

# CALIFORNIA DEPARTMENT OF AGING

## LEADERSHIP IN AGING WEBINAR #1

**SEPTEMBER 15, 2021**

10:01:23 [STANDING BY].

10:01:45 >> GOOD MORNING, EVERYONE, WE WILL GIVE IT ANOTHER MINUTE WHILE PEOPLE ARE COMING IN.

10:02:15 IT LOOKS LIKE WE STILL HAVE QUITE A FEW PEOPLE COMING IN. LET'S GET STARTED WITH THE LOGISTICS. WELCOME, EVERYONE, TO OUR FIRST OF THREE LEADERSHIP AND AGING WEBINARS AND GOING OVER SOME LOGISTICS WITH EVERYBODY. YOU ARE ABLE TO JOIN BY SMARTPHONE, COMPUTER OR TELEPHONE AND IF YOU NEED TO JOIN BY TELEPHONE YOU WILL SEE THERE IS THE MEETING ID, PASSWORD, WE HAVE A LIVE CAPTIONING STREAM THROUGHOUT THE WEBINAR AND WE, ALSO, HAVE ASL INTERPRETATION VIA THE WEBINAR AS WELL.

10:02:35 WE DO HAVE THE ASL INTERPRETER PINNED BUT IF YOU NEED TO, ALSO, FEEL FREE TO DO SO AND THE TRANSCRIPTS WILL BE POSTED ON CDA'S ON THE CDE'S WEB PAGE THAT CAN BE FOUND ON OUR HOME PAGE. THERE IS A LINK. NEXT SLIDE.

10:03:01 SO WE WILL HAVE SOME TIME FOR QUESTIONS AND COMMENTS. THE FINAL 15 MINUTES OF THE WEBINAR IS RESERVED FOR QUESTIONS AND COMMENTS. ATTENDEES, YOU MAY USE THE Q&A FUNCTION TO ASK YOUR QUESTION OR USE THE RAISE YOUR HAND TO JOIN THE LINE AND THEY WILL ANNOUNCE YOUR NAME OR THE LAST FOUR DIGITS OF YOUR NUMBER AND WE WILL ASK YOU TO UNMUTE YOUR LINE DURING THAT TIME.

10:03:13 ATTENDEES JOINING BY PHONE, YOU MAY PRESS POUND 9 ON YOUR DIAL PAD TO RAISE YOUR HAND. THE MODERATOR WILL ANNOUNCE THE LAST FOUR DIGITS OF YOUR PHONE NUMBER AND WILL UNMUTE YOUR LINE.

10:03:31 IF YOU NEED ADDITIONAL INFORMATION OR ANY FEEDBACK REGARDING THIS WEBINAR, PLEASE FEEL FREE TO E-MAIL [ENGAGE@AGING.CA.GOV](mailto:ENGAGE@AGING.CA.GOV). NOW I WILL TURN IT OVER TO MARK BECKLEY.

10:04:12 >> GOOD MORNING, THANK YOU SO MUCH FOR ATTENDING THE FIRST OF THREE INFORMATIONAL WEBINARS ON LEADERSHIP AND AGING. THESE WEBINARS WILL BE HOSTED BY A SERIES OF EXPERTS IN THE FIELD OF ACADEMIC RESEARCH THAT WILL PRESENT ON DIFFERENT RESEARCH AND FINDINGS THAT MAY INFORM OUR HOPES AND SPOKES INITIATIVE. TODAY WE WILL BE HEARING FROM DR. KATE WILBER AND HER RESEARCH ASSISTANT, HALEY GALLO, WHO WILL BE PRESENTING ON WHAT FACTORS SHOULD BE CONSIDERED IN TERMS OF DETERMINING WHAT MAKES A AAA A S

10:04:44 A STRONG HUB FOR NETWORK AND WHAT SHOULD NOT BE CONSIDERED FOR AAA AND ON WEDNESDAY, OCTOBER 22, WE WILL BE HEARING FROM DR. AMANDA BREWSTER WITH AN ASSISTANT PROFESSOR AT UC BERKELEY PRESENTING ON IMPROVED AAA VIA PARTNERSHIPS WITH HEALTH PLANS

AND ALSO COMING SOON ARE PROMISING PRACTICES IN CRITERIA AND EXCELLENCE AND THIS WILL BE PRESENTED BY LEADERSHIP WITH US AGING.

10:05:10 FORMERLY KNOWN AS N 4 A AND WE LOOK FORWARD TO LEARNING TOGETHER FROM OUR EXPERTS AND LET ME NOW INTRODUCE DR. WILBER AND SOON TO BE DR. GALLO, CURRENTLY DOCTORAL CANDIDATE AND DR. WILBER IS A PROFESSOR AT USC LEONARD DAVIS SCHOOL OF GERONTOLOGY AND SHE TEACHES COURSES ON ADMINISTRATION, PUBLIC POLICY AND LONG-TERM CARE.

10:05:33 DR. WILBER, ALSO, SERVES AS THE CO-DIRECTOR OF THE SECURE OLD AGE LAB AT USC, THE NATIONAL CENTER ON ELDER ABUSE AND THE USC CARE CENTER AND FOCUSES ON ELDER ECONOMIC SECURITY, PROTECTING VULNERABLE ELDERS AND IMPROVING HEALTH AND LONG-TERM SERVICES THROUGHOUT OUR AGING NETWORK.

10:06:03 WE ARE HAPPY TO HAVE HER HERE TODAY. IN ADDITION HALEY GALLO HEY IS A DOCTORAL CANDIDATE AT USC LEONARD DAVIS SCHOOL OF GERONTOLOGY AND IS A RESEARCH IN THE LAB AND HER RESEARCH FOCUSES ON POLICIES THAT PROMOTES THE GOALS OF AGE, CITIES AND COMMUNITIES' INITIATIVE, THANK YOU, BOTH, FOR BEING HERE WITH US TODAY AND WITH NO FURTHER ADO LET ME HAND IT TO HALEY GALLO.

10:06:24 >> THANK YOU SO MUCH FOR HAVING US. I AM EXCITED TO BE HERE TODAY. I APOLOGIZE MY VIDEO IS OFF MY NAME IS HALEY GALLO HEY, I AM A DOCTORAL CANDIDATE AT USC, TODAY I WILL BE PRESENTING ON DIFFERENT WAYS TO MEASURE SUCCESS OF THE AGING NETWORK.

10:06:25 NEXT SLIDE, PLEASE.

10:06:47 I AM SURE THIS WON'T BE NEWS TO ANYONE PARTICIPATING IN THE WEBINAR TODAY. BUT THE OLDER ADULT POPULATION IS GROWING BOTH IN NUMBER AND PROPORTION. THIS GROWTH OF OLDER ADULTS IS OUTPACING OLDER AMERICAN ACT FUNDING. THE IMAGE ON THE RIGHT SHOWS THAT THE PROJECTED POPULATION OF OLDER ADULTS IN THE UNITED STATES IS GROWING MUCH FASTER THAN THE OLDER AMERICANS ACT FUNDING.

10:06:55 ESPECIALLY AFTER ACCOUNTING FOR INFLATION OVER THE PAST TWO DECADES. NEXT SLIDE.

10:07:37 IN SPITE OF THEIR GROWING DEMAND AND LIMITED FUNDING, AAAS HAVE PROVED FOR DECADES THAT THEY CAN BE INNOVATIVE AND ADAPTABLE. HELPING OLDER ADULTS MAINTAIN INDEPENDENTS IN THEIR HOMES AND COMMUNITIES. AAAS HAD TO BE EVEN MORE INNOVATIVE AND RESOURCEFUL DURING THE PANDEMIC AND IT HAS SHOWN HOW AAA QUICKLY RERESPONDED AND IT SHOWS ALL OF THE STEPS THAT THEY TOOK TO MEET THE INCREASING NEEDS, INCLUDING INNOVATIVE EXAMPLES IN THE FIELD SUCH AS PARTNERSHIP WITH LOCAL RESTAURANTS.

10:07:59 FOR EXAMPLE, DR. WILBER AND I PUBLISHED A PAPER AND DR. BREWSTER WHO WILL PRESENT AT THE NEXT WEBINAR SAID IF YOU WANT TO KNOW HOW TO SUPPORT OLDER ADULTS DURING THE PANDEMIC, JUST LOOK TO THE AAA. K.

10:08:24 THERE ARE 622 AAA IN THE UNITED STATES AND THEY BEING TAKE A VARIETY OF SERVICES AND THEY RANGE FROM BEING RUN BY NON-PROFITS TO COUNCILS OF GOVERNMENTS AND COUNTY GOVERNMENTS AND OTHER SECTORS.

10:08:40 THEY OFFER AN AVERAGE OF 27 SERVICES THAT HELP OLDER ADULTS AND PEOPLE WITH DISABILITIES WHO CONTINUE TO WORK AT HOME FOR AS LONG AS POSSIBLE. THESE RANGE FROM TRANSPORTATION SERVICES, TO HOME MODIFICATIONS TO VARIOUS OTHER EVIDENCE-BASED PROGRAMS.

10:09:07 AND AS DR. WILBER AND I HAVE BEEN STUDYING AAAS, WE NOTICE STAKEHOLDER PAYING INCREASED ATTENTION HOW THEY ARE STRUCTURED, RUN BY NON-PROFITS OR COUNTIES, ARE THEY IN AN INTEGRATED AGENCY WITH OTHER DEPARTMENTS THAT SERVE OLDER ADULTS. WE HAVE ALSO NOTICED THE DESIRE TO MOVE AWAY FROM SIMPLY COMPLIANCE-DRIVEN METRICS. WE KNOW THAT AAAS HAVE DONE A LOT OF REPORTS AND DATA TO THEIR STATE UNITS ON AGING.

