

CALIFORNIA DEPARTMENT OF AGING  
EQUITY IN AGING ADVISORY COMMITTEE  
MEETING TRANSCRIPT  
JUNE 15, 2022

10:01:08 >> GOOD MORNING EVERYBODY, JUST GOING TO GIVE IT A COUPLE OF SECONDS, I SEE ATTENDEES ARE JOINING US, AND THAT NUMBER IS CLIMBING A BIT.

10:01:38 WE WILL GIVE IT MAYBE ANOTHER 15 SECONDS OR SO BEFORE WE GET STARTED. WONDERFUL, I DON'T WANT TO HOLD US UP, WHY DON'T WE DIVE INTO A COUPLE OF REMINDERS, WE ARE CONTINUING TO MEET REMOTELY. THIS MEETING IS AVAILABLE BY PHONE.

10:01:52 WE HAVE LIVE CAPTIONING AND ASL INTERPRETATION BEING STREAMED. TO ENABLE CAPTIONING YOU MAY NEED TO HIT THE CC OR LIVE TRANSCRIPT ICON ON YOUR ZOOM TOOLBAR.

10:02:10 THE SLIDES, TRANSCRIPTS AND RECORDINGS ARE ARCHIVED ON CDA'S EQUITY AND RESOURCES CENTER PAGE, WE WILL GET IT POSTED AND ENCOURAGE YOU TO CHECK OUT THE PAGE FOR PAST MEETING RECORDING.

10:02:33 WE ARE SAVING TIME FOR PUBLIC COMMENT, MEMBERS OF THE PUBLIC ARE WELCOME TO PARTICIPATE, IF YOU ARE JOINING BY PHONE, PRESS STAR 9 AND THAT WILL ADD YOU TO THE QUEUE, THOSE JOINING BY WEBINAR, RAISE HAND ICON.

10:02:55 OR FEEL FREE TO DROP YOUR COMMENTS INTO THE Q AND A FEATURE, WE WILL READ THOSE ALOUD. THANK YOU. I DON'T WANT TO SPEND TOO MUCH TIME ON ROLL CALL, I THINK OUR ATTENDEES AND COMMITTEE MEMBERS ARE ABLE TO SEE EACH OTHER ON THE PARTICIPANTS TAB.

10:03:06 I KNOW WE HAVE A BROAD RANGE OF FOLKS HERE TODAY, WE WILL KIND OF SLOWLY SCROLL THROUGH THE SLIDES, I DO ENCOURAGE COMMITTEE MEMBERS TO SAY HELLO IN THE CHAT.

10:03:21 LET US KNOW YOU ARE HERE, TELL US HOW YOUR DAY IS GOING. GREAT THANK YOU SO MUCH, WITH THAT IT'S AN HONOR TO INTRODUCE DIRECTOR SUSAN DEMARCOIS.

10:03:36 >> THANK YOU, AND GOOD MORNING EVERYBODY. THIS WAS A MEETING I WAS ACTUALLY LOOKING FORWARD TO. I FEEL LIKE THIS GROUP IS YOU KNOW ONE OF THE FIRST IN THE MASTER PLAN THAT'S GROWN.

10:03:44 IT FEELS REALLY FAMILIAR AND LIKE HOME, MEETING WITH THE EQUITY WORK GROUP. I AM REALLY GLAD WE ARE GATHERED TODAY.

10:04:18 I WANT TO THANK YOU FOR EVERYTHING YOU ARE DOING AS A MEMBER OF THIS GROUP, BUT ALSO YOU KNOW, LOOKING AT THE SCREEN, THOSE WHO WERE PART OF THE WEBINAR LAST WEEK ON ALZHEIMER'S AND DEMENTIA, DEREK SERVES ON THE ADVISORY COMMITTEE, I DON'T KNOW IF MARCI IS ON HERE, SHE IS FEATURED AT THE END OF THE MONTH ON A WEBINAR WE HAVE PLANNED. SO YOU ARE GIVING TO THIS GROUP AND SO MANY OTHER AREAS.

