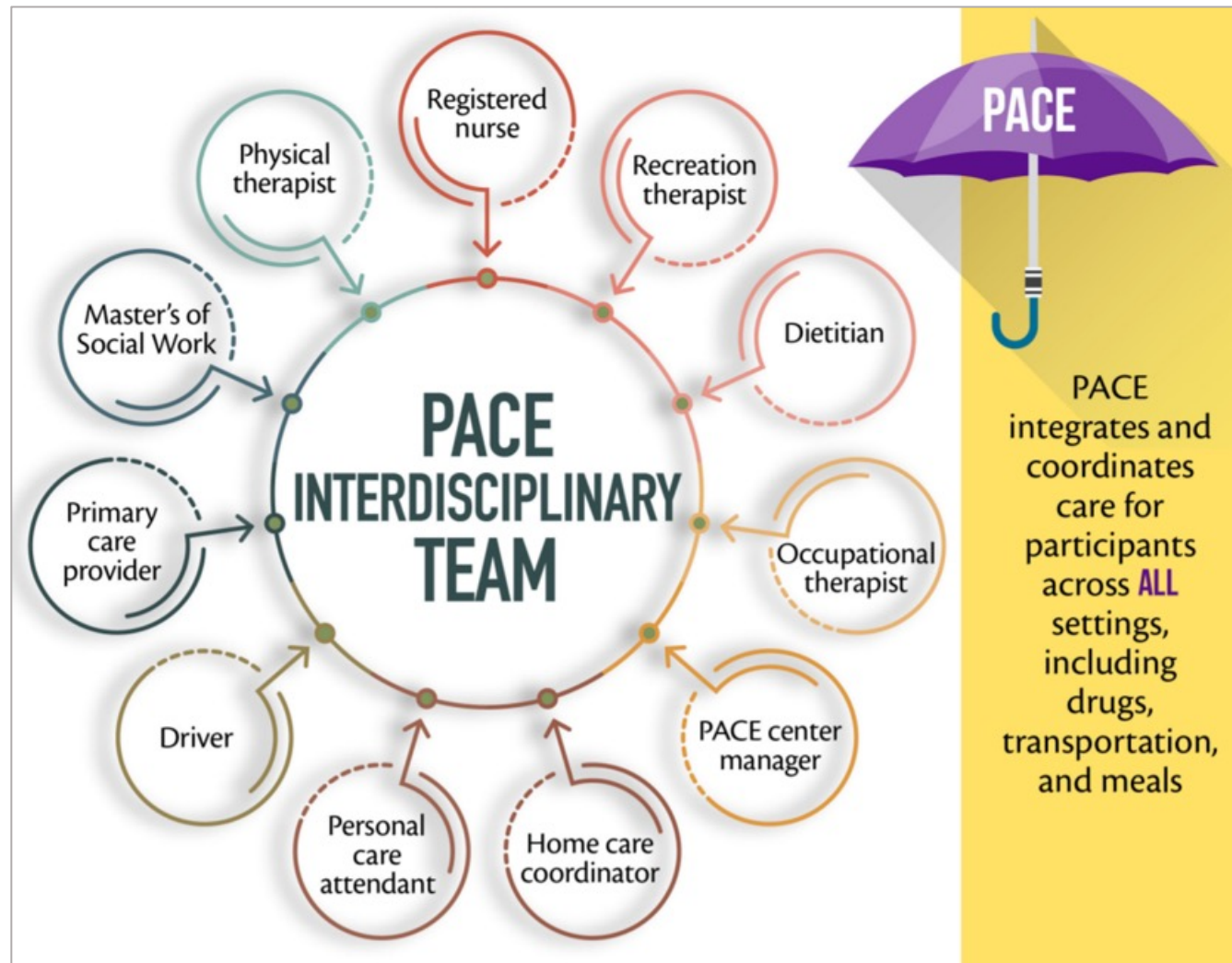


Our medical program includes:

- Doctor visits
- Medical specialists
- X-rays
- Emergency / Urgent Care
- Hospital Care
- Medications
- Skilled Nursing Facility, including long-term care
- All Medicare and Medi-Cal services
- Additional care that is determined necessary by our care team to improve and maintain each participant's health

When enrolled in On Lok PACE, services must be received through On Lok contracted providers or participants could be personally liable for costs incurred, unless it is an emergency or urgent situation.