10:09:17 BUT HOW CAN WE MOVE FROM JUST CHECKING THE BOX AND REPORTING THE NUMBER OF MEALS SERVED, FOR EXAMPLE, TO FOCUS MORE ON CLIENT OUTCOMES AND INNOVATIONS.

10:09:34 AND THIS SHIFT IS ESPECIALLY CHALLENGING GIVEN THE AAAS OF HOW THEY ARE STRUCTURED AND IF THEY ARE ALREADY UNDER STAFFED, UNDER FUNDED, HOW CAN WE DEVELOP A SET OF METRICS THAT ALLOW THEM TO SHOWCASE THEIR SUCCESSES WITHOUT CREATING A BURDENSOME REPORTING PROCESS.

10:09:38 NEXT SLIDE, PLEASE.

10:10:00 SO THE RESEARCH THAT I WILL PRESENT TODAY BUILDS ON PREVIOUS WORK. IT STARTED WITH THE SEASONIBILITY STUDY, WE EXAMINED WHETHER LOS ANGELES SHOULD CONSOLIDATE ITS TWO AAAS. WE VISITED FIVE AAAS IN CALIFORNIA TO LEARN HOW THEY WERE STRUCTURED AND INTEGRATED WITH OTHER COUNTY DEPARTMENTS.

10:10:15 AND I WORKED WITH LILLY AND SHELLY BROWN AT USC TO READ ALL 33 AREA PLANS FROM CALIFORNIA AAAS AND WE DEVELOPED A DATASET THAT ALLOWED US TO STUDY LINKS BETWEEN AAA STRUCTURE, FUNDING AND SERVICE DELIVERIES.

10:10:31 BUT NOW WE ARE USING WHAT WE LEARNED FROM THE STUDIES THAT FOCUSED ON LOS ANGELES AND CALIFORNIA TO NOW EXAMINE AAAS NATIONWIDE AND STUDY HOW WE CAN MEASURE THEIR SUCCESS.

10:10:31 .

10:10:46 THE PURPOSE OF THIS STUDY IS TO EXAMINE WHETHER AND HOW THE AGING NETWORK SHOULD MEASURE SUCCESS OF AREA AGENCIES ON AGING. WE WANT TO INCLUDE EXPERTS TO INFORM REASONABLE EQUITABLE AND MEASURABLE INDICATORS OF SUCCESS.

10:11:10 AND, ALSO, TO IDENTIFY WHICH FACTORS SHOULD NOT BE USED TO MEASURE SUCCESS. AND STATES IN THE FEDERAL GOVERNMENT BECOME MORE INTERESTED IN MEASURING CLIENT OUTCOMES AND DEMONSTRATING THE VALUE OF AAA, I WANTED TO GAIN INPUT FROM AAAS THEMSELVES ABOUT WHAT METRICS THEY THINK SHOULD BE USED RATHER THAN RELYING ON TOP DOWN APPROACHES AND STANDARDS.

10:11:29 NEXT SLIDE. TO DO THIS I AM USING A TECHNIQUE CALLED THE DELPHI METHOD, ALLOWS US TO INCLUDE SUBJECT MATTER EXPERTS TO BUILD CONSENSUS AND RELIES ON MULTIPLE ROUND. IN

THE FIRST ROUND EXPERTS EXPRESS THEIR OPINION BY COMPLETING A SURVEY AND THIS IS THE PART THAT I WILL PRESENT TODAY.

10:12:06 NEXT OPINIONS ARE SUMMARIZED AND GROUPED INTO A NEW QUESTION LIST, WHICH WILL BE SENT OUT IN A SECOND ROUND OF SURVEYS. AND THIS GIVES PEOPLE THE OPPORTUNITY TO REASSESS THEIR RESPONSES BASED ON A SUMMARY OF WHAT THEIR PEERS SAID. AND THEN FINALLY A SMALL GROUP WILL FINALIZE A LIST OF RECOMMENDATIONS. THE CONFIDENTIAL ENCOURAGES PEOPLE TO SPEAK THEIR MIND WITHOUT BEING JUDGED AND THE FIRST STUDY WE HAD 67 PEOPLE IN THE UNITED STATES TO PARTICIPATE AND THEY

10:12:39 REPRESENT DIFFERENT REGIONS, STRUCTURES AND MOLDS AND STATES. ONE OF THE THIRD AAA EMPLOYEES AND THEY, ALSO, HAD SERVICE PROVIDERS, RESEARCHERS, NATIONAL ORGANIZATION EMPLOYEES, STATE UNITS ON AGING AND FEDERAL EMPLOYEES PARTICIPATE. NEXT SLIDE? ALMOST 30 PERCENT OF THE PARTICIPANTS ARE FROM CALIFORNIA BUT WE ALSO HAD PARTICIPANTS FROM ACROSS THE COUNTRY. THIS MAP THE TURQUOISE HAD 1 PERCENT OF THE STATE COMPLETE THE SURVEY.

10:12:47 BROWN STATES HAD TWO PEOPLE PARTICIPATE, AND THE MAGENTA STATES HAD THREE PEOPLE PARTICIPATE.

10:13:03 PARTICIPANTS WERE ASKED TO INDICATE ALL OF THE TYPES OF REGIONS THAT THEY WERE FAMILIAR WITH AND ABOUT THREE-QUARTERS SAID THEY WERE FAMILIAR WITH URBAN, SUBURBAN AND RURAL AAAS AND ABOUT A QUARTER WERE FAMILIAR WITH REMOTE OR FRONTIER AAAS.

10:13:18 ABOUT HALF WERE FAMILIAR WITH NON-PROFIT OR COUNTY-RUN AAAS, A THIRD WERE FAMILIAR WITH CITY-RUN AAAS AND ALMOST A QUARTER WERE FAMILIAR WITH COUNCIL OF GOVERNMENTS OR JOINT PLANNING ASSOCIATION AAAS.

10:13:35 AFTER REVIEWING THE LITERATURE AND CONSULTING WITH THREE DIVERSE AAAS IN CALIFORNIA, I DEVELOPED THIS LIST OF POTENTIAL FACTORS THAT COULD BE INCLUDED IN MEASURING AAA SUCCESS. THE SCREENSHOT THAT YOU SEE ON THE SLIDE IS A BROKEN DOWN VERSION OF THIS.

10:13:54 IN THE FIRST ROUND OF THE SURVEY, PARTICIPANTS WERE ASKED FOLLOW-UP QUESTIONS ABOUT ALL OF THE FACTORS THAT EITHER STRONGLY AGREED WITH OR SOMEWHAT AGREED WITH. AND THEY WERE, ALSO, GIVEN THE OPPORTUNITY TO SUGGEST ADDITIONAL WAYS TO MEASURE SUCCESS AND THESE WILL BE ADDED TO THE SECOND ROUND OF SURVEYS.

10:14:14 SO THE FIRST TOPIC THAT PARTICIPANTS WERE ASKED ABOUT WAS RELATED TO COMPLIANCE. AND ALL OF THE TOPICS THAT YOU SEE ON THE LEFT IN THE BLUE PART OF THE SLIDE ARE ALL OF THE TOPICS THAT PEOPLE WERE ASKED ABOUT. THAT'S WHAT WE WILL GO THROUGH FOR THE REST OF THE PRESENTATION. NEXT SLIDE, PLEASE.

10:14:27 100 PERCENT OF RESPONDANTS AGREED THAT COMPLIANCE SHOULD BE USED TO HELP ENSURE THE SUCCESS OF AAA. NEXT SLIDE IF -- CAN YOU GO BACK ONE SLIDE? THANK YOU.

10:14:43 SO IF MORE THAN 50 PERCENT THOUGHT THAT A TOPIC SHOULD BE INCLUDED TO HELP MEASURE SUCCESS, THE SECOND ROUND OF SURVEYS WILL ASK FOLLOW-UP QUESTIONS ABOUT THAT TOPIC. OTHERWISE THAT QUESTION WILL JUST BE EXCLUDED FROM THE SECOND ROUND OF SURVEYS.

10:15:11 SO FOR ALL THE PEOPLE WHO SAID THAT COMPLIANCE SHOULD BE USED AS AN INDICATOR OF SUCCESS, THEY WERE THEN ASKED HOW TO MEASURE COMPLIANCE AND ABOUT TWO THIRDS SAID WE SHOULD LOOK AT WHETHER AAAS ABIDE BY REGULATION BY THE STATE AND OLDER AMERICANS ACT OR LOOK AT THAT ARE LISTED IN THEIR AREA PLAN AND ALMOST A THIRD IDENTIFIED ANOTHER WAY TO MEASURE COMPLIANCE.

10:15:43 SO FOR EXAMPLE, PEOPLE RECOMMENDED LOOKING AT FINANCIAL AUDIT E MEASURING COMPLIANCE OF SUBCONTRACTORS AND SERVICE PROVIDERS AND SOMEBODY ALSO SAID WE SHOULD LOOK AT QUALITATIVE FOR COMMUNITY NEEDS ASSESSMENT AND THE NEXT SLIDE SHOWS A VIDEO. IF POSSIBLE, CAN YOU PLAY IT, NANCY, AND OTHERWISE I CAN JUST DESCRIBE WHAT HAPPENS HERE.

