REQUESTING THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS AND THE

UNIVERSITY OF HAWAII CENTER ON AGING TO CONVENE A WORKING GROUP TO

REVIEW IN-HOME CARE SERVICES AND MAKE RECOMMENDATIONS TO IMPROVE THE

QUALITY OF CARE.

Report Title: Working Group; In-Home Care Services

Description:

Companion:

Measure Title:

Package: None

Current Referral: LBR/HRE/HMS, CPH

TOKUDA, BAKER, S. CHANG, KEITH-AGARAN, Dela Cruz, English, Gabbard, Galuteria, K. Introducer(s):

Kahele, Nishihara, Taniguchi, Wakai

Sort by Date		Status Text
3/9/2018	S	Offered.
3/15/2018	S	Referred to LBR/HRE/HMS, CPH.
3/21/2018 S The committee(s) on LBR/HRE/HMS has scheduled a public h conference room 224.		The committee(s) on LBR/HRE/HMS has scheduled a public hearing on 03-27-18 1:15PM in conference room 224.

S = Senate | **H** = House | **D** = Data Systems | **\$** = Appropriation measure | **ConAm** = Constitutional Amendment

Some of the above items require Adobe Acrobat Reader. Please visit Adobe's download page for detailed instructions.

SCR149

DOUGLAS S. CHIN



STATE OF HAWAII DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

830 PUNCHBOWL STREET, ROOM 321 HONOLULU, HAWAII 96813

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Email: dlir.director@hawaii.gov

March 27, 2018

To: The Honorable Jill N. Tokuda, Chair;

The Honorable J. Kalani English, Vice Chair; and Members of the Senate Committee on Labor

The Honorable Kaiali'i Kahele, Chair; The Honorable Donna Mercado Kim, Vice Chair; and Members of the Senate Committee on Higher Education

The Honorable Josh Green, Chair;
The Honorable Stanley Chang, Vice Chair; and
Members of the Senate Committee on Human Services

Date: Tuesday, March 27, 2018

Time: 1:15 pm

Place: Conference Room 224, State Capitol

From: Leonard Hoshijo, Director

Department of Labor and Industrial Relations (DLIR)

Re: SCR No. 149/SR No. 94 Requesting the Department of Labor and Industrial
Relations and the University of Hawaii Center on Aging to Convene a Working
Group to Review In-Home Care Services and Make Recommendations to
Improve the Quality of Care

SCR149/SR 94 urges the Department of Labor and Industrial Relations and the University of Hawaii Center on Aging to convene a working group to review in-home care services and make recommendations to improve the quality of care.

The Department believes that the bulk of what is being requested in this resolution rests more appropriately under the purview of other agencies within the State. Therefore, the department does not support the measure with DLIR as one of the lead agencies to convene the working group to review in-home care services. In addition, to the extent that service providers are independent contractors rather than

employees, the department may not have relevant data available. Another state department regulates care homes.

DLIR's Research & Statistics Office (R&S) has descriptive information on Home Health Aides such as work activities, skills, knowledge, current employment, wages, outlook/projections, preparation, training, licensing/certification. R&S not collect information on retention rates, percentages of workers with certifications, information on benefits, and information on injuries related to abuse and neglect. R&S does not have the capability and resources to conduct research and analysis of the quality of care as it relates to wages and benefits.

The federal funding levels for R&S have been reduced by Congress in the last several budget cycles. The new federal budget cuts the funding further.

The following is information pertaining to the data requests in the measure:

(2) A description of the home care workforce, including the relationship of home care workers to the people they are caring for;

R&S has description information on Home Health Aides such as work activities, skills, knowledge, current employment, wages, outlook/projections, preparation, training, licensing/certification. However, there is no information on relationships as these types of caregivers may not be covered by Unemployment Insurance (UI) and therefore are not reporting into the UI wage records system.

(3) A description of the continuum of work being performed;

R&S has occupational description information only on the type of work performed by Home Health Aides.

(4) A description of the skills that home care workers need, the current percentage of Hawaii's home care workers with training or certification, and the nature of that training or certification;

R&S has skills and training/certification information that Home Health Aides need or are preferred by employers. There is no data on the percentage of workers with training/certification.