10:04:41 AND I KNOW AS YOUR INDIVIDUAL ORGANIZATIONS, AS OUR NETWORK, YOU KNOW, WANTS TO DO A BETTER JOB WITH DIVERSITY EQUITY AND INCLUSION, YOU ARE THE VERY PEOPLE THAT GET TAPPED FIRST AND MOST. AND SO I JUST WANT TO ACKNOWLEDGE HOW MUCH EXTRA WORK THIS PUTS ON ALL OF YOU AND THANK YOU FOR IT.

10:04:54 BECAUSE IT'S SO IMPORTANT TO US, YOUR PARTICIPATION AND CONTRIBUTIONS, MEAN A GREAT DEAL TO ME, PERSONALLY, AND TO THE DEPARTMENT OF AGING AND MASTER PLAN FOR AGING.

10:05:14 THANK YOU ALL FOR BEING HERE AGAIN. THIS IS OUR COMMITTEE PURPOSE, I HOPE BY NOW IT'S FAMILIAR TO YOU, AND WE ARE GOING TO BE SHARING THIS EVERY TIME, WHEN WE TALK A LITTLE BIT LATER ABOUT THE IMPACT COMMITTEE. WHICH IS IMPLEMENTING THE MASTER PLAN FOR AGING IN CALIFORNIA TOGETHER.

10:05:34 THIS IS OUR OVERSIGHT COMMITTEE FOR THE MASTER PLAN. THEY HAVE ENCOURAGED US, THEY PROVIDED A ONE-YEAR REPORT TO US, THAT WAS SO HELPFUL, IF YOU HAVE NOT SEEN IT, MAKE SURE WE SHARE WITH YOU. ONE OF THE COMMENTS, WHAT DO THE COMMITTEES DO AND HOW DO THEY INTERSECT.

10:05:57 WHO IS ON FIRST? WE ARE COMMITTED TO DOING A BETTER JOB OF THIS IN THE FISCAL YEAR THAT STARTS JULY 1ST, NOW THAT THE COMMITTEES HAVE BEEN FORMED AND EVERYBODY HAS BEEN APPOINTED. WE ARE GOING TO BE DOING CLARIFYING WORK AROUND COMMITTEE PURPOSE AND WHERE THINGS OVERLAP. WE WILL ALWAYS START WITH THE COMMITTEE PURPOSE.

10:06:27 I WANT TO SHARE TODAY'S AGENDA, I WANT TO THANK AMANDA AND SARAH, AND MARYAH. FOR PUTTING TOGETHER, AND OUR PRESENTERS, TALKING ABOUT CARE GIVING AND HAVING BRIAN CARTER FROM THE CDA TEAM PRESENT TO YOU ON THE CHAT PROGRAM. LOOKING FORWARD TO TODAY'S AGENDA.

10:06:50 ASKED TO MAKE A FEW UPDATES, I WANT TO BRING YOU WHAT MIGHT BE NEW INFORMATION TO YOU. FIRST OF ALL, THIS WEEK AND NEXT, WE ARE ALL WAITING ANXIOUSLY TO SEE WHAT THE FINAL BUDGET WILL LOOK LIKE, PRODUCED BY THE LEGISLATURE, PRESENTED TO THE GOVERNOR, SIGNED BY THE GOVERNOR, COULD HAPPEN AT ANY TIME. THERE'S A LOT IN THIS BUDGET THAT WE REALLY LIKE.

10:07:15 WE HOPE IT MAKES IT UNTIL THE FINISH AND UNFORTUNATELY, TODAY WE DON'T KNOW WHAT'S OFFICIAL TO SHARE WITH YOU, OUR TIMING IS A BIT OFF. BUT SOON AFS THE BUDGET IS OFFICIALLY SIGNED. WE WILL PRODUCE A MASTER PLAN FOR AGING CROSSWALK THAT LOOKS AT ALL FIVE BOLD GOAL AREAS.

10:07:33 ALL OF THE BUDGET HIGHLIGHTS UNDER EACH OF THE AREAS, THAT'S SOMETHING THAT TAKES US ABOUT TWO WEEKS TO GET HA OUT TO MAKE SURE WE INCLUDE EVERYTHING FROM THE OTHER AGENCIES AND CHECK OUR MATH, THAT'S SOMETHING TO LOOK FORWRD TO.