10:16:10 IN THE NEXT ROUND OF SURVEYS, PARTICIPANTS WILL SEE THE RESULTS FROM THE FIRST ROUND. SO THEY SEE THE BAR GRAPH THAT I JUST PRESENTED. AND THEN THESE TOPICS ON THE LEFT ARE ALL OF THE SAME THAT THEIR PEERS SUGGESTED AS WAYS TO MEASURE COMPLIANCE AND PEOPLE CAN DRAG THEM AND DROP TO INDICATE IF IT'S A GOOD WAY TO MEASURE COMPLIANCE, EH, THAT'S NOT A GOOD WAY TO MEASURE COMPLIANCE OR I AM NOT SURE.

10:16:15 AND THIS WILL HAPPEN FOR ALL OF THE ADDITIONAL TOPICS THAT WE WILL GO THROUGH FOR THE REST OF THE PRESENTATION.

10:16:43 NEXT SLIDE, PLEASE. NEXT SLIDE, PLEASE. THANK YOU. SO BECAUSE AAAS ARE EXPECTED TO DO A LOT WITH LIMITED FUNDING AND STAFF, I ASKED PARTICIPANTS ABOUT WHETHER RESOURCE MANAGEMENT SHOULD BE USED AS AN INDICATOR OF SUCCESS.

10:17:00 94% SAID YES, RESEARCH MANAGEMENT SHOULD BE USED. THEN PARTICIPANTS WERE ASKED FOLLOW-UP QUESTIONS ABOUT HOW TO MEASURE RESOURCE MANAGEMENT. ABOUT THREE QUARTERS INDICATED THAT COST EFFICIENCY SHOULD BE USED TO MEASURE RESOURCE MANAGEMENT.

10:17:22 AND ABOUT TWO THIRDS SAID THAT A AAA'S ABILITY TO DRAW IN OUTSIDE RESOURCES SHOULD BE USED. 64% SAID THE NUMBER OF SERVICES A AAA PROVIDES SHOULD BE USED AND 41% LISTED ANOTHER WAY TO MEASURE RESOURCE MANAGEMENT AND LESS THAN HALF SAID WE SHOULD LOOK AT THE AMOUNT OF UNUSED FUNDS THAT ARE RETURNED TO THE FUNDING SOURCE.

10:17:35 SO THAT WILL NOT BE INCLUDED IN THE NEXT ROUND OF SURVEYS. FOR EACH OF THE TOPICS THAT A PARTICIPANT SAID SHOULD BE USED TO MEASURE RESOURCE MANAGEMENT, THEY WERE THEN ASKED FOLLOW-UP QUESTIONS ABOUT HOW TO MEASURE THAT TOPIC.

10:17:59 FOR EXAMPLE, THEY WERE ASKED ABOUT HOW TO MEASURE COST EFFICIENCY BY SELECTING ALL OF THE TOPICS THEY AGREED WITH FROM A LIST. FOR THE SAKE OF TIME I WON'T SHOW THOSE RESPONSES. IN THE NEXT ROUND OF SURVEYS, PARTICIPANTS WILL BE ASKED WHETHER THEY AGREE OR DISAGREE WITH THEIR ANONYMOUS CARES IDEAS. THERE ARE MANY PROGRAM THAT'S AAA'S OFFERED THAT HAS BEEN SHOWN TO POSITIVELY IMPACT CLIENTS.

10:18:15 FOR EXAMPLE, AAAS CAN REDUCE FALLS AND HELP CLIENTS MANAGE CHRONIC DISEASES. I ASKED PARTICIPANTS ABOUT WHETHER THESE EVIDENCE-BASED AND EVIDENCE-INFORMED PROGRAMS COULD BE INDICATORS OF SUCCESS.

10:18:46 81% EITHER STRONGLY AGREED OR SOMEWHAT AGREED THAT EVIDENCE-BASED PROGRAMS SHOULD HELP MEASURE SUCCESS. THE MOST COMMON SUGGESTION FOR HOW TO MEASURE THIS WAS TO EXAMINE CLIENT COMPLETION RATE THAT A AAA DOES PROVIDE BUT THEY THOUGHT WE SHOULD ALSO EXAMINE THE NUMBER OF EVIDENCE-BASED PROGRAMS AND EVIDENCE-INFORMED PROGRAMS THAT A AAA PROVIDES.

10:18:59 ULTIMATELY, THE GOAL OF THE AAA IS TO IMPROVE INDEPENDENTS AND QUALITY OF LIFE FOR OLDER ADULTS AND PEOPLE WITH DISABILITIES. NEXT PARTICIPANTS WERE ASKED WHETHER CLIENT OUTCOMES SHOULD BE USED TO HELP MEASURE AAA'S SUCCESS.

10:19:26 AND 97% AGREED. NEXT SLIDE. I LEFT THE NEXT ONE OPEN ENDED, I HAVE BEEN TOLD BY MANY PEOPLE, INCLUDING FOLKS AT CDA AND US AGING THAT AAAS ARE QUOTE UNQUOTE SURVEYED TO DEATH. BUT INTERESTINGLY, WHEN I ASKED WHAT IS A GOOD WAY TO MEASURE X, Y, OR Z OFTEN THE MOST COMMON ANSWER WAS OH, YOU SHOULD SEND OUT SURVEYS.

10:19:35 AND MAYBE THAT'S JUST BECAUSE THE PEOPLE WHO PARTICIPATED IN THIS STUDY WERE WILLING TO TAKE THIS SURVEY. BUT I THOUGHT THAT WAS AN INTERESTING OBSERVATION.

10:19:56 PEOPLE, ALSO, RECOMMENDED THAT WE MEASURE CLIENT OUTCOMES BASED ON OTHER TOPICS LISTED HERE INCLUDING FEWER MEDICAL ENCOUNTERS, IMPROVED HEALTH AND ECONOMIC SECURITY AND SOME SUGGESTED ASSESSING OUTCOMES BY LINKING TO OTHER DATABASES AND BY LOOKING AT CLIENT MORTALITY RATES.

10:20:09 THE AGE ELIGIBILITY IS SET AT 60 YEARS AND WHILE SOME AAAS SERVE A LARGE PROPORTION OF OLDER ADULTS IN THEIR COMMUNITY, OTHER SERVES A SMALLER GROUP THAT MAY HAVE GREATER NEEDS.

10:20:45 SO I ASKED PARTICIPANTS WHETHER THE PROPORTION OF THE LOCAL POPULATION AGE 60 AND OLDER THAT THEY SERVE SHOULD BE USED AS AN INDICATOR OF SUCCESS. AND 83% SAID YES. IN ADDITION TO LOOKING AT SIMPLY THE NUMBER OF CLIENTS SERVED DIVIDED BY THE ESTIMATED NUMBER OF OLDER ADULTS IN THE REGION, PEOPLE, ALSO, SUGGESTED EXAMINING LOOKING AT THE PROPORTION OF CLIENTS SERVED THAT HAD THE HIGHEST NEED AND TO COMPARE CHARACTERISTICS OF CLIENTS SERVED COMPARED TO THE POPULATION AND MOST INDICATED THAT THEY

10:20:58 NEEDED HELP EITHER BY THE STATE AND SOME REQUESTED A STATEWIDE DATA COLLECTION TO HELP THEM DO THIS.

10:21:31 OLDER ACT PROGRAMS ARE NOT NEEDS AFFECTED AAAS ARE EXPECTED TO PRIORITIZE CLIENTS THAT HAVE THE GREATEST SOCIAL AND ECONOMIC NEEDS. SO I ASKED WHETHER EQUITY MEASUREMENTS SHOULD BE USED AS INDICATORS OF SUCCESS AND 93 PERCENT SAID YES. ABOUT 80% OF PARTICIPANTS AGREED THAT SOCIAL AND ECONOMIC NEED SHOULD BE USED TO HELP MEASURE EQUITY AND THEN THEY WERE ASKED FOLLOW-UP QUESTIONS ABOUT HOW TO MEASURE ECONOMIC NEED AND HOW TO MEASURE SOCIAL NEED.

10:21:54 BUT ABOUT 47%, ALSO, SUGGESTED ADDITIONAL WAYS TO MEASURE EQUITY. NOW BY DESIGN AAAS ARE EXPECTED TO LINK CLIENTS TO SERVICES IN THE COMMUNITY AND INCREASINGLY AAAS ARE, ALSO, ATTEMPTING TO BREAKDOWN CYLOS AND LINK OTHER DEPARTMENTS WITHIN THEIR COMMUNITIES.

10:22:07 NEXT I ASKED PARTICIPANTS ABOUT A AAA'S ROLE IN COMMUNITY LINKING AND 94% SAID THAT A AAA'S ABILITY TO BE A COMMUNITY LINKER SHOULD HELP MEASURE THEIR SUCCESS.

10:22:37 FOR EXAMPLE, MANY SAID THAT WE SHOULD LOOK AT THE NUMBER OF PARTNERSHIPS THE AAA FORMS, HOW AAAS MAKE REFERRALS AND OTHER TOPICS. AND THEY OFTEN DESCRIBE THEMSELVES AS THE BEST KEPT SECRET AND THEY ATTRIBUTE SERVICE TO THE -- AND I ASKED PEOPLE WHETHER THE VISIBILITY OF A AAA WAS IMPORTANT.

