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Direct questions or concerns to the Commission Liaison at (310) 618-2935, or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

Security procedures: Members of the public will be directed to enter City Hall on the East side of the building through the sliding door. All other entrances will remain locked for entry. Oversized bags or backpacks will not be allowed in the Council Chamber or Commission meeting room. All bags are subject to search.

Any correspondence received after 2:00 p.m. on TUESDAY on any item on the agenda will be provided to the Commission electronically and available for public inspection in the City Clerk's Office. A copy of the correspondence will be available for public inspection in a binder at the back of the Council Chamber or Commission Meeting room.

**TORRANCE COMMISSION ON AGING AGENDA  
TUESDAY, APRIL 1, 2025  
REGULAR MEETING  
9:30 A.M. IN THE WEST ANNEX COMMISSION MEETING ROOM  
AT 3031 TORRANCE BL.**

**THE COMMISSION ON AGING MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members: Montoya, Wang, Davis, Grundhaus, Hileman, Dojiri, and Chair Mayfield

**2. FLAG SALUTE**

**WORDS OF INSPIRATION**

**3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Blvd. and on the City's Website on Thursday, March 27, 2025.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS (Limited up to a 15-minute period)**

*This portion of the meeting is reserved for comment on items on the Consent Calendar or not on the agenda. Under the Ralph M. Brown Act, the Commission cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. **No longer than 1 minute per speaker.** If presenting handout material to Commission, please provide 10 copies to staff before speaking.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Councilmember from the Consent Calendar and considered separately.*

**6A. Approve Commission Minutes: March 4, 2025**

**7. ADMINISTRATIVE MATTERS**

**7A. ACCEPT AND FILE PRESENTATION BY WELBEHEALTH**

Presentation by WlbeHealth, on the services and programs of All-Inclusive Care for the Elderly (PACE).

**7B. DISCUSS AND PROVIDE DIRECTION ON SPEAKERS FOR UPCOMING MEETINGS**

Recommendation of the Community Services Director that the Commission on Aging discuss and decide on speakers relevant to the senior population.

- 1) **May 6, meeting** – Heartford Hospice, Presentation by Suzie Castillo on the differences between hospice and palliative care and hospice myths.
- 2) **July 1, meeting** - City of Torrance Emergency Services, Presentation by Tadashi Masumoto, Management Assistant, on Emergency and Disaster Preparedness.

**7C. RECEIVE AND DISCUSS THE OLDER AMERICANS AWARD APPLICATIONS**

Recommendation of the Community Services Director that the Commission on Aging discuss the 2025 Older Americans Award applications and select this year’s honorees.

- 1) Selection of the City of Torrance Award Winners
- 2) Selection for the LA County nomination.

**7D. RECEIVE AND REASSIGN THE ORAL REPORTS ON SENIOR CITIZEN CONCERNS**

Recommendation of the Community Services Director that the Commission on Aging discuss and reassign The Oral Reports on Senior Citizen topics for the 2024-2025 fiscal year.

**7E. RECEIVE ORAL REPORTS ON SENIOR CITIZEN CONCERNS**

Recommendation of the Community Services Director that the Commission on Aging report on:

- City Council Activities - Commissioner Hileman
- Housing & Community Programs - Commissioner Grundhaus
- Health - Commissioner Mayfield
- Transportation - Commissioner Davis
- Focal Point Programs & Elder Abuse/Fraud - Commissioner Dojiri

**8. COMMISSION ORAL COMMUNICATIONS**

**9. ADJOURNMENT**

- 9A.** Adjournment of Commission on Aging Meeting to Tuesday, May 6, 2025, at 9:30 a.m. located in the West Annex Commission Meeting Room.



**MINUTES OF A REGULAR MEETING OF  
THE TORRANCE COMMISSION ON AGING**

**1. CALL TO ORDER**

The meeting convened on Tuesday, March 4, 2025 at 9:31 a.m. at the West Annex Commission Meeting Room at City Hall, 3031 Torrance Boulevard.

**ROLL CALL/MOTIONS FOR EXCUSED ABSENCE**

Present: Commissioners Dojiri, Grundhaus, Hileman and Chair Mayfield

Absent: Commissioner Davis

Also Present: Senior Recreation Supervisor Castro

**MOTION:** Chair Mayfield moved to approve the excused absence of Commissioner Davis; motion was seconded by Commissioner Grundhaus. The motion passed by a roll call vote. (Absent Commissioner Davis)

**2. FLAG SALUTE**

Chair Mayfield led the Pledge of Allegiance and Commissioner Hileman provided words of inspiration.