10:07:52 WE ARE ALSO EXCITED, WE FINALIZED THE JOB DESCRIPTION AT THE DEPARTMENT OF AGING FOR THE FIRST CHIEF EQUITY OFFICER. WE ARE ABOUT TO RECRUIT FOR THAT, WE WILL NEED YOUR HELP PROMOTING AND SHARING THAT THROUGH YOUR NETWORKS TO BRING IN YOU KNOW, THE MOST EXCELLENT CANDIDATE FOR THAT POSITION.

10:08:14 I UNDERSTAND ALSO AT THE AGENCY LEVEL THAT CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY THAT INTERVIEWS ARE UNDER WAY FOR THAT POSITION. TO HAVE AN AGENCY-WIDE CHIEF EQUITY OFFICER AND EACH OF THE DEPARTMENTS WILL HAVE A CHIEF EQUITY OFFICER.

10:08:29 IMAGINE WHEN WE HAVE A TEAM OF OFFICERS IN THE AGENCY DEPARTMENT BY DEPARTMENT LED BY ONE WHO IS HOUSED BY DOCTOR GHALY AT THE ASI LEVEL, THAT'S EXCITING TO THINK ABOUT THAT IN THE NEXT FEW MONTHS.

10:09:00 HEARING FROM AMANDA ABOUT THE MASTER PLAN FOR AGING UPDATES AND LOOKING TO PARTNER WITH ALL OF THE ETHNIC CAUCUSES. WE WOULD LIKE TO WORK WITH THE LGBTQ CAUCUS, WOMEN'S, LATINO, BLACK, AND API CAUCUS, AND WE WILL BE APPROACHING THEM ABOUT HAVING ROUND TABLES WITH THE CHAIRS OF EACH OF THOSE CAUCUSES IN THE CALL.

10:09:26 THESE WOULD BE SMALLISH, NOT A BIG TOWN HALL, WE WILL BE REACHING OUT TO YOU AS WE KNOW MORE ABOUT THAT AND THE LEVEL OF INTEREST. LOOKING TO EDUCATE THE OLDER ADULTS WITHIN THE COMMUNITY, AND ENCOURAGE THEM TO CONSIDER A PRI YOURTY ISSUE, OR WORKING TOGETHER ON AN ISSUE.

10:09:44 SOMETHING WE WILL COME BACK TO YOU ON. ALSO EXCITED TO HAVE A WEBINAR AT THE END OF THIS MONTH, I WAS AT THE ADVANCING STATES NATIONAL MEETING IN NEW OR LEANS A COUPLE MONTHS AGO. AND I SPENT SOME TIME WITH A COLLEAGUE FROM SAGE. AND WE BRAINSTORMED LOTS OF IDEASES.

10:10:05 ONE OF THEM WAS THE WEBINAR WE ARE HOSTING AT THE END OF THIS MONTH. HE WAS TO COMPLEMENTARY OF WHAT CALIFORNIA HAS DONE IN THE LGBTQ SPACE, AND REALLY WANTS US TO BE A LIGHT POST FOR, IS THAT THE RIGHT WORD? BEACON FOR OTHER STATES.

10:10:40 WE WORKED, COORDINATED THE ADMINISTRATION ON COMMUNITY LIVING JUST ASKED FOR COMMENTS ON THE OLDER AMERICANS ACT. AND WE COORDINATED OUR COMMENTS WITH SAGE TO MAKE SURE WE COULD PUSH A LITTLE FURTHER. ON INDIVIDUALS OF GREATEST, ECONOMIC AND SOCIAL NEED, AND ENCOURAGE REDEFINITION IN THAT SPACE, AND HE IS JOINING ALONG WITH OTHERS, SENATORS WHO HAVE BEEN LEADERS ON THIS ISSUE WITH OLDER ADULTS.

10:11:05 MAKE SHOUR IF YOU HAVE NOT SEEN IT YOU GET THE LINK TO SIGN UP FOR THAT, LAST PIECE I WANT TO SHARE, SO GLAD WE ARE FOCUSSING ON CARE GIVING TODAY, THERE'S BEEN A LOT OF ACTIVITY IN THE SPACE. THE DEPARTMENT OF AGING GOT A LITTLE BIT OF MONEY LAST YEAR TO BOOST CAREGIVER SUPPORTS IN THE AREA AGENCIES ON AGING, WE ARE LETTING THAT MONEY OUT SOON.