10:23:09 86% SAID THAT VISIBILITY SHOULD BE USED AS ONE OF THE INDICATORS OF SUCCESS. PARTICIPANTS HAD A RANGE OF IDEAS ABOUT HOW TO DO THIS. LIKE USING SURVEYS, BUT THEY, ALSO, SAID YOU SHOULD CONDUCT RANDOM PHONE CALLS, COUNT THE NUMBER OF EVENTS THAT A AAA ATTEND AND PEOPLE SUGGESTED NOT ONLY LOOKING AT WHETHER PEOPLE KNOW ABOUT THE AAA BUT, ALSO, ABOUT HOW IT'S PERCEIVED IN THE COMMUNITY.

10:23:25 BUT KNOWING ABOUT AAA'S SERVICES DOES NOT MATTER IF IT'S NOT ACCESSIBLE BECAUSE IT'S NOT OFFERED IN MULTIPLE LANGUAGES OR EVENTS ARE NOT PHYSICALLY ACCESSIBLE OR BECAUSE THE WAIT LISTS ARE TOO LONG SO NEXT PARTICIPANTS WERE ASKED ABOUT ACCESSIBILITY.

10:23:57 82% SAID THAT ACCESSIBILITY SHOULD BE USED TO HELP MEASURE AAAS SUCCESS. THEY SAID IT WAS IMPORTANT TO EXAMINE THE PHYSICAL ACCESSIBILITY OF THE AAA BUILDING AND NEIGHBORHOOD SURROUNDING IT AND SAID IT AND THEY SAID IT WAS IMPORTANT TO HOW THEY CAN ACCESS AND GET IN TOUCH WITH THE AAA AND IF THEY ARE OFFERED IN MULTIPLE LANGUAGES AND WHETHER THEY WERE ACCESSIBLE TO PEOPLE WERE VISUAL AND AUDITORY IMPAIRMENTS.

10:24:11 AFTER TALKING TO A LOT OF INNOVATIVE AND PASSIONATE AAA DIRECTORS IN CALIFORNIA AND ALSO IN OTHER STATES, I BEGAN TO WONDER HOW IMPORTANT THE ROLE OF A LEADER IS IN DETERMINING THE SUCCESS OF A AAA.

10:24:38 SO 91% SAID THAT LEADERSHIP SHOULD BE USED TO HELP MEASURE AAA SUCCESS. RESPONDENT'S HAD A RANGE OF IDEAS HOW TO MEASURE LEADERSHIP AND SOME SAID THAT THE STATE OR THE ACL OR ADMINISTRATION ON AGING SHOULD SET STANDARDS AND REQUIREMENTS FOR LEADERS OR THAT WE SHOULD EXAMINE HOW MANY AWARD THE AAA RECEIVES.

10:24:55 AND OTHERS MENTIONED THINGS RELATED TO HOW THE AAA IS A LEADER IN A COMMUNITY LIKE HOW MANY COMMITTEES IT'S INVOLVED IN, WHETHER THE AAA LEADER IS CONSULTED BY OTHERS IN THE COMMUNITIES AND WHETHER THEY ARE INNOVATIVE AND ADOPTABLE.

10:25:26 PARTICIPANTS WERE ALSO GIVEN THE OPPORTUNITY TO RECOMMEND OTHER FACTORS THAT SHOULD BE USED TO HELP MEASURE SUCCESS. NEXT SLIDE. AND SOME OF THE TOPICS THAT CAME UP WERE AAAS ADOPTABILITY AND HOW IT FILLS GAPS RATHER THAN COMPETING WITH EXISTING PROGRAM AND THEY INCLUDED SILENT SATISFACTION AND RESPONSIVENESS TO THE MOST VULNERABLE GROUPS.

10:25:46 NOW THAT WE HAVE AN IDEA ABOUT HOW TO POTENTIALLY MEASURE SUCCESS, I WANTED TO KNOW WHAT SHOULD HAPPEN IF A AAA IS SUCCESSFUL ON AN INDICATOR. SOME SAID THE AAAS SHOULD BE REWARDED WITH FUNDING OR GIVEN AN AWARD. SOME SAID THAT THE ADMINISTRATION ON AGING SHOULD RECOGNIZE IT AS A BEST PRACTICE AND SHARE THAT INFORMATION WITH OTHERS.

10:26:14 SOME SAID THAT STATES SHOULD PUBLISH SCORE CARDS AND ONE PERSON SAID NOTHING SHOULD HAPPEN BECAUSE AAAS ARE EXPECTED TO BE SUCCESSFUL BUT I ASKED WHAT SHOULD HAPPEN IF A AAA IS NOT SUCCESSFUL ON AN INDICATOR AND PARTICIPANTS SAID THAT THE STATES AND ADMINISTRATION ON AGING SHOULD WORK TO HELP THE AAA IMPROVE OR DETERMINE WHETHER THAT INDICATOR IS EVEN APPROPRIATE FOR THIS AAA.

10:26:34 PEOPLE SUGGESTED CONSIDERING STAFF CHANGES, PEER SUPPORT AND, AGAIN, A STATEWIDE DASHBOARD. SOME RECOMMENDED PAY FOR PERFORMANCE, MANY MADE IT VERY CLEAR THAT AAAS SHOULD NOT HAVE THEIR FUNDING CUT BECAUSE THIS WOULD ONLY MAKE MATTERS WORSE AND MAKE IT MORE DIFFICULT FOR THE AAA TO IMPROVE.

10:26:58 JUST TO GET A GENERAL SENSE I ASKED HOW IMPORTANT IS IT TO MEASURE SUCCESS. AND ABOUT 90% SAID IT WAS EITHER VERY IMPORTANT OR IMPORTANT. AGAIN, WE KEEP HEARING HOW UNIQUE AAAS ARE. SO I ASKED WHETHER AAAS WOULD DIFFERENT CHARACTERISTICS SHOULD BE HELD TO DIFFERENT STANDARDS. THIS WAS AN OPEN ENDED QUESTION AND I NOTICED A FEW THEMES.

10:27:16 INCLUDING PEOPLE SAYING YES, AAAS HAVE DIFFERENT RESOURCES AND NEEDS SO YOU CAN'T USE A ONE SIZE FITS ALL APPROACH OR YES, BUT YOU CAN COMPARE AAAS TO PEER GROUPS OR SOME PEOPLE SAID YOU SHOULD SET A BASELINE STANDARD BUT THEN ALLOW FOR FLEXIBILITY.

10:27:28 OTHERS SAID NO BECAUSE PEOPLE SHOULD BE ABLE TO EXPECT TO RECEIVE SIMILAR PROGRAMS REGARDLESS OF WHERE THEY LIVE OR THAT AAAS ALL HAVE THE SAME OPPORTUNITY AND IT'S WHAT THEY MAKE OF THEM THAT COUNTS.

10:27:51 IN THE NEXT ROUND OF SURVEYS, PARTICIPANTS CAN INDICATE WHETHER THEY AGREE OR DISAGREE ON THE STATEMENTS FROM THE LAST SLIDE. AS I WAS DEVELOPING THE SURVEY SOMEBODY FROM THE STATE UNIT ON AGING RECOMMENDED THAT I ASKED WHETHER A RESPONDENT NEEDED ADDITIONAL SUPPORT AND THIS PERSON RECOMMENDED THAT I CLARIFY OTHER THAN FUNDING. BUT I INTENTIONALLY LEFT THAT PART OUT OF THE QUESTION.

10:28:19 AND UNSURPRISINGLY, THE MOST COMMON THING PEOPLE SAID IS THAT THEY NEEDED MORE FUNDING BUT PEOPLE ALSO INDICATED THEY NEEDED MORE TECHNICAL ASSISTANCE AND MORE FLEXIBILITY AND LESS EMPHASIS ON ADMINISTRATIVE TASKS AND THIS THEME OF ADMINISTRATIVE BURDEN CAME UP AT MULTIPLE POINTS IN THE SURVEY.

10:28:46 FOR EXAMPLE, WHEN I ASKED IF THERE WAS CURRENTLY ANYTHING THAT THEY WERE REQUIRED TO REPORT THAT SHOULD BE UPDATED, SEVERAL INDICATED THAT THEY HAD TOO MANY ADMINISTRATIVE TASKS OR TOO MUCH EMPHASIS ON WHAT THEY CALLED WIDGET COUNTING. I KNOW SOME OF THE REPORTING REQUIREMENTS CANNOT BE CHANGED BUT THE NEXT SURVEYS I GAVE PEOPLE THE OPPORTUNITY TO GIVE SPECIFIC TASKS THEY THINK SHOULD BE

10:29:19 UPDATED AND HOW THINK CAN BE UPDATED AND EVEN IF STATES OR ASL CANNOT CHANGE OR REDUCE THESE TASKS I THINK IT'S IMPORTANT TO MAKE THEM KNOWN. SO FOR NEXT STEPS, THE SECOND ROUND OF THE SURVEY SHOULD BE IN THE FIELD ANY DAY NOW. AND THIS ONE WILL HAVE FEWER FREE RESPONSE QUESTIONS AND MORE MULTIPLE CHOICE OPTIONS. IT SHOULD BE SHORTER, THE GOAL IS TO ACHIEVE CONSENSUS ABOUT HOW TO MEASURE OUTCOMES AND DEVELOP A LIST OF RECOMMENDATIONS

10:29:40 WILL WAYS TO MEASURE AAAS SUCCESSES AND TOPICS THAT SHOULD BE AVOID I HAD AND I WILL GIVE THE FINDING TO AAAS AND STATES AND THE GOAL IS TO USE THE BOTTOM UP APPROACH SO AAAS CAN SAY THIS IS HOW WE WANT TO BE ASSESSED, THIS IS HOW WE WANT TO DEMONSTRATE OUR INNOVATIONS AND THESE ARE THE AREAS WHERE WE NEED SOME HELP.