**3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA**

Senior Recreation Supervisor Castro reported that the agenda was posted on the Public Notice Board at 3031 Torrance Boulevard and on the City's website on Thursday, February 27, 2025 by City Clerk Poirier.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

No items.

**5. ORAL COMMUNICATIONS**

Senior Recreation Supervisor Goldenson presented information on upcoming activities for seniors: a craft fair/sale in May, dance class and a Torrance Traveler bus trip to Olvera Street in Los Angeles on April 30.

**6. CONSENT CALENDAR**

**6A. APPROVAL OF MINUTES – February 4, 2025 Commission on Aging**

**MOTION:** Commissioner Hileman moved and Commissioner Grundhaus seconded, to approve the minutes of the Commission on Aging meeting of February 4, 2025. The motion passed by a 4 to 0 vote. (Absent Commissioner Davis)

**7. ADMINISTRATIVE MATTERS**

**7A. ACCEPT AND FILE PRESENTATION BY COMFORT KEEPERS**

Crystal Seddon, MBA, General Manager at Comfort Keepers explained that her office of Comfort Keepers was located in downtown Torrance and serviced all South Bay cities. She stated that Comfort Keepers had begun in 1998 and reported that Comfort Keepers offered personal care assistance in the home, as well as companion care for chores and transportation to and from appointments. She noted that the care was personalized and adaptable to the patients' needs,

with the aim of contributing to the emotional well-being and independence of the client and providing a continuity of care. She explained that short and long-term care and 24-hour care was available, with a cost of \$35 - \$37 per hour, depending on the type of care needed. She confirmed that the minimum time for care was four hours a week. She further explained that all caregivers had to pass a State background check, as well as additional background checks by Comfort Keepers and had to have been providing this type of care in the field for at least one year.

**MOTION:** Chair Hileman moved and Commissioner Dojiri seconded, to accept and file the presentation by Comfort Keepers. The motion passed by a 4 to 0 vote. (Absent Commissioner Davis)

## **7B. DISCUSSION: SPEAKERS FOR UPCOMING MEETINGS:**

Chair Mayfield announced the upcoming speakers:

April 1, 2025 – WelbeHealth, Presentation by Joan Perkins on the services provided by WelbeHealth

May 7, 2025 – City of Torrance Emergency Services, Presentation by Tadashi Masumoto, Management Assistant, on Emergency and Disaster Preparedness.

July 1, 2025 – Heartford Hospice, presentation by Suzie Castillo on the differences between hospice and palliative care and hospice myths.

## **7C. RECEIVE AND DISCUSS UPDATES ON OLDER AMERICANS AWARD**

Senior Recreation Supervisor Castro confirmed that there were currently two applications. He explained that the deadline for the County application had been extended to April 1, but noted that next year the Commission's nomination would need to be submitted to the County in February. He added that the City's awards would be presented at a May Council meeting.

Commissioner Grundhaus stated that she had a candidate for the Centenarian award.

There was a discussion on the best way to advertise the award and increase the number of nominations. It was decided that it would be helpful if Commission members received printed copies of the applications to distribute.

## **7D. ORAL REPORTS ON SENIOR CITIZENS CONCERNS**

### **1. City Council Activities**

Commissioner Hileman reported that the Commission had received five applications for the Commission and noted that the Council could soon appoint two members to fill the current vacancies, with three remaining candidates to fill the three vacancies in June. She noted that the Council had travelled to Washington D.C. and met with representatives to discuss ongoing activities in Torrance and to secure funding and also visited the Pentagon to discuss the Armed Forces Day Parade.

### **2. Housing and Community Programs**

Commissioner Grundhaus announced that there had been a grand opening of Discovery Park, the Seasons catalog was available to sign up for classes and the Cherry Blossom Festival was on March 30. She noted that the Bunka-Sai Festival was looking for volunteers for the festival on April 5-6.

Commissioner Dojiri stated that the Firefighters were hosting their spaghetti dinner on Friday, March 7.

**3. Health**

Chair Mayfield discussed the rise in GLP-1 medications and what every patient should know about the drugs.

**4. Transportation**

Commissioner Dojiri discussed her favorable experiences in using Connect Torrance service and encouraged others to use the service.