10:11:30 WE ALSO ARE VERY ENCOURAGED BY CAL AIM, THAT ONE OF THE COMMUNITY SUPPORTS IS RESPITE, WHICH WILL BENEFIT CAREGIVERS, IF IT STICKS, THERE'S \$20 MILLION IN THE BUDGET FROM THE LEGISLATURE FOR CAREGIVERS WHO SUPPORT INDIVIDUALS WITH ALZHEIMER'S AND DEMENTIA.

10:11:58 WE'RE ABOUT TO LET OUT GRANTS FOR THE RECONSTITUTED ALZHEIMER'S DAY CARE RESOURCE CENTERS, WHICH SUPPORT CAREGIVERS AS WELL AS THE PARTICIPANTS. AND WITH DONNA HERE WE ARE THRILLED WITHIN THE AGENCY THERE WAS A DECISION TO MOVE THE ADMINISTRATIVE OVERSIGHT OF THE CAREGIVER RESOURCE CENTERS TO THE CALIFORNIA DEPARTMENT OF AGING.

10:12:35 SO THE CRC'S WILL REMAIN EXACTLY AS THEY ARE, WHICH IS EXCEPTIONAL, AND INDEPENDENT. BUT, WE WILL BE ABLE TO DO A FEW THINGS AS A DEPARTMENT WITH OUR FEDERAL OLDER AMERICANS ACT DOLLARS. AND THE STATE DOLLARS TO BE MORE INTENTIONAL ABOUT HOW WE SERVE AND SUPPORT CAREGIVERS IN OUR STATE. AND WE REALLY LOOK FORWARD TO WELCOMING THE CRC'S INTO THE CDA FAMILY AND LEARNING MORE FROM DONNA AND HER COLLEAGUES HOW THEY DO THEIR WORK AND HOW TO BE SUPPORTED BY CDA.

10:12:52 WITH THAT I WILL TURN IT OVER TO AMANDA TO GIVE US AN UPDATE ON THE MASTER PLAN. AND AGAIN I REALLY WANT TO THANK YOU ALL FOR BEING HERE TODAY. AND FOR EVERYTHING THAT YOU DO. ALL THE TIME. THANK YOU SO MUCH.

10:13:13 >> GOOD MORNING EVERYONE. THANK YOU SO MUCH FOR JOINING US TODAY, I HAD A FEW UPDATES IN ADDITION TO WHAT SUSAN JUST SHARED. YEAH, AS THE SLIDE INDICATES, WE HAVE SINCE OUR LAST MEETING OFFICIALLY LAUNCHED ALL THREE OF THE RURAL MASTER PLAN FOR AGING LOCAL PLAY BOOK INITIATIVES.

10:13:28 IN PARTNERSHIP WITH THE SCAN FOUNDATION, THEY HAVE BEEN GRACIOUS ENOUGH TO FUND A CONSULTANT WITH AN AGE FRIENDLY BACKGROUND TO ASSIST THESE REGIONS IN DEVELOPING THEIR OWN MASTER PLAN FOR AGING.

10:13:29 THEY ARE ALL ON THEIR WAY.

10:13:56 ALL HAD INITIAL MEETINGS, I RECENTLY ATTENDED SAN BERNARDINO MEETING WITH THE BOARD OF SUPERVISORS, A LOT OF INTEREST IN MEETING WITH THE RIGHT PEOPLE AND HEADING IN THE RIGHT DIRECTION, AND HOPE THE 3 REGIONS ARE GOING TO BE A MODEL FOR THE REST OF THE RURAL CALIFORNIA AND COUNT ARE RI IN AGE FRNDLY PLANNING.