10:29:58 SO IF YOU WOULD LIKE TO PARTICIPATE IN THE NEXT ROUND OF THE SURVEY OR IF YOU KNOW SOMEBODY WHO WORKS AT A AAA, A STATE UNIT ON AGING OR THE SERVICE PROVIDER FEEL FREE TO CONTACT ME. LIKE THE FIRST SURVEY, YOUR NAME WILL NOT BE LINKED TO YOUR RESPONSES AND EVERYTHING WILL BE CONFIDENTIAL.

10:30:06 SO THANK YOU SO MUCH. I WILL PASS IT OVER TO KATE NOW AND I LOOK FORWARD TO TALKING ABOUT QUESTIONS.

10:30:06 .

10:30:41 >> THANK YOU, HALEY, FIRST OF ALL, LET ME JUST SAY HOW PROUD, EXCITED I AM ABOUT THIS RESEARCH, ABOUT PARTICIPATING IN THE INNOVATIONS THAT ARE HAPPENING IN CALIFORNIA AND ABOUT THE OPPORTUNITIES TO MOVE AHEAD WITH WHAT I SPENT A LOT OF MY CAREER TALKING ABOUT, WHICH IS WE ARE AN AGING SOCIETY. WE HAVE AAAS WHICH ARE THE BACKBONE OF THE SERVICE DELIVERY SYSTEM AND VERY INNOVATIVE AND UNIQUE IN THAT THEY ATTEND TO LOCAL COMMUNITIES UNIQUE DIVERSE NEEDS BUT THEY, ALSO, HAVE STANDARDS

10:31:12 AT THE FEDERAL AND STATE LEVEL. SO I THINK THIS IS A UNIQUE OPPORTUNITY. I, ALSO, WANT TO CONGRATULATE HALEY AND JUST SAY HOW PLEASED I AM TO HAVE A TEAM LED BY HALEY WHO ACTUALLY LOVES READING AREA PLANS AND THE LITERATURE IN THIS AREA AND IS REALLY, REALLY EXCITED ABOUT DOING THIS WORK. KIND OF A HARD ACT TO FOLLOW, HALEY, BUT I WANT TO PIVOT A LITTLE BIT TO WORK THAT WAS KIND OF A BACKGROUND FOR THE WORK THAT HALEY IS DOING NOW.

10:31:24 AND THAT IS THAT WE WERE ASKED BY THE COUNTY OF LOS ANGELES TO LOOK AT HOW THEY STRUCTURE SERVICES IN LOS ANGELES FOR OLDER ADULTS AND I WILL EXPLAIN A LITTLE BIT ABOUT KIND OF WHAT THAT LOOKS LIKE NOW.

10:32:09 BUT THE QUESTION AT THE BOARD OF SUPERVISORS ASKED US IS HERE IS WHAT IS THE FEASIBILITY OF CREATING A STANDALONE COUNTY DEPARTMENT FOR OLDER ADULTS SERVICES AND I THINK A LOT OF WHAT HALEY TALKED ABOUT IS SORT OF THE UNDER PINNING OF THIS WORK AS WELL. SO NEXT SLIDE, PLEASE. AGING SERVICES ARE FRAGMENTED AND IT'S HARD TO ORGANIZE THEM FOR OLDER ADULTS AND ADULTS WITH DISABILITIES.

10:32:48 AND WITH LOS ANGELES, THEY ARE FRAGMENTED FROM THE GET GO AND THAT LOS ANGELES HAS TWO AREA AGENCIES ON AGING. NOW THE TWO AREA AGENCIES ON AGING WORK VERY COLLABORATIVELY TOGETHER BUT THEY ARE STILL IN ONE IS IN THE MAYOR'S OFFICE AND ONE IS IN THE COUNTY OF LOS ANGELES. JUST A BIT OF CONTEXT. LOS ANGELES HAS A DIVERSE POPULATION OF ABOUT 10 MILLION PEOPLE, OVER A MILLION WHOM ARE OLDER ADULTS. IT'S SORT OF CLOSE TO THE SIZE OF CONNECTICUT IN TERMS GEOGRAPHIC.

10:33:21 ONE OF THE THINGS WE LIKE TO SAY IS THAT POPULATION OF LOS ANGELES IS ACTUALLY BIGGER THAN 41 STATES. THERE ARE A VARIETY OF INNOVATIVE PROGRAMS AND SERVICES AND MANY

OF THEM ARE AT THE COUNTY LEVEL. THE QUESTION IS WHAT SHOULD A NEW DEPARTMENT LOOK LIKE IF A NEW DEPARTMENT IS WHAT IS NEEDED AND WHAT SHOULD BE IN IT IN TERMS OF OF AGING AND LONG-TERM SERVICES AND SUPPORTS.

10:33:52 AND THEN ANOTHER AND CRITICALLY IMPORTANT QUESTION IS HOW WOULD THIS CONSOLIDATED AGENCY INTERFACE WITH ALL OF THE VARIETY OF OTHER CITY AND COUNTY AND PRIVATE ENTITIES THAT SERVE OLDER ADULTS AND THIS IS I AM SURE WHAT YOU GRAPPLE WITH AS WELL AND HOW DOES THIS DEPARTMENT CONTINUE TO PROVIDE AND ENHANCE ITS ABILITY TO PROVIDE LEADERSHIP ON AGING ISSUES FOR THE COUNTY OF LOS ANGELES.

10:34:12 AND I JUST WANT TO SAY ONE OTHER THING IS I AM VERY EXCITED TO BE DOING THIS WORK IN CALIFORNIA AT THIS TIME WITH GREAT LEADERSHIP AND REALLY WONDERFUL INNOVATIONS AND A MASTER PLAN FOR AGING AND JUST SEE ALL THESE THINGS GETTING TRACTION.

10:34:30 SO I THINK THE TIME IS NOW. THAT WAS A QUOTE FROM AN OLD STUDY OF TWENTY YEARS AGO, THE TIME IS NOW, AND NOT NOTHING BUT THERE WAS WORK TO BUILD ON IT BUT THE TIME REALLY IS NOW AND WE ARE SEEING A LOT OF INNOVATION.

10:35:05 SO NEXT SLIDE. LOS ANGELES COUNTY BOARD OF SUPERVISORS HAD A MOTION IN EARLY 2019, WHICH SAID THAT THEY WANTED A CONSULTANT TO LOOK CLOSELY AT MARSHALLING ALL THE SERVICES THAT ARE AVAILABLE IN OLDER ADULTS INTO ONE AGENCY AND I THINK THE OPERATIVE WORD "MARSHALLING." WHAT DOES THAT MEAN? THEY WANTED US TO LOOK AT THE FEASIBILITY OF CREATING A STANDALONE COUNTY DEPARTMENT OF AGING.

10:35:21 THE CURRENT DEPARTMENT IS KIND OF EMBEDDED IN ANOTHER AGENCY. DETERMINE WHAT GOES IN AND WHAT WOULD BE CONSOLIDATED AND THEN WHAT WOULDN'T AND I WILL SPEAK TO THAT IN A MOMENT.

10:35:47 ENGAGE THE CITY OF LOS ANGELES TO DETERMINE WHAT PARTS OF THE CITY SHOULD BE INCLUDED AND I TALKED ABOUT THE COMPLEXITY OF THE COUNTY OF LOS ANGELES BUT THE COUNTY INCLUDES 88 CITIES. ONE OF THEM IS THE CITY OF LOS ANGELES, WHICH IS ONE OF THE LARGEST CITIES IN THE COUNTRY AND THEN THERE ARE SEVERAL OTHER VERY LARGE CITIES AS WELL AS SOME SMALLER CITIES.

10:36:20 LA COUNTY, ALSO, MANY OF YOU WILL KNOW THIS BUT SOME OF YOU WON'T IS DIVERSE AND THEN IT HAS SOME LARGE AREAS OF RURAL POPULATIONS AS WELL AS HIGHLY CONCENTRATED URBAN POPULATIONS. AND THEN AN IMPORTANT PART WAS TO SOLICIT COMMUNITIES STAKEHOLDERS AND GET THEIR INPUT. THERE WAS A GOOD FOUNDATION FOR THIS IN THAT THE COUNTY AND THE CITY OF LOS ANGELES HAD COME TOGETHER TO CREATE PURPOSEFUL AGING LOS ANGELES MORE THAN FIVE YEARS AGO.

10:37:00 PURPOSEFUL AGING LOS ANGELES IS THE AGE-FRIENDLY INITIATIVE IN LOS ANGELES SO THERE WAS A VERY GOOD FOUNDATION OF STAKEHOLDERS AT THE TABLE AND VERY GOOD FOUNDATION FOR MECHANISMS FOR THEM TO PROVIDE INPUT. HALEY AND I HAD THE OPPORTUNITY TO STUDY CO-PRODUCTION CO-DESIGN STAKEHOLDER INPUT HOW DO YOU GET KEY PEOPLE AT THE TABLE PRIOR TO THIS AND THAT THE STATE OF CALIFORNIA HAS DONE A FABULOUS JOB AT GETTING KEY STAKEHOLDER ACTIVELY INVOLVED AT THE TABLE AND LOOKING

10:37:19 AT HOW THEIR VARIOUS IDEAS FOR HOW TO IMPROVE THIS. SO HALEY HAS THE DELPHI AND INCLUDING PEOPLE AND THERE IS ALSO THIS FOUNDATION OF STAKEHOLDER ENGAGEMENT IN THE COUNTY OF LOS ANGELES, IN OTHER COUNTIES AND IN THE STATE OF CALIFORNIA.