**5. Focal Point Programs and Elder Abuse/Fraud**

Commissioner Dojiri reported the following statistics for the month of:

**February 2025:**

Total number of documented calls: 21	Web Inquiries: 151
Miscellaneous calls: 52	Total number of calls received: 73

Of the documented calls there were the following requests:

Requests for transportation 13%	Requests for in home services 7%
Requests for housing 26%	

Commissioner Dojiri explained that all callers to Focal Point was also directed to the outline directory.

**Elder Abuse/Fraud**

Commissioner Dojiri discussed spoofing technologies that can mimic phone numbers and Artificial Intelligence (AI) that can create fake websites.

**8. ORAL COMMUNICATIONS #2 Commissioners/Staff**

Commissioner Dojiri requested that Orals Reports be reassigned at the April meeting.

Senior Recreation Supervisor Castro discussed Commissioner Hileman’s request to install handrails at the Torrance Community Theater and noted the Director had informed him that the theater was currently undergoing an ADA assessment and that handrails would most likely be included in the required upgrades. Senior Recreation Supervisor Castro stated that he would update the Commission after the assessment had been completed and a report had been issued.

Senior Recreation Supervisor Castro confirmed that he would reach out to Caring Companions at Torrance Memorial to request a speaker for the Commission.

Commissioner Hileman thanked Senior Recreation Supervisor Goldenson for her updates on activities at the senior centers.

The Commission thanked Senior Recreation Supervisor Goldenson for her support of the Commission and wished her well in her retirement.

**9. ADJOURNMENT**

**9A.** At 10:17 a.m., Chair Mayfield moved to adjourn the meeting the regular meeting on Tuesday, April 1, at 9:30 a.m. at the West Annex Commission Meeting Room at City Hall, 3031 Torrance Boulevard. The motion was seconded by Commissioner Hileman. The motion passed by a 4-0 vote. (Absent: Commissioner Davis)

####

Subject to Approval

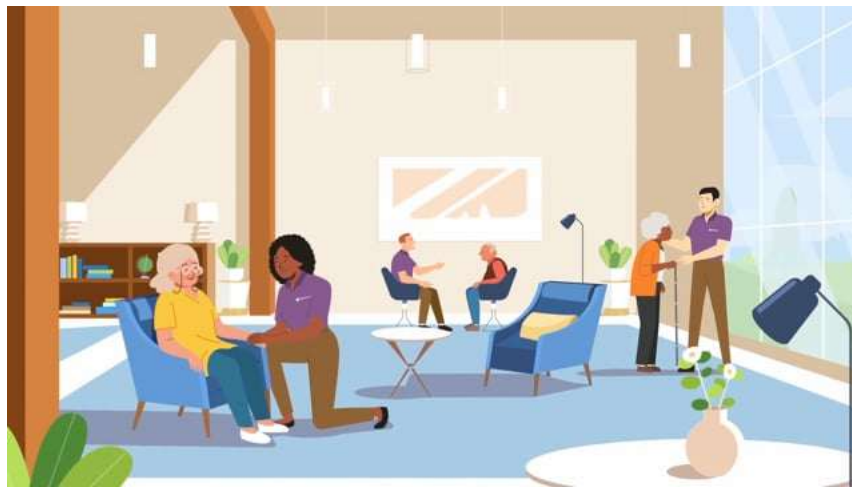
# WelbeHealth's Program of All-Inclusive Care for the Elderly (PACE)

01/30/2025



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## WelbeHealth | What is PACE?



Confidential 2

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## Our purpose

To unlock the full potential of our most vulnerable seniors.



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## Our core values guide everything we do



### Courage to love

We prioritize human connection and value every precious life we touch.



### Pioneering spirit

We relentlessly pursue resourceful solutions to support participant health and independence.



### Shared intention

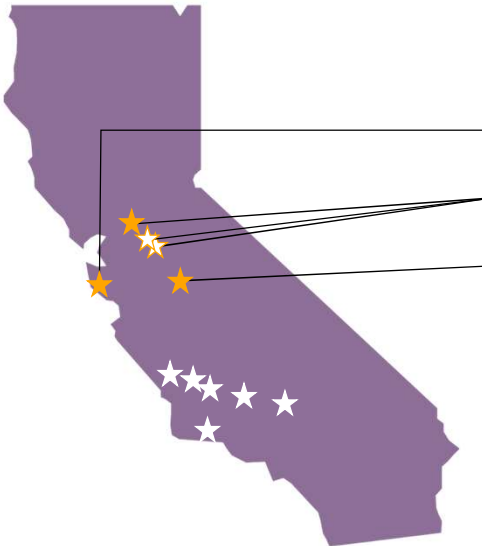
We work as a team with a common purpose. We start by listening, promote and contribute diverse perspectives, and support team decisions.