10:14:53 I WANT TO HIGHLIGHT THAT SINCE WE HAVE LAST MET I BELIEVE SINCE WE LAST MET THE CALIFORNIA AGING AND DISABILITY RESEARCH PARTNERSHIP LAUNCHED. THIS WAS CALLED FOR IN THE MASTER PLAN, INITIATIVE 102, THIS PARTNERSHIP WILL BUILD A RELATIONSHIP OF DATA SHARING, AND ADVANCING AGING AND DISABILITY DATA WITH UNIVERSITY ACADEMIC AND STATE PARTNERSHIP. SO, WE REALLY HOPE THAT THIS WILL BE A MODEL FOR THE NATION. OUR NEXT MEETING IS IN JULY AND I WILL SHARE THAT IN A MOMENT. IF ANYONE IS INTCTIN

10:15:12 WHAT DO WE WANT TO SEE IN THE NEXT TEN YEARS, AND HOW WE KNOW THE MASTER PLAN THE SUCCESSFUL AND WHAT DATA ARE WE MISSING AND WHAT CAN WE FUND, ACQUIRE, ANALYZE, AND SHARE WITH EACH OTHER TO TRACK THE OUTCOMES.

10:15:28 NEXT SLIDE, I WANT TO HIGHLIGHT FOR EVERYBODY, AS MENTIONED WE HAVE SO MANY COMMITTEES, WE WOULD LOVE FOR THERE TO BE COORDINATION AMUNGS THE COMMITTEES, I WANT TO HIGHLIGHT THIS SUMMER WE HAVE MEETINGS COMING UP.

10:15:48 WE HAVE THE IMPACT STAKEHOLDER COMMITTEE ON JULY 12, NEW DISABILITY RESEARCH PARTNERSHIP ON THE 15TH AND THEN THE 20TH, THE THIRD TIME THE ELDER AND DISABILITY JUSTICE COORDINATING COUNCIL MEETS AND IN AUGUST THE DISABILITY AND AGING COMMUNITY LIVING ADVISORY COMMITTEE MEETS.

10:16:05 JULY IS CLEARLY BUSY FOR US, A LOT OF GREAT WORK COMING OUT OF THE COMMITTEES, DISABILITY AND AGING COMMUNITY LIVING, DACLAC, ADVANCING HOUSING AND TRANSPORTATION

THROUGH TWO DIFFERENT SUB COMMITTEES AND ALSO JOINED FORCES WITH A SEPARATE CALAIM WORK GROUP.

10:16:12 THEY HAVE VERY CLEAR PRIORITIES THEY ARE WORKING TOWARD, AND THOSE SUB COMMITTEES ARE OPEN TO ANYBODY, YOU DON'T HAVE TO BE ON THE COMMITTEE.

10:16:41 IF YOU ARE REALLY INTERESTED IN HOUSING OR TRANSPORTATION, AND ENSURING ACCESSIBILITY FOR ALL, PLEASE REACH OUT TO ME, I CAN GET YOU CONNECTED. I AM SURE MANY OF YOU KNOW WHO LEADS THE TRANSPORTATION GROUP. AND THEN WE HAVE JUSTICE AND AGING AS WELL AS DISABILITY RIGHTS CALIFORNIA LEADERS LEADING THE HOUSING WORK GROUP. NEXT SLIDE, PLEASE. AND I WANT TO CALL OUT, THAT WE DID CONDUCT FIVE WEBINAR WEDNESDAYS THIS YEAR.

10:17:06 THREE IN THE PAST QUARTER, OUR LAST WEBINAR WEDNESDAY, WAS JUST LAST WEEK, AND WE WERE GRACED WITH MEMBER EDIE, HERE TODAY, ON THIS COMMITTEE AND A FANTASTIC SPEAKER ON THIS WEBINAR, THAT TOUCHED A LOT ON ENSURING EQUITY. AND REALLY APPROACHING THE CHALLENGING AND HARNESSING THE OPPORTUNITIES IN MAKING DEMENTIA STANDARDS OF CARE.

10:17:25 AND CULTURALLY COMPETENT OUTREACH SERVICES, THAT IS ON THE YOUTUBE CHANNEL IF YOU WANT TO WATCH IT, ALSO DONE WEBINAR ON ADVANCING AGE INCLUSIVE HEALTH SYSTEMS AND REFORM SINCE WE LAST MET.