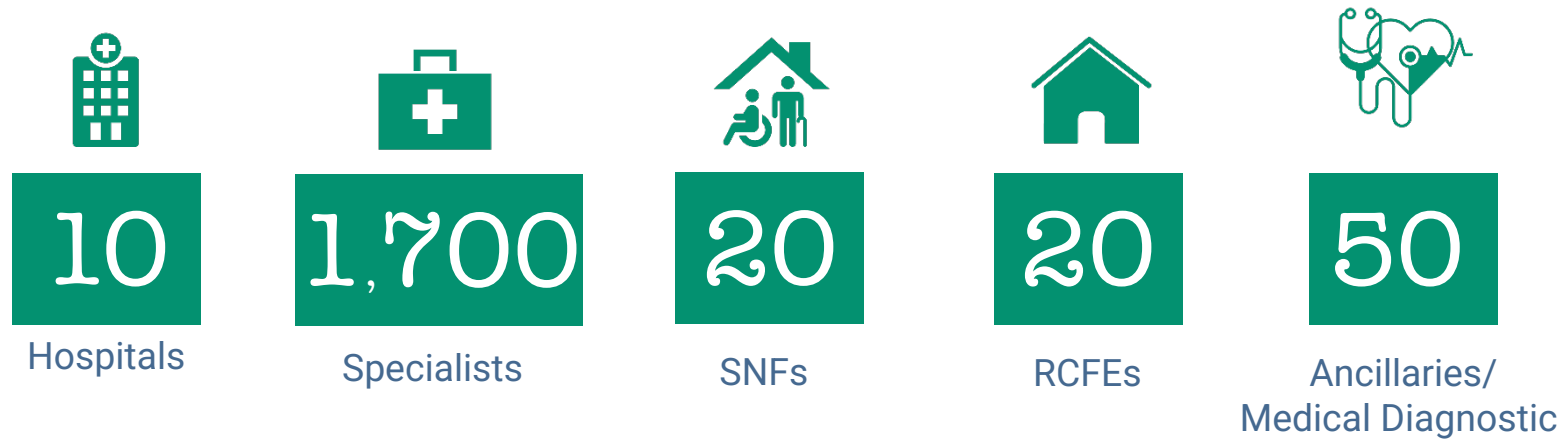
The PACE Interdisciplinary Team



On Lok PACE's Extensive Provider Network

Comprehensive network in San Francisco, Santa Clara and Alameda counties.

Approximate number of Contracted Network Providers:



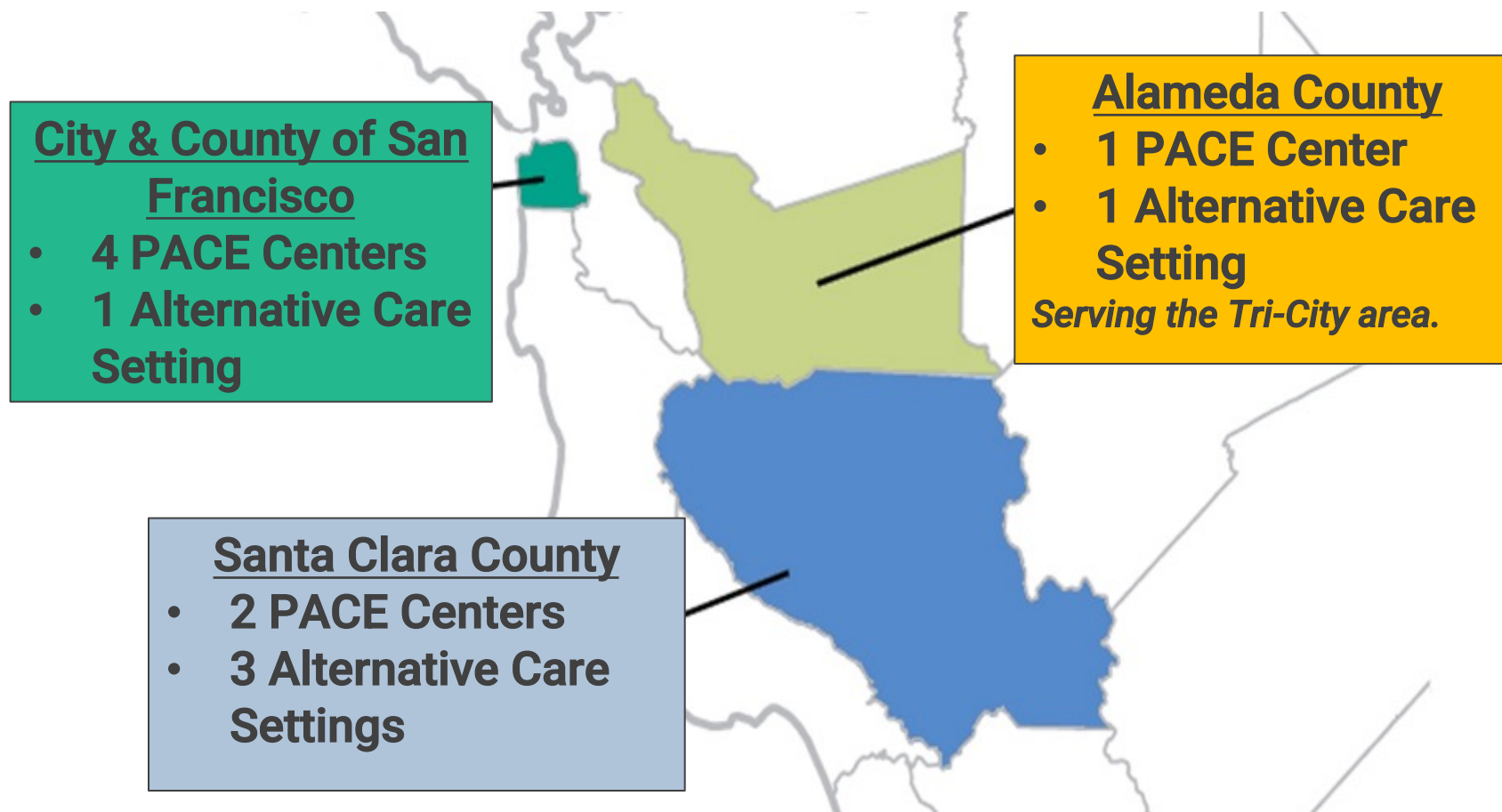
Who can join On Lok PACE ?

To qualify, one must:

- Be 55 years of age or older
- Live in
 - San Francisco County
 - Santa Clara County
 - Cities of Fremont, Newark or Union City in Alameda County
- Need a nursing home-level of care
- Be able to live safely in the community



On Lok PACE SERVICE AREA:



City & County of San Francisco



SAN FRANCISCO:

On Lok PACE Gee Center
1333 Bush Street

On Lok PACE Powell Center
1441 Powell Street

On Lok PACE 30th Street Center
225 30th Street, 2nd Floor

On Lok PACE at IOA
3575 Geary Blvd



Alameda County



FREMONT

On Lok PACE Peralta Center
3683 Peralta Blvd

Santa Clara County



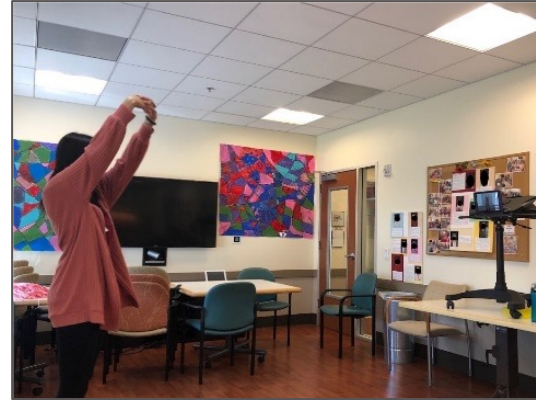
SAN JOSE

On Lok PACE San Jose Center
299 Stockton Ave

On Lok PACE East San Jose Center
130 N Jackson Ave



ON LOK'S COVID-19 RESPONSE



PACE clinics remained open as an essential service, with increased frequency and expanded types of home-based care.

Consistent engagement of seniors to combat social isolation:

- Weekly Zoom activities
- Thousands of activities kits delivered per month

Doubled the number of home-delivered meals to PACE participants, and increased transportation trips to bring medications and durable medical equipment to participants at home

Continue strict infection control measures to protect participants and staff

As the health care provider for the seniors in On Lok PACE, we are administering the COVID-19 vaccine to our PACE participants. The majority of staff are fully vaccinated.



How PACE supports caregivers

- A foundational aspect of PACE is to reduce family caregiver burden and provide support to improve family caregiving.*
- The PACE Interdisciplinary Team (IDT) specializes in geriatric care which means no one knows your loved one's health better than the PACE team.
- The PACE doctor to patient ratio is very low, so nurses and doctors can provide personalized care.
- With the support of PACE, participants can continue to live in the least restrictive environment – whether it's in their home or yours.
- Because of the high-touch, integrated design of the PACE program, PACE team members notice changes in our participants' health and behavior to quickly make decisions on how to adjust their care plans to allow them to remain in the community for as long as possible.

* National PACE Association. (2018). PACE Reduces Burden of Family Caregivers, Aug. 30.



97.5%

**of family caregivers would
recommend PACE**

to someone in a similar situation

* 2021 National PACE Association

On Lok's Expertise and Commitment to Serving Bay Area's Diverse Communities:

Since On Lok's founding in the early 1970s, and through the early 1990s, we expanded beyond the Chinatown/North Beach neighborhoods of San Francisco, to the Polk Gulch neighborhood and our Bush Street location.

Throughout this expansion, On Lok continued to focus our care efforts of those in the surrounding community.

In San Francisco in the mid-1990s, On Lok expanded into the Mission District to include the 30th Street Senior Center, with programs and services supporting the Latin X community.

During this period, we also established a partnership with Institute on Aging to serve the Western Addition and Richmond neighborhoods of San Francisco.

In 2002, On Lok expanded beyond San Francisco County into the Tri-City area of Alameda County. Our first focus was with the religious community and later the broader community including the Asian Indian community.



On Lok's Expertise and Commitment to Serving Bay Area's Diverse Communities (Cont'd):

In 2009, 2014 and 2019 On Lok expanded into Santa Clara County, and we've been successful in serving the diverse East-Asian communities: Vietnamese, Asian Indian, Chinese and the Latin X community.

In 2019, On Lok expanded into the South Bay to support seniors in rural areas that lack access to healthcare.

The newest diverse community that On Lok has invested in serving is the LGBTQ+ community. In partnership with Openhouse, we opened the first LGBTQ+ affirming Adult Day Program designed by and with the LGBTQ+ senior community: Openhouse+On Lok Community Day Services in San Francisco.

Across our organization, we conducted an organizational assessment, provided specialized training to our staff, added clinical experts to our provider network and hired staff from the LGBTQ community to provide direct care in this new program, which opened this week!

openhouse +  **on LOK**

Community Day Services



On Lok Presents:



AMP, created by the National Council on Aging, is a 10-week virtual workshop to help adults 55+ create their own playbook on aging.

During the series, hear from experts in exercise, nutrition, relationships, advanced planning, community engagement and more.

We will host the final AMP Workshop Series for 2021:

October 19 – December 21, 2021

Ten Tuesdays, from 3-5 pm

Please register to attend one of our upcoming Info Sessions to learn more about the program!

[Click here](#) for the October 7th (3-4 pm) Info Session

or [Click here](#) for the October 14th (3-4 pm) Info Session

After you RSVP, you will receive a Zoom link to attend the Info Session.

For more information or questions, contact:
Valorie Villela 415-439-9364 / valorie@onlok.org

Aging Mastery Program

QUESTIONS & DISCUSSION

धन्यवाद

Salamat

cảm ơn bạn

謝謝

감사합니다

Thank you

gracias