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## WelbeHealth Northern and Central California Locations



- **San Jose Center**  
Serves Santa Clara and Alameda counties.
- **Stockton center and Modesto (ACS) Centers**  
Serves San Joaquin and Stanislaus counties.
- **Fresno Center**  
Serves Fresno, Clovis, Madera, Hanford, Tulare and surrounding communities.

☆ Modesto locations are Alternative Care Settings (ACS)



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## WelbeHealth Southern California Locations

We operate PACE (Program of All-Inclusive Care for the Elderly) in these California locations:




- **Riverside Center**  
Serves Riverside, Moreno Valley, Jurupa Valley, Perris, Menifee, Hemet, San Jacinto, Lake Elsinore and Murrieta.
- **Coachella Valley Center**  
Serves Indio, Coachella, La Quinta, Desert Hot Springs, Rancho Mirage, Palm Desert, Palm Springs, Cathedral City and surrounding communities.
- **North Hollywood Center**  
Serves North Hollywood, Burbank, Van Nuys, Tarzana, Reseda, Northridge, Sherman Oaks, Mission Hills, San Fernando, Studio City, Hollywood, West Hollywood, Panorama City and Granada Hills.
- **Pasadena Center**  
Serves Pasadena, Glendale, Burbank, and surrounding communities.
- **Rosemead Center**  
Serves, Rosemead, Alhambra, El Monte, East Los Angeles, Montebello, Arcadia, San Gabriel, Temple City, Monterey Park and Duarte.
- **Long Beach Center**  
Serves Greater Long Beach and Harbor Gateway Areas.
- **Carson Center**  
Serves Greater Carson, Torrance Long Beach and South Bay Areas.




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## WelbeHealth is an insurer, provider, and care site




**Insurer**

- Medicare plan
- Medi-Cal only
- Medicare and Medi-Cal
- Covers all specialists, procedures, hospitalizations, long-term care




**Provider**

- Primary care
- Social services
- Care plan and interdisciplinary support team



**Care Site**

- Primary care clinic
- Dental clinic
- Physical therapy
- Social activities
- Meals
- Personal care



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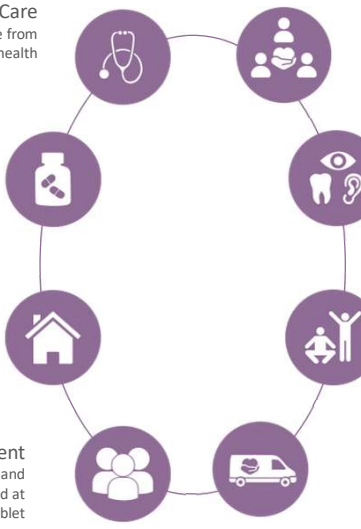
## We provide all-inclusive medical and social care

**Medical Care**  
Personalized care from experts in senior health

**Prescriptions**  
Medicine delivered to your home with no co-pays

**Home Care**  
Clinical care and personal assistance in your own home

**Social Engagement**  
Activities, games and events in our center and at home via WelbeLink tablet



**Care Coordination**  
Team support from our doctors, nurses, nutritionists, and other healthcare professionals

**Dental, Vision, Hearing**  
Dental care, dentures, eyeglasses, and hearing aids

**Exercise**  
Physical and occupational therapy to help you live well

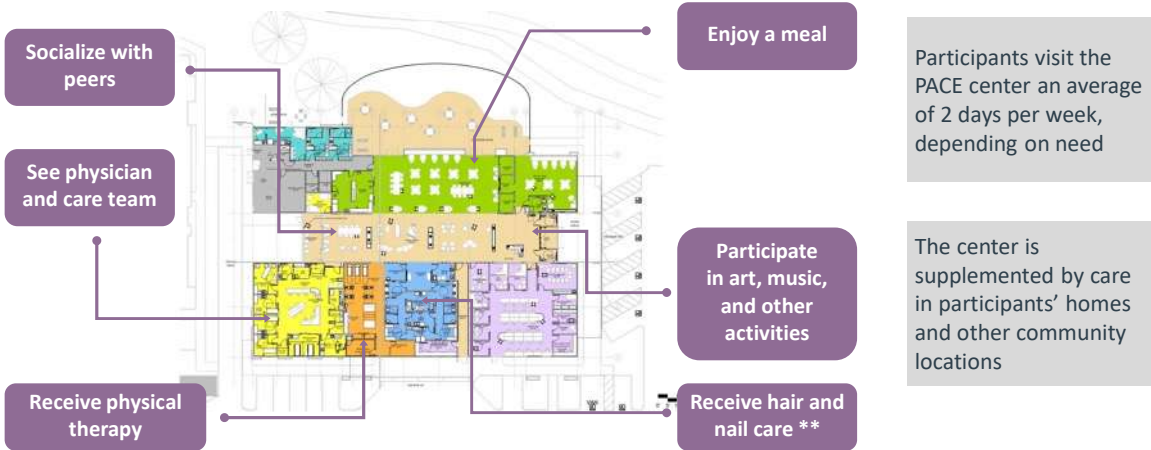
**Transportation**  
Comfortable transit to your medical appointments and our center