10:17:55 WE WILL TALK MORE ABOUT THIS LATER, BUT I AM SURE YOU SAW I ADDED A HOLD ON YOUR CALENDAR FOR THE CALIFORNIA FOR ALL AGES AND ABILITIES DAY OF ACTION ON SEPTEMBER 20TH. WHERE WE GET TO SEE EACH OTHER IN PERSON. WE HOPE YOU WILL JOIN FOR THIS, I WILL BE JOINED LATER IN THE MEETING WITH AN IMPACT STAKEHOLDER COMMITTEE MEMBER TO TALK ABOUT HOW THIS DAY IS GOING TO UNFOLD AND HOW THE COMMITTEE CAN PREPARE FOR THIS DAY OF ACTION.

10:18:22 I ALSO WANT TO MENTION, I HAVE BRIAN HERE IN A SECOND, THAT YOU KNOW, SUSAN MENTIONED WE ARE REACHING OUT TO ETHNIC CAUCUSES TO REALLY ADVANCE THE UMM, ADVANCE AND HIGHLIGHT THE MASTER PLAN FOR AGING AND ELEVATE THAT WITHIN COMMUNITIES ACROSS CALIFORNIA AND SHARING WE ARE BEING INCLUSIVE OF ALL VOICES, PART OF THE BIGGER PACKAGE WE HAVE WITH COMMUNICATIONS FIRM.

10:18:46 RSE COMMUNICATIONS, WHO ARE DEVELOPING A MUCH BROADER STRATEGIC COMMUNICATIONS PLAN THAT HITS ALL REGIONS OF CALIFORNIA, AND THEN WE WILL BE FOCUSING ON THE ETHNIC CAUCUSES, DEVELOPING TOOL KITS AND STUFF FOR US, BY THE TIME WE NEXT MEET WE WILL BE ABLE TO SHARE MATERIALS.

10:19:07 ENSURING WE HAVE MATERIALS AVAILABLE IN MULTIPLE LANGUAGES FOR THE MASTER PLAN FOR AGING CAMPAIGN. I AM GOING TO PASS IT OVER, I WILL STOP ACTUALLY, DO WE HAVE ANY QUESTIONS OR COMMENTS, I WISH WE HAD SHARED MORE OF THE BUDGET, BUT THE BUDGET IS NOT OUT YET, WISH WE WERE MEETING IN A FEW DAYS AND COULD SHARE MORE.

10:19:29 I SEE YOUR MESSAGE, I WILL ADD YOU. OKAY, NO HANDS RAISED. BRIAN CARTER IS JOINING TODAY, WE WILL GIVE YOU ADDITIONAL MASTER PLAN FOR AGING UPDATE. NEW DIGITAL DIVIDE PROJECT MANAGER, GOING TO TALK ABOUT THE DIGITAL DIVIDE EFFORTS INCLUDING CONNECTIONS HEALTH AGING AND TECHNOLOGY PROGRAM.

10:19:30 THANK YOU FOR JOINING US CHLS

10:19:57 >> GOOD MORNING EVERYONE, I WOULD LIKE TO THANK THE EQUITY ADVISORY COMMITTEE FOR THE OPPORTUNITY TO SHARE SOME OF THE NOTEWORTHY EFFORTS TO BRIDGE THE DIGITAL DIVIDE TAKING PLACE HERE AT THE CALIFORNIA DEMENT OF AGING. IN RESPONSE TO THE GOVERNOR'S EXECUTIVE ORDER IN 7320, AND IN SUPPORT OF THE MASTER PLAN FOR AGING.

10:20:22 A NUMBER OF CALIFORNIA'S OLDER ADULTS LIVE ON VERY LIMITED INCOMES AND MANY DON'T HAVE THE FUNDS TO SPEND ON DEVICES SUCH AS TABLETS SMART PHONES OR SMART HOME DEVICES, AND BROAD BAND SERVICES THAT WOULD ALLOW THEM TO REMAIN IN DIGITAL CONTACT WITH HEALTH CARE PROVIDERS, FAMILY MEMBERS, FRIENDS, AND CAREGIVERS AND OTHER SERVICE PROVIDERS AND OR THEIR CASE MANAGERS.

10:20:50 CDA EAST DIGITAL DIVIDE