- (5) Data regarding how current and expected workforce supply meets demand, including:
 - (A) Retention rates of caregivers employed by care agencies;

R&S does not have data on retention rates. That requires a longitudinal study that would track workers. The UI wage records do not track occupations so an

independent study or survey of employers and/or workers would be needed along with an accompanying appropriation.

- (B) Ability of families to access home care; and
- (C) Projected workforce shortage, if any, over the next ten years;

R&S has long-term projections information on Home Health Aides.

(6) Projected workforce shortage, if any, over the next ten years;

R&S has wages information (through UI wage records) only on Home Health Aides, however, no information on benefits.

(7) Data regarding home care worker and client injuries, including abuse and neglect;

R&S does not collect information on injuries related to abuse and neglect.

(8) The relationship between the quality of care provided and the wages, benefits and training and certification standards of home care workers;

R&S does not have this information or the capability and resources to conduct these types of analyses.

(9) Evaluation of experiences in other states between increased wages, benefits and training and certification standards and the quality of care provided

R&S does not have the capability and resources to conduct this type of research.

Testimony Presented Before the Senate Committee on Labor Senate Committee on Higher Education and Senate Committee on Human Services Tuesday, March 27, 2018 at 1:15 p.m.

By

Noreen Mokuau, Dean

Myron B. Thompson School of Social Work
And
Michael Bruno
Interim Vice Chancellor for Academic Affairs
Vice Chancellor for Research

University of Hawaiʻi at Mānoa

SCR 149 / SR 94 – REQUESTING THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS AND THE UNIVERSITY OF HAWAII CENTER ON AGING TO CONVENE A WORKING GROUP TO REVIEW IN-HOME CARE SERVICES AND MAKE RECOMMENDATIONS TO IMPROVE THE QUALITY OF CARE.

Chairs Tokuda, Kahele, and Green; Vice Chairs English, Kim, and Chang; and members of the Senate Committee on Labor, the Senate Committee on Higher Education, and the Senate Committee on Human Services:

As Dean of the University of Hawai'i at Mānoa Myron B. Thompson School of Social Work, I am appreciative of the legislature's recognition of the Center on Aging as a leader in research associated with aging.

While we regard the proposed working group as an important step toward gathering necessary data associated with the provision of home care in Hawai'i, without an allocation of financial resources, the Center on Aging is unable to convene the working group.

Thank you for the opportunity to testify.



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COMMITTEE ON LABOR Senator Jill N. Tokuda, Chair Senator J. Kalani English, Vice Chair

COMMITTEE ON HIGHER EDUCATION Senator Kaiali'i Kahele, Chair Senator Donna Mercado Kim, Vice Chair

COMMITTEE ON HUMAN SERVICES Senator Josh Green, Chair Senator Stanley Chang, Vice Chair

Tuesday, March 27, 2018, 1:15 p.m., Conference Room 224 Senate Concurrent Resolution 149 / Senate Resolution 94

Dear Chairs Tokuda, Kahele and Green, Vice-Chairs English, Kim and Chang, and members of the Committees,

My name is Kerry M. Komatsubara and I am the Advocacy Director for AARP Hawaii. AARP is a membership organization of people age fifty and over with about 150,000 members in Hawaii. AARP advocates for issues that matter to Hawaii families and we strive to serve as a reliable information source on issues critical to people over the age of fifty.

AARP is in strong support of SR 94, which requests the Department of Labor and Industrial Relations, along with the University of Hawaii Center on Aging, convene a working group to review the state of the homecare force in Hawaii and make recommendations to improve the quality of care and the quality of caregiving jobs.

Homecare workers provide elderly adults and those with disabilities with the care and assistance that allows people with care needs to live at home. They are responsible for a myriad number of tasks and activities of daily living including managing medication, providing transportation, assisting with mobility, preparing meals, and providing personal hygiene care. By providing these services, homecare workers are saving the state of Hawaii millions of dollars by allowing seniors to remain at home, where care is less expensive than in a facility. Studies also show that a person who is cared for and able to rehabilitate at home surrounded by family, friends and personalized attention from home care workers heal more quickly than they do in a facility.

The home care and direct care workforce is one of the fastest growing service industries in America, and homecare workers do the valuable and vital work of caring for the needs of elderly and people with disabilities. With the life expectancy in Hawaii longer than any other state, and the projected population of those 65 and over reaching 30 percent of the overall population in Hawaii by 2030, the need for home care and qualified home care workers is growing. As it grows, so too does the need to understand the complexities of the homecare workforce, including the demographics of the care workforce, reasons



surrounding care workforce shortages, the ways in which families rely upon and receive services, and ways that the quality of care can be substantially improved.

The creation of a taskforce that will study, collect pertinent data and report back on its findings in regards to the ability of families to access and finance home care, the explanation of skills and training that home care workers require, as well as the relationship between the quality of care provided by home care workers and the wages and benefits they receive are key aspects in preparing a care infrastructure that better helps our kupuna and people with disabilities receive the high quality of care they deserve.

Thank you for the opportunity to present testimony in support of Senate Concurrent Resolution 149 / Senate Resolution 94.

The Twenty-Ninth Legislature Regular Session of 2018

THE SENATE

Committee on Labor

Senator Jill N. Tokuda, Chair

Senator J. Kalani English, Vice Chair

Committee on Higher Education

Senator Kaiali'i Kahele, Chair

Senator Donna Mercado Kim, Vice Chair

Committee on Human Services

Senator Josh Green, Chair

Senator Stanley Chang, Vice Chair

State Capitol, Conference Room 224 Tuesday, March 27, 2018; 1:15 p.m.

STATEMENT OF THE ILWU LOCAL 142 ON S.C.R 149 / S.R. 94

Requesting the Department of Labor and Industrial Relations and the University of Hawaii Center on Aging to Convene a Working Group to Review In-Home Care Services and Make Recommendations to Improve the Quality of Care

The ILWU Local 142 **supports** S.C.R 149 and S.R. 94, which requests that DLIR and UH Center on Aging convene a working group to review in-home care services and make recommendations to improve quality of care.

As the resolution states, in just two short years, nearly 300,000 residents in Hawaii will be 65 years of age or older and a significant number of them will require assistance with activities of daily living. Family caregivers will provide some of that care, but many of these elderly individuals will need paid caregivers to help them.

The issue of family caregivers is a significant one, which the Kupuna Caregiver Program is hoping to address by providing assistance to family caregivers still working which will allow them to remain in the workforce. However, the issue of professional or paraprofessional caregivers, while recognized as an important issue, has not received the kind of attention it needs.

While the care of elderly and disabled individuals will become a growing industry in Hawaii and the nation, too few individuals seek to find work in this industry. Society itself has not recognized this type of work and given it sufficient value. Caring for an elderly or disabled person is difficult work and requires skill, compassion, and dedication, yet if financial compensation is an indicator, the work is not valued. The pay for paraprofessional caregivers is almost at the minimum wage level.

Paying a home-care worker more in wages would be a start toward recognizing the worth of their work and the tremendous contribution they make to the lives of so many, including the care recipient's family. However, more must be done to promote home care as a viable career that pays well and offers meaningful work that is valued by society.

The problem is that home care workers are generally paid by care recipients or their families, who often cannot afford very much. They look for less expensive options and hope the caregivers will be competent, compassionate, and willing to stay.

One way to overcome this dilemma is for the State to find some funding mechanism (e.g., a surcharge on the general excise tax or an increase in the income tax dedicated to home care and other long-term care) to help care recipients and their families pay for long-term care at home or in facilities.

The working group proposed by S.C.R. 149 and S.R 94 would assist policymakers to understand the scope of the problem and seek ways to address what will be a growing problem in the future. Hawaii's aging population will continue to grow, as will the population needing assistance. The need for a workforce to help care for this population will only increase. We cannot afford to put off addressing this issue.

And if we think the State cannot afford to address the high cost of long-term and the need for qualified, caring workers to provide in-home care and institutional care, lawmakers need only look at the growing Medicaid bills for those residents in nursing homes. Medicaid is funded by taxpayer dollars, both federal and state, which means all of us paying taxes are footing the bill.

The ILWU urges adoption of S.C.R. 149 and S.R. 94. Thank you for the opportunity to provide testimony on these resolutions.



COMMITTEE ON LABOR Senator Jill N. Tokuda, Chair Senator J. Kalani English, Vice Chair

COMMITTEE ON HIGHER EDUCATION Senator Kaiali'i Kahele, Chair Senator Donna Mercado Kim, Vice Chair

COMMITTEE ON HUMAN SERVICES Senator Josh Green, Chair Senator Stanley Chang, Vice Chair

Tuesday, March 27, 2018, 1:15 p.m., Conference Room 224

Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

Caring Across Generations is in strong support of SR 94, which requests the Department of Labour and Industrial Relations, along with the University of Hawaii Center on Aging, convene a working group to review the state of the homecare force in Hawaii and make recommendations to improve the quality of care and the quality of caregiving jobs.

Caring Across Generations is a national movement of families, caregivers, people with disabilities and aging Americans working to transform the way we care in this country, calling for policy solutions that enable all of us to live and age with dignity and independence. Caring Across Generations has worked with partners in Hawai'i for years in support of legislation that will help make quality long-term care accessible to everyone.

Homecare workers provide elderly adults and those with disabilities with the care and assistance that allows people with care needs to live at home. They are responsible for a myriad number of tasks and activities of daily living including managing medication, providing transportation, assisting with mobility, preparing meals, and providing personal hygiene care. By providing these services, homecare workers are saving the state of Hawaii millions of dollars by allowing seniors to remain at home, where care is less expensive than in a facility. Studies also show that a person who is cared for and able to rehabilitate at home surrounded by family, friends and personalized attention from home care workers heal more quickly than they do in a facility.

The home care and direct care workforce is one of the fastest growing service industries in America, and homecare workers do the valuable and vital work of caring for the needs of elderly and people with disabilities. With the life expectancy in Hawaii longer than any other state, and

the projected population of those 65 and over reaching 30 percent of the overall population in Hawaii by 2030, the need for home care and qualified home care workers is growing. As it grows, so too does the need to understand the complexities of the homecare workforce, including the demographics of the care workforce, reasons surrounding care workforce shortages, the ways in which families rely upon and receive services, and ways that the quality of care can be substantially improved.

The creation of a taskforce that will study, collect pertinent data and report back on its findings in regards to the ability of families to access and finance home care, the explanation of skills and training that home care workers require, as well as the relationship between the quality of care provided by home care workers and the wages and benefits they receive are key aspects in preparing a care infrastructure that better helps our kupuna and people with disabilities receive the high quality of care they deserve.

Thank you for considering my testimony.

Sincerely,

Pedro Haro Hawai'i Advocacy Director Caring Across Generations pedro@caringacross.org



Hawaii Alliance for Retired Americans, An Affiliate of the Alliance for Retired Americans 1953 South Beretania Street , Suite 5C, Honolulu, Hawaii 96826

Testimony in support of SCR149/SR94
Hearing on Tuesday, March 27, 2018, 1:15 pm, Room 224
Senate LBR/HRE/MHS

Aloha Chairs Tokuda, Kahele, Green and Committee members,

HARA urges your Committees and the State Legislature to adopt SCR149 and SR94, which request the convening of a working group to review in-home care services and make recommendations to improve the quality of care.

With the rapid aging of our state and our country and the growing need for good home care services, now being offered by a rapidly expanding industry, there is an urgent need to study and understand the correlation between caregiver training, qualifications, compensation and the quality of care provided by the working group, which is also tasked to submit recommendations to improve our home care services for the next legislative session to consider.

HARA with 21,000 members statewide has supported caregiver legislation and Kupuna Care programs, as legislative priorities over the years and is deeply appreciative of the actions taken by this and past legislative sessions to address needs of our Kupuna and family caregivers.

We urge that you adopt SCR149 and SR 94. Mahalo.

HARA Affiliates: HGEA Retirees, HSTA-Retired, ILWU Retirees, UPW Retirees, AFT Retirees, Kokua Council, Hawaii Family Caregivers Coalition, Machinist Retirees

SCR-149

Submitted on: 3/26/2018 7:53:40 AM

Testimony for LBR on 3/27/2018 1:15:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing	
Melodie Aduja	Testifying for Oahu County Committee on Legislative Priorities of the Democratic Party of Hawai'i	Support	No	

Comments:

To the Honorable Jill N. Tokuda, Chair; the Honorable J. Kalani English, Vice-Chair and the Members of the Committee on Labor:

To the Honorable Kaiali'i Kahele, Chair; the Honorable Donna Mercado Kim, Vice-Chair and the Members of the Committee on Higher Education:

To the Honorable Josh Green, Chair; the Honorable Stanley Chang, Vice-Chair and the Members of the Committee on Human Services:

Good afternoon, my name is Melodie Aduja. I serve as Chair of the Oahu County Committee ("OCC") on Legislative Priorities of the Democratic Party of Hawaii. Thank you for the opportunity to provide written testimony on **SCR149 / SR 94** relating to a Working Group; and In-Home Care Services.

The OCC Legislative Priorities Committee is in favor of **SCR149 / SR 94** and supports its passage.

SCR149 / SR 94 is in alignment with the Platform of the Democratic Party of Hawai'i ("DPH"), 2016, as it requests the Department of Labor and Industrial Relations (DLIR) and the University of Hawaii (UH) Center on Aging to convene a working group to: (1) Review the provision of in-home care services in Hawaii; (2) Make recommendations that will improve the quality of care; and (3) Include its review and recommendations in a report to the Legislature no later than twenty days prior to the Regular Session of 2019.

Specifically, the Platform of the DPH provides that "Access to health care is a basic human need. Our citizens and visitors have an inherent right to high quality, high standard health care. The state legislature and the federal government should take all appropriate steps to create and support a health care system of public, for-profit, and nonprofit hospitals and other medical facilities that follow best practices to enhance and protect and preserve life.

We support the development of long-term care financing solutions, better pay and working conditions for all healthcare providers, parity of mental and physical health coverage, and appropriate regulation of health care delivery systems. We also support the development of empirically validated prevention programs targeted at major public health issues." (Platform of the DPH, P. 7, Lines 361-369 (2016)).

Given that **SCR149 / SR 94** requests the Department of Labor and Industrial Relations (DLIR) and the University of Hawaii (UH) Center on Aging to convene a working group to: (1) Review the provision of in-home care services in Hawaii; (2) Make recommendations that will improve the quality of care; and (3) Include its review and recommendations in a report to the Legislature no later than twenty days prior to the Regular Session of 2019, it is the position of the OCC Legislative Priorities Committee to support this measure.

Thank you very much for your kind consideration.

Sincerely yours, /s/ Melodie Aduja

Melodie Aduja, Chair, OCC on Legislative Priorities of the DPH

Email: legislativepriorities@gmail.com, Tel.: (808) 258-8889

<u>SCR-149</u> Submitted on: 3/25/2018 2:43:41 PM

Testimony for LBR on 3/27/2018 1:15:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
J Ashman	Individual	Support	No

Comments:

SCR-149

Submitted on: 3/26/2018 11:29:53 AM

Testimony for LBR on 3/27/2018 1:15:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing	
Cynthia J. Goto	Individual	Support	Yes	

Comments:

Strong support for this much needed service. As a caregiver for my parents living at home, we are often dependent upon agencies and services to help us. Please help us keep our families safe.

Mahalo,

Cynthia J. Goto, M.D.

COMMITTEE ON LABOR Senator Jill N. Tokuda, Chair Senator J. Kalani English, Vice Chair

COMMITTEE ON HIGHER EDUCATION Senator Kaiali'i Kahele, Chair Senator Donna Mercado Kim, Vice Chair

COMMITTEE ON HUMAN SERVICES Senator Josh Green, Chair Senator Stanley Chang, Vice Chair

Hearing: Tuesday, March 27, 2018, 1:15 p.m., Conference Room 224

Testimony in Support of Senate Concurrent Resolution 149 / Senate Resolution 94

I am writing in strong support of SR 94, which requests the Department of Labor and Industrial Relations, along with the University of Hawaii Center on Aging, convene a working group to review the state of the homecare workforce in Hawai'i and make recommendations to improve the quality of care and the quality of caregiving jobs.

Homecare Workers provide elderly adults and those with disabilities with the care and assistance that allows people with care needs to live at home. They are responsible for a myriad number of tasks and activities of daily living including managing medication, providing transportation, assisting with mobility, preparing meals, and providing personal hygiene care. By providing these services, Homecare Workers are saving the State of Hawai'i millions of dollars by allowing Seniors/ Kupuna to remain at home, where care is less expensive than in a facility. Studies also show that a person who is cared for and able to rehabilitate at home surrounded by family, friends and personalized attention from home care workers heal more quickly than they do in a facility. These seniors are fortunate to be able to "Age in Place", their place called home.

The Homecare and Direct-care Workforce is one of the fastest growing service industries in America, and homecare workers do the valuable and vital work of caring for the needs of elderly and people with disabilities. With the life expectancy in Hawai'i longer than any other state, and the projected population of those 65 and over reaching 30 percent of the overall population in Hawai'i by 2030, the need for Homecare and trained and qualified Homecare Workers is growing. As it grows, so too does the need to understand the complexities of the homecare workforce, including the demographics of the care workforce, reasons surrounding care workforce shortages, the ways in which families rely upon and receive services, and ways that the quality of care can be substantially improved. The workforce that is the subject of this SCR is both a quantitative and qualitative necessity for this substantial improvement.

The creation of a Taskforce that will study, collect pertinent data and report back on its findings in regards to the ability of families to access and finance homecare, the explanation of skills and training that Homecare Workers require, as well as the relationship between the quality of care provided by home care workers and the wages and benefits they receive are key aspects in preparing a care infrastructure that better helps our Seniors/ Kupuna and people with disabilities receive the high quality of care they deserve. Homecare Workers can become part of a comprehensive Homecare Team that is inclusive of Caregivers and Aging Services Professionals who surround themselves with our Seniors/ Kupuna, to provide homecare that assures "Aging in Place" and a quality of life shared by all.

Mahalo,

John A.H. Tomoso+, MSW, ACSW, LSW 51 Ku;ula Street Kahului, HI 96732-2906 808-280-1749 john.a.h.tomoso@gmail.com

CC: PABEA, JACOSA ListServs

LATE TESTIMONY



Testimony Presented Before the Senate Committee on Labor Senate Committee on Higher Education and Senate Committee on Human Services Tuesday, March 27, 2018 at 1:15 p.m.

> By Margaret A. Perkinson, PhD Director, Center on Aging University of Hawaiʻi at Mānoa

SCR 149 / SR 94- Requesting the Department of Labor and Industrial Relations and the University of Hawaii Center on Aging to convene a working group to review in-home care services and make recommendations to improve the quality of care.

Chairs Tokuda, Kahele, and Green; Vice Chairs English, Kim, and Chang; and members of the Senate Committee on Labor, the Senate Committee on Higher Education, and the Senate Committee on Human Services:

As director of the UHM COA, I appreciate this opportunity to voice my thoughts regarding SCR 149/SR 94. Please note that my testimony is that of an individual, rather than that of an employee of the University of Hawai'i. I agree that passage of SCR 149/SR 94 should not replace or adversely impact priorities as indicated in the University's Board of Regents Approved Executive Biennium Budget. As a member of the faculty at the University of Hawai'i, I support the prioritization process that the administration utilizes to establish their annual budgetary request to the legislature and can only advocate for additional funding of university programs if it does not negatively impact existing requests that are included in the executive budget.

The proposed bill addresses a critically important topic. Few states are aging as rapidly as Hawai'i. By 2020, approximately 25.8% of the State's residents will be 60+ years old. Chronic conditions that often accompany older age (e.g., impaired mobility, diminished strength and endurance, impaired vision and hearing) often necessitate assistance with basic activities of daily living. Home care services allow older adults to "age in place," a less costly and more desirable option than relocation to more institutionalized settings. To anticipate future care needs of its aging population, the State should examine its current system of home care and consider strategies for optimizing future delivery of care. This well-crafted bill raises essential questions regarding the future of home care in Hawaii. The answers to these questions should inform future thinking regarding long-term services and supports. However, given its limited resources, UHM Center on Aging does not have the capacity to assist in this unfunded endeavor.