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## Our center is a hub for participant care

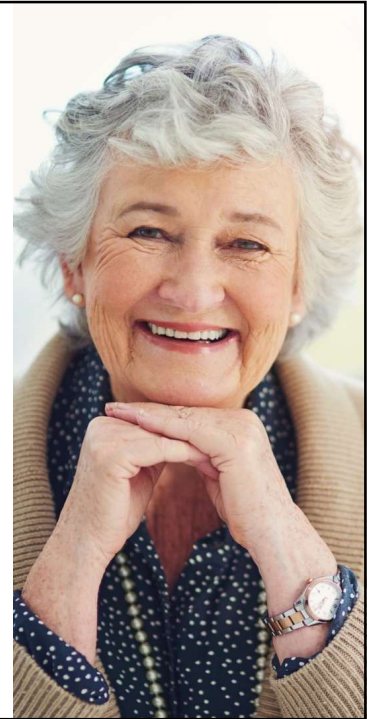


## How much does it cost?

Complete health care coverage includes:

- \$0 doctor visits
- \$0 dental visits
- \$0 prescription drug coverage
- \$0 monthly premiums
- \$0 health education programs
- \$0 vaccinations

*\*For those who are eligible.*



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## Who is eligible?

- 55 or older
- Living in our service area
- Eligible for nursing facility level of care
- Able to live safely in the community with our support at time of enrollment

**90%** are dually eligible Medicare and Medi-Cal

**9%** are Medi-Cal only

**1%** are Medicare only



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## 4 Steps to Enroll



- Review the program benefits, requirements limitations and enrollment process.
- Fill out the application with you.
- Help you apply for Medi-Cal, if needed.
- A WelbeHealth nurse completes your health review and submits it to the state.
- Sometimes social workers, physicians, and others help with the review.
- Review program details and answer questions.
- Deliver Welcome Kit and complete forms, including signatures.
- Up to 8 health reviews in your first month to set up your care plan.
- Your personal navigator helps you every step of the way.
- Your WelbeHealth team will call you often to get to know you better.



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## How can I qualify?

A patient with one or more of these health challenges may be eligible for nursing facility level of care:

- Compromised ADLs and IADLs
- Cognitive impairment or behavioral health concerns
- Non-compliance/adherence with medications
- Risk for falls due to mobility issues
- Poorly controlled diabetes mellitus
- Dialysis
- **80 years of age or older**



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## Helpful things to know

- Enrollment into WelbeHealth PACE programs is voluntary
- Enrollment process can take 15-45 days, depending on individual's situation
- Participant can disenroll at the end of any calendar month
- Once enrolled, all covered health care services in non-emergency situations will be provided through WelbeHealth providers and in-network specialists only
- Medical services required in an emergency may be obtained from WelbeHealth providers or from non-WelbeHealth providers, if necessary

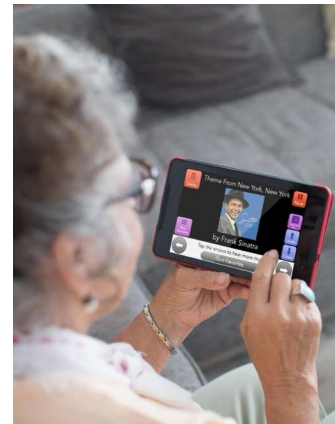


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## Our home-based model of care is the “gold standard” for frail seniors during the pandemic