10:38:02 NEXT SLIDE, PLEASE. SO WE SET SOME PRIORITY GOALS FOR WHAT A CONSOLIDATED AGENCY SHOULD INCLUDE AND THESE SOMEWHAT MIRROR SOME OF THE PRIORITIES THAT HALEY PRESENTED AND THE RESULTS FOR DELPHI BUT ONE OF THE MOST IMPORTANCE THAT WE HEARD OVER AND OVER IS VISIBILITY. CAN PEOPLE ACTUALLY FIND THE DEPARTMENT IF THEY WANT TO FIND OUT WHAT SERVICES ARE AVAILABLE, HOW TO LINK TO SERVICES, WHAT INFORMATION IS THERE AND THIS IS ALWAYS A CHALLENGE, BUT AND WE THINK IT'S A CHALLENGE THAT IS BEING BETTER

10:38:35 AREAS BUT HOW TO ENCOURAGE THIS AND KEEP WORKING ON IT. HOW DO WE DEVELOP SERVICES THAT ARE SEAMLESS AND OF COURSE THEY WON'T BE SEAMLESS BECAUSE YOU CAN'T CONSOLIDATE EVERYTHING THAT SERVES OLDER ADULTS INTO A HUGE MEGA AGENCY BUT HOW DO THEY FEEL SEAMLESS TO THE OLDER ADULTS SO THEY DON'T HAVE TO KNOW THIS PROGRAM CAME FROM HERE AND THIS INFORMATION CAME FROM HERE. HOW DO YOU CONSOLIDATE INFORMATION AND HOW DO YOU BEST COORDINATE ACROSS PROGRAMS.

10:39:12 HALEY TALKED ABOUT COST EFFECTIVENESS AND I THINK THAT GOES WITHOUT SAYING THAT THAT IS ALWAYS A GOAL, BUT I THINK YOU WILL HEAR FROM THE SPEAKER NEXT WEEK AND FROM SOME OTHER THINGS THAT WE HAVE WORKED ON THAT AAAs AND AGING SERVICES CAN DO A LOT AND MAYBE THIS DOES NOT GET MEASURED BUT HOW DO YOU PREVENT OLDER ADULTS WHO ARE AT-RISK OF BECOMING UNHOUSED AND EVICTED AND THERE HAS BEEN SOME REALLY GOOD PROGRAMS COMING OUT OF THE AAAS AND OF THE STATE TO DO THAT.

10:39:44 YOU WILL SEE THAT NUTRITION SERVICES ACTUALLY REDUCE HOSPITALIZATION COSTS. SO I THINK THERE IS SOME UNSUNG HEROES AMONG MANY OF THE AGING NETWORK PROVIDERS AND STRUCTURE THAT ARE COST EFFECTIVE ALREADY AND I THINK WE NEED TO BETTER FIGURE OUT HOW WE IDENTIFY THOSE AND GET THOSE OUT INTO THE SORT OF BROADER DECISION-MAKING INFORMATION.

10:40:17 SO LA IS 10 MILLION PEOPLE, HUGE GEOGRAPHICALLY, AND SO WE LOOKED AT COMMUNITY-CENTERED LOCAL NEIGHBORHOODS. WE, ALSO, AS HALEY INDICATED, WE WENT TO SOME EXEMPLAR COUNTIES THROUGHOUT THE STATE AND SAN FRANCISCO HAS AN EXCELLENT HUB MODEL WHERE THEY HAVE CENTRALIZED SERVICES BUT OUT INTO COMMUNITY HUBS. THE COUNTY OF LOS ANGELES AND THE CITY HAVE VERY GOOD MULTI PURPOSE AND COMMUNITY SERVICES.

10:40:45 HOW DO YOU BUILD ON THOSE. EQUITABLE ACROSS THE RANGE OF USERS AND HALEY TALKED ABOUT THOSE IN GREATEST SOCIAL AND ECONOMIC NEED BUT ALWAYS THE UNIVERSALITY OF OLDER AMERICANS ACT SERVICES AND MAKING SURE THAT SOMEBODY WHO NEEDS THE CLASS AND CAN FIND OUT THROUGH THE OLDER AMERICANS ACT AGING NETWORK AS WELL AS SOMEBODY WHO NEEDS LONG-TERM SERVICES AND SUPPORTS.

10:41:05 WE TALKED A BIT WILL HOW TO MAKE IT CONSUMER DRIVEN AND CO-DESIGNED AND THAT IS VERY MUCH IN THE CULTURE OF THE COUNTY AND CITY OF LOS ANGELES AND IN THE CALIFORNIA DEPARTMENT OF AGING AND KIND OF I THINK ACROSS THE BOARD IN THE STATE.

10:41:28 STRONG DATA MANAGEMENT. SO THIS IS A CHALLENGE THAT HAS BEEN WORKED ON FOR A LONG TIME AND OF COURSE IT'S A MOVING TARGET, AND THEN YOU HAVE SOME CONSTRAINTS ON IT BUT HOW DO AAA'S MANAGE IN TERMS OF COST AND TRACKING AND MEASURING SOME OF THE THINGS THAT WE TALKED ABOUT.

10:41:54 SO WE, ALSO, FOUND SOME EXEMPLARS OF THIS BEING DONE AT THE COUNTY LEVEL THAT CAN BE BUILT ON AND DASHBOARDS AND THE WORK GOING ON AT THE STATE, AGAIN, THIS HELPS WITH DISABILITY AND IT HELPS WITH MEASUREMENT AND THERE IS A LOT OF IMPORTANT ACTIVITY GOING ON IN HERE IN THIS AREA THAT WE NEED TO BUILD ON.

10:42:13 PUBLIC PRIVATE PARTNERSHIPS AND THERE ARE IN LOS ANGELES AND CALIFORNIA AND COMMUNITIES ACROSS THE COUNTRY GREAT WORK GOING ON AT THE PRIVATE SECTOR, HOW DO WE PARTNER WITH THEM, HOW DO WE ENGAGE WITH THEM AND THERE IS A LOT OF POTENTIAL FOR MORE RESOURCES BEING TAPPED THAT WAY.

10:42:24 SO THAT IS, ALSO, AN IMPORTANT PRIORITY GOAL THAT WE WANTED TO PUT IN FRONT OF THE BOARD OF SUPERVISORS TO SAY YOU SHOULD BUILD OUT WITH THESE ACTIVITIES.

10:42:52 THE CAPACITY TO INNOVATE. HALEY TALKED ABOUT EVIDENCE-BASED PRACTICES. THERE IS GREAT RESEARCH IN THIS AREA. THERE IS, ALSO, EVIDENCE IN FORUM AND PARTNERING WITH COLLEGES AND OTHER RESEARCHERS AND THAT IS AN IMPORTANT COMPONENT AND WE WORK COLLABORATIVELY WITH THE COUNTY AND CITY OF LOS ANGELES TO DO THAT AND WITH THE STATE AND I THINK THOSE PARTNERSHIPS ARE IMPORTANT.

10:43:23 BUILD CAPACITY ACROSS SECTORS. SO WHAT GOES IN, WHAT DO WE TELL THE COUNTY OF LOS ANGELES, WHAT GOES INTO THE CORE FRAME OF SERVICES AND HOW DO YOU HELP WORK WITH THE FOR EXAMPLE PROSECUTORS OF ELDER ABUSE. LA COUNTY HAS A DISTINCT OFFICE BUT THEY WILL NOT GO INTO THE AAA, HOW DO YOU BUILD THEIR CAPACITY? HOW DO YOU BUILD THE CAPACITY OF THE MENTAL HEALTH SERVICES? AND PUBLIC HEALTH?

10:43:42 AND OTHER ENTITIES THAT SERVE UNIVERSALLY ALL AGES? HOW DO YOU BUILD AS A AAA AND A LEADER IN AGING THE CAPACITY OF ALL THOSE OTHER DEPARTMENTS TO BETTER SERVE THE OLDER ADULTS THAT ARE PART OF THEIR SERVICE POPULATION.

10:43:59 AND THAT WAS AN ONGOING THEME. ONE OF THE THINGS THAT WE HEARD FROM STAKEHOLDERS IS THE OLDER AMERICANS ACT PROGRAMS ARE GREAT AND INNOVATIVE AND BROAD, BUT, ALSO, THE IMPORTANCE OF BRINGING IN ART AND CULTURE AND WAYS TO ENGAGE THE COMMUNITY.

10:44:08 THIS WAS PARTICULARLY TRUE IN LA'S PURPOSEFUL AGING TO GET PEOPLE TO THE TABLE FOR THINGS THAT REALLY HELP ENHANCE THE COMMUNITY.

10:44:38 AND THEN RECOGNIZE THAT OLDER ADULTS ARE EXTREMELY DIVERSE. THEY HAVE DIVERSE NEEDS, INTERESTS, AND THE OPPORTUNITIES TO CONTRIBUTE AND IN LOS ANGELES, IT WAS CALLED "PURPOSEFUL AGING LA" TO NOTE THAT THE ARROWS GO IN BOTH DIRECTIONS. OLDER ADULTS ARE A HUGE SOMEWHAT TAPPED BUT STILL UNTAPPED RESOURCE THAT CAN BRING INCREDIBLE ENHANCEMENTS TO OUR COMMUNITIES.

10:45:04 SO THOSE WERE THE KIND OF THINGS WE WANTED TO USE TO FRAME OUR REPORT TO THE COUNTY OF LOS ANGELES. SO HERE IS WHAT WE RECOMMENDED. WE RECOMMENDED THAT THERE BE A PHASED IN BUILDING OF A CORE STRUCTURE OF CONSOLIDATED AGING SERVICES THAT WOULD START BY BRINGING IN THE TWO AREA AGENCIES ON AGING TO A SINGLE DEPARTMENT.

10:45:31 WE DIDN'T SPECIFY IF THAT WOULD BE A JOINT POWERS OR IF THAT WOULD BE -- HOW THAT WOULD BE. I THINK THAT'S UP TO THE LOCAL LEADERS, BUT WE SAID IT SHOULD START WITH THE OLDER AMERICANS ACT LEGACY PROGRAMS, NUTRITION, MULTI PURPOSE CENTERS THAT ARE THERE, THE VARIETY OF PROGRAMS THAT COME DOWN THROUGH THE OLDER AMERICANS ACT, AND THEN IT SHOULD BUILD OTHER SERVICES, ESPECIALLY

10:46:13 IN LONG-TERM SERVICES AND SUPPORTS. ADULT PROTECTIVE SERVICES SERVED OLDER ADULTS AND ADULTS WITH DISABILITIES AND SOME OF THE OTHER COUNTIES THAT WE WENT AND DID SITE VISITS HAD ADULT PROTECTIVE SERVICES INTEGRATED INTO THAT SINGLE DEPARTMENT AGING DEPARTMENT STRUCTURE. WE RECOMMENDED THAT STAY. THOSE IN CALIFORNIA KNOW THAT CALIFORNIA HAS A VERY LARGE IN-HOME SUPPORTED SERVICE PERSONAL CARE PROGRAM. SOME COUNTIES HAVE THAT INCLUDED IN THE DEPARTMENT OF AGING AND DISABILITY, OTHERS DON'T.

10:46:43 WE RECOMMENDED THAT THE COUNTY OF LA PHASE THAT IN. AND WE, ALSO, RECOMMENDED AFTER THIS WAS ALL PUT TOGETHER THE NEXT STAGE WOULD BE THE OFFICE OF PUBLIC GUARDIAN THAT SERVES OLDER ADULTS AND ADULTS WITH A NEED FOR OFTEN BECAUSE OF MENTAL DISORDER FOR A CO-CONSERVATIVE IN L.A. AND CALIFORNIA.

10:47:12 AND THEN WE RECOMMENDED DECENTRALIZING TO LOCAL HUBS. WE RECOMMENDED USING SOME OF THE THINGS THAT WERE GOING REALLY WELL IN THE CITY OF LOS ANGELES, SOME IN THE COUNTY. I WILL JUST SAY PARENTHETICALLY WE SUGGESTED A PAY FOR PERFORMANCE MODEL WAS NOT GOOD FOR A VARIETY OF REASONS AND THEN LOOKING AT THE EXEMPLAR COMMUNITIES AND AFFECTED INTEGRATED DATA SYSTEM

10:47:21 TO HELP WITH PULLING TOGETHER THE CORE SERVICES BUT, ALSO, HELP WITH CLIENT TRACKING AND UTILIZATION AND COSTS AND THERE ARE MODELS OF HOW TO DO THAT AS WELL.

10:48:07 SO EXTREMELY COMPLICATED, BUT THE COUNTY OF LA BOARD A MOTION TO BEGIN CARRYING THIS OUT AND THEY ARE STARTING DOWN THE PATH. THAT IS EXCITING TO SEE THAT THAT IS UNDERWAY. SO TUNE IN, AGAIN, TO SEE WHAT IS GOING ON WITH THIS EXTREMELY EXCITING EXTREMELY CHALLENGING RESTRUCTURING. I AM HOPEFUL THAT THE PUZZLE PIECES WILL FIT TOGETHER AND THAT THIS INTEGRATED CONSOLIDATED DEPARTMENT WILL BE ABLE TO DO WELL WITH THOSE PRIORITY GOALS THAT WE SUGGESTED.

10:48:36 AND NOW WE WANT TO BE SURE THAT YOU ALL HAVE LOTS OF OPPORTUNITIES FOR QUESTIONS AND WE WILL ATTEMPT TO ANSWER YOUR QUESTIONS. SO THANK YOU ALL SO MUCH. AND THANK YOU FOR THIS OPPORTUNITY TO TALK ABOUT WORK THAT WE ARE REALLY EXCITED ABOUT.

10:48:46 >> THANK YOU, SO MUCH. DR. WILBER, AND HALEY, FOR YOUR FANTASTIC PRESENTATIONS. WE ARE GOING TO GO AHEAD AND GO INTO QUESTION AND ANSWER TIME.

10:48:55 IF FOLKS WANT TO GO AHEAD AND POST A QUESTION IN THE Q&A, WE CAN SHARE THOSE WITH HALEY AND DR. WILBER.

10:49:13 SO FAR I SEE ONE QUESTION. IT'S THAT WITH SO MANY DIFFERENT AAAS BEING GOVERNED AT THE COUNTY LEVEL HOW CAN HALEY'S RESEARCH WITH THE SURVEYS BE USED TO HELP BENEFIT THOSE SMALLER MORE INDEPENDENT AAAS?

10:49:39 >> YEAH, CERTAINLY. SO THE GOAL OF THIS WORK IS NOT TO SAY HERE IS THE BEST STRUCTURE OF A AAA, ALL AAAS SHOULD LOOK LIKE THIS. IN FACT, IT'S JUST THE OPPOSITE. AAAS ARE INTENDED TO BE DIVERSE SO THEY CAN SERVE VERY DIVERSE REGIONS AND PEOPLE AND SO WITH THAT IN MIND, THE GOAL OF THIS IS TO IDENTIFY HOW TO MEASURE SUCCESS FOR AAAS THAT ARE VERY DIFFERENT.

10:49:58 AND THE GOAL IS, ALSO, TO POINT OUT AND TO SHOWCASE THAT THAT COULD MEAN THAT THERE IS NO ONE SIZE FITS ALL STANDARD, THAT FITS ALL AAAS. BUT THERE ARE CERTAINLY PROMISING PRACTICES THAT WE CAN BUILD ON AND THAT WAS ONE OF THE GOALS OF THE STUDY AS WELL.

10:50:22 >> CAN I ADD MY TWO CENTS, TOO? I THINK ONE OF THE GREAT BEAUTIES AN INNOVATION OF THE AGING NETWORK IS THAT YOU HAVE STANDARDS AND YOU WILL BE WORKING ON WHAT ARE THE METRICS AND THE MEASUREMENTS AND WHAT IS SUCCESS. THAT'S ALWAYS A CHALLENGE BUT YOU HAVE STANDARDS, BUT THIS AGING NETWORK, ALSO, OFFERS THE OPPORTUNITY TO BE VERY RESPONSIVE TO LOCAL COMMUNITY NEEDS.

10:50:43 AND I THINK THAT MODEL IS REALLY OPTIMAL BECAUSE YOU BALANCE WHAT GOES ON IN THE LOCAL COMMUNITY, AND THEN WHAT ARE THE EXPECTATIONS WITH ACL AND THEN DOWN THROUGH THE STATE UNITS TO THE AAAS.

10:50:57 >> GREAT. THANK YOU. LET'S SEE. FOR HALEY WE HAVE ANOTHER QUESTION. IT'S SO ALL TEN METRICS WERE RECEIVED LARGE MAJORITY OF SUPPORT. DO YOU INTEND TO REDUCE OR PRIORITIZE YOUR FINAL LIST OF RECOMMENDED METRICS?

10:51:30 >> THAT'S A GREAT QUESTION. IT'S THE REASON WHY THE SECOND ROUND OF SURVEYS IS STILL -- I AM STILL WAITING TO PUT IT INTO THE FIELD. SO YEAH, THE GOAL IS TO COME UP WITH A MANAGEABLE LIST OF RECOMMENDATIONS AND CURRENTLY BECAUSE ALL TEN WERE POPULAR, IT MIGHT DILUTE THE EFFORTS. BUT CURRENTLY IN THE SURVEY, I AM GOING BACK AND FORTH ABOUT WHETHER I WANT TO ASK PEOPLE WHO TAKE THE SURVEY TO RANK THINGS. THE PROBLEM IS I AM WORRIED THAT WILL LEAD TO A LOT OF SURVEY DROP OUT.

10:51:49 IT WOULD MAKE THE SURVEY TAKE LONGER TO COMPLETE. SO WHAT I AM CURRENTLY DECIDING IS WHETHER I WANT TO ASK PEOPLE TO TAKE MORE TIME AND TO RANK THINGS WITHIN THE SURVEYS OR IF I WANT THAT TO HAPPEN IN THE FINAL ROUND OF THE SURVEYS WHERE I INVITE PEOPLE TO COME TOGETHER AND DEVELOP THAT FINAL LIST OF RECOMMENDATIONS.

10:52:05 AND THEN THE SECOND ROUND OF SURVEYS PEOPLE HAVE THE OPPORTUNITY TO SHARE THEIR E-MAIL ADDRESS IF THEY WOULD LIKE TO BE INCLUDED IN THAT FINAL GROUP OF EXPERTS TO MAKE THE FINAL LIST OF RECOMMENDATIONS.

10:52:23 >> THANK YOU. OF COURSE, I SEE A QUESTION ABOUT WHETHER WE WILL BE POSTING THIS RECORDING AND WE WILL AND I AM GOING TO POST THE LINK TO WHERE WE ARE POSTING THE RECORDING IN THE SLIDES IN THE CHAT IN A SECOND.

10:52:35 ANY MORE QUESTIONS?

10:52:56 SO THIS ONE IS ABOUT LOS ANGELES. SO IN THE PROJECT OF CREATING OR CONSOLIDATING THAT LOS ANGELES DEPARTMENT OF AGING, IS THE DEPARTMENT OF PUBLIC HEALTH IN THE PICTURE AS AN ADDITIONAL STRATEGY TO INTEGRATE THOSE SERVICES SUCH AS DATA TRACKING? HEALTHY AGING PROGRAMS AND OTHER SORTS OF PROGRAMS?

10:53:38 >> THAT'S A GREAT QUESTION, AND SO THERE ARE A NUMBER OF CORE PROGRAMS. PUBLISH HEALTH IS HUGELY IMPORTANT FOR OLDER ADULTS AND SO IF YOU THINK ABOUT THE CORE SERVICES I MENTIONED AND THEN IN THE NEXT SORT OF RING OUT BRING TO THE TABLE PUBLIC HEALTH, HOUSING, MENTAL HEALTH, A VARIETY OF OTHER CRITICALLY IMPORTANT SERVICES AND I BELIEVE WHAT THE COUNTY IS DOING IS THEY HAVE A TASK FORCE THAT IS COMPRISED OF A NUMBER OF KEY STAKEHOLDER -- REPRESENTATIVES OF KEY STAKEHOLDER DEPARTMENTS.

10:54:13 AND THAT IS THE EXCITING PART, THE UNIVERSALITY OF AGING BUT BECAUSE OLDER ADULTS ARE ONE SORT OF STRATA THAT THEY ARE SERVED BY A LOT OF GENERIC DENTS THAT SERVE OTHERS AND SO AGAIN, I DON'T WANT TO GET UP ON A SOAP BOX HERE ABOUT HOW IMPORTANT PUBLIC HEALTH IS TO BE AT THE TABLE, BUT I JUST I THINK THEY ARE CRITICALLY IMPORTANT AND I THINK THAT'S PART OF THE COUNTY LEADERSHIP IS TO BRING THOSE CRITICALLY IMPORTANT DEPARTMENTS TO THE TABLE.

10:54:33 I KNOW BOTH THE CITY OF LOS ANGELES HAS BEEN ATTEMPTING THAT BUT I THINK THIS CONSOLIDATED EFFORT WILL INCREASE THAT. I WILL BE HAPPY TO TALK TO ANYONE LATER IF YOU WANT TO E-MAIL ME ABOUT THE SPECIFICS.

10:54:47 >> GREAT. ANOTHER QUESTION FOR DR. WILBER. IN YOUR RESEARCH, DID YOU COME ACROSS ANY RESEARCH OR BEST PRACTICES REGARDING REGIONAL COLLABORATIONS, THAT IS FROM VICTORIA JONES.

10:55:13 >> I WILL ASK HALEY TO ANSWER THIS IN A MINUTE. I GUESS I DIDN'T -- I CAN'T IDENTIFY FORMAL REGIONAL COLLABORATION. I THINK THERE IS QUITE A BIT OF INFORMAL COLLABORATION. SO WE WENT TO THE FIVE EXEMPLAR COUNTIES, THEY ALL KNEW EACH OTHER WAS DOING. I THINK THEY ARE BROUGHT TOGETHER REGULARLY BY THE DEPARTMENT OF AGING.

10:55:42 AND I GUESS IT WOULD DEPEND ON WHAT YOU MEAN, ALSO, BY REGIONAL. SO THERE IS, ALSO, A LOT OF AAAS THAT ARE JOINT POWERS. SO IN CALIFORNIA HISTORICALLY WE HAVE AAAS EVERY WHERE FROM TO AND FROM LOS ANGELES AND MARK CAN CORRECT ME BUT I THINK THERE IS EIGHT IN A SORT OF REGIONAL AAA CONSOLIDATE -- ENTITY IN THE NORTHERN CALIFORNIA. SO I DON'T KNOW IF I ANSWERED THE QUESTION.

10:55:47 BUT THAT IS MY TWO CENTS, BUT HALEY, DID YOU FIND ANY RESEARCH PER SE?

10:56:15 >> NO. I THINK MY UNDERSTANDING IS THE SAME AS YOURS, KATE, I DON'T RECALL ANY FORMAL COLLABORATIONS REGIONALLY, BUT THEY ARE MORE INFORMAL, ALL OF THE AAA DIRECTORS

KNOW EACH OTHER AND SHARE TIDBITS AND TIPS BUT IF YOU HAVE ANY SUGGESTIONS ABOUT WHERE WE SHOULD LOOK TO FIND THOSE FORMAL COLLABORATIONS, I WELCOME THOSE.

10:56:40 >> JUST LET ME ADD ONE OTHER THING. SO WE'VE GOT CALIFORNIA DEPARTMENT OF AGING BRINGING TOGETHER AAAS AND, ALSO, THE C 4 A, WHICH IS CALIFORNIA'S AREA AGENCIES ON AGING NETWORK AND THEY HAVE AN ANNUAL CONFERENCE AND THEY SHARE BEST PRACTICES AND THEY NETWORK.

10:56:54 SO I THINK THERE ARE A LOT OF MECHANISMS FOR THEM TO INTERACT BUT SOMEBODY FROM A AAA WOULD HAVE A BETTER SENSE THAN I DO ABOUT HOW THAT ACTUALLY WORKS.

10:57:00 >> WE HAVE A QUICK FOLLOW-UP QUESTION. WHAT WERE THE EXEMPLAR COUNTIES USED IN YOUR STUDY?

10:57:31 >> OKAY. SO WE LOOKED AT SAN FRANCISCO, LET ME JUST SAY WE DID A STUDY IN 2007 THAT LOOKED AT SOME OF THESE COUNTIES AND WE WENT BACK TO THEM. SO SAN FRANCISCO WAS ONE. AND SAN DIEGO WAS ONE AND THEN WE LOOKED AT RIVERSIDE BECAUSE THEY ARE DOING REALLY GOOD THINGS AND THEY HAD A VERY DIFFERENT STRUCTURE FROM THE CONSOLIDATED STRUCTURE IN SAN DIEGO.

10:57:52 AND IN SAN FRANCISCO. WE WERE JUST ABOUT READY TO GO TO SAN MATEO AND COVID HIT AND THAT CHANGED THINGS THERE AND WE DID SIMILAR SITE VISITS WITH CITY AND THE COUNTY OF LOS ANGELES AAAS.

10:58:11 >> OKAY. GREAT. ANOTHER QUESTION FOR HALEY. COULD YOU CLARIFY HOW YOU ACTUALLY FOUND THE 67 PARTICIPANTS IN YOUR STUDY? SOURCED RANDOMLY OR THROUGH AN AGING NETWORK.

10:58:49 >> SURE. I USED A FEW DIFFERENT SAMPLING STRATEGIES, ONE OF THEM WAS THAT I LOOKED AT A LIST OF EVERY SINGLE ZIP CODE FOR EVERY SINGLE STATE AND THEN I SELECTED THE FIRST TWO ZIP CODE IN EACH STATE AND THE LAST TWO ZIP CODES IN EACH STATE. I PUT THOSE ZIP CODES INTO ELDER CARE LOCATOR AND THEN EMAILED EVERY SINGLE PERSON WHOSE CONTACT WAS LISTED IN THAT LOCALITY AND IN ADDITION TO THAT I, ALSO, REACHED OUT TO CDA AND CDA SHARED THE INFORMATION WITH THE CALIFORNIA AAAS.

10:59:04 I REACHED OUT TO THE NATIONAL ASSOCIATION FOR AREA AGENCIES ON AGING AND THEN OTHER RESEARCHERS WHO HAVE PUBLISHED ABOUT THE AGING NETWORK. I USED A COUPLE OF DIFFERENT SAMPLING STRATEGIES.

10:59:41 >> WONDERFUL. THANK YOU. WE NOW HAVE ONE MINUTE LEFT. SO I WANT TO GO AHEAD AND THANK OUR SPEAKERS FOR JOINING US TODAY. YOUR RESEARCH IS INVALUABLE AND GREAT SERVICE TO OUR FIELD. AND I, ALSO, WANT TO PUT A PLUG IN AGAIN FOR NEXT WEEK'S WEBINAR, SEPTEMBER 22, THE PREVIOUS SLIDE SAYS OCTOBER SO PLEASE REMEMBER SEPTEMBER. IT'S NEXT WEDNESDAY. WE WILL HAVE DR. AMANDA BREWSTER, PROFESSOR OF HEALTH POLICY MANAGEMENT AT UC BERKELEY AND SHE WILL SHARE HER RESEARCH SHE HAS DONE WITH AAAS SINCE

11:00:02 2013, AND IT REDUCES BOTH HEALTHCARE USE AND MEDICARE SPENDING AND DECREASES AVOIDABLE NURSING CARE USE AND TO BE DETERMINED TO BE ANNOUNCED THE FUTURE DATE WITH

A WEBINAR WITH LEADERSHIP FROM USA AGING FORMALLY THE NATIONAL ASSOCIATION OF AREA AGENCIES ON AGING.