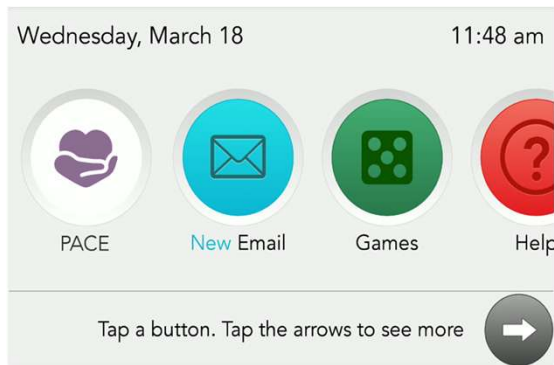
- **We continue to enroll new participants** for whom we can provide a safe and effective model of care, helping seniors live at home and avoid nursing facilities, which have been particularly hard-hit by viral outbreaks
- **In-person medical care performed in the home whenever possible**, with no two team members in the same room unless essential for care
- **We provide a 4G LTE WelbeLink tablet to each senior**, enabling regular video communications to manage medical and social needs
- **Games and recreational activities continue remotely**, combatting dangerous social isolation



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## We engage participants in their own homes via WelbeLink tablet



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## Takeaways – WelbeHealth’s ABCs

### A. Allowed criteria to qualify:

1. Age 55+
2. Must live in our service area
3. Eligible for nursing facility level of care

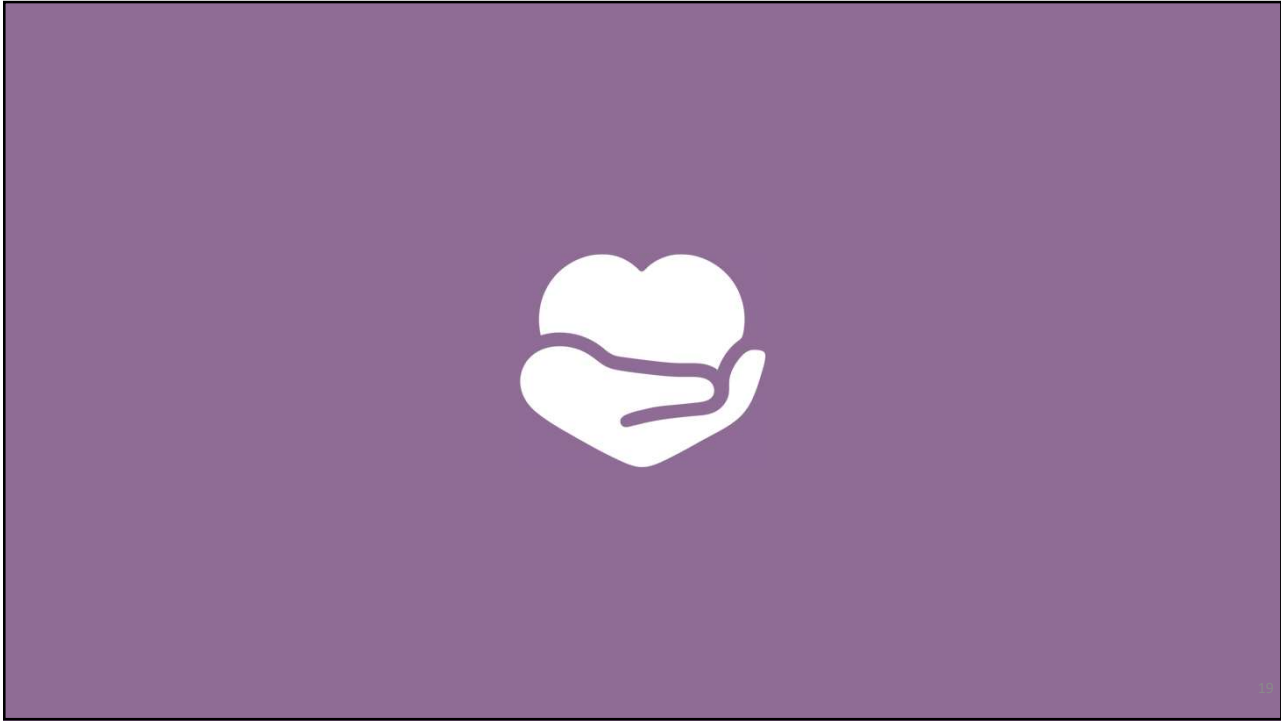
### B. But What's Covered?:

Full-service senior health care covered by Medicare and Medi-Cal, at no cost for those who qualify

### C. Call:

Anthony Vallejo for more information or a center tour  
(424) 444-5772 | TTY 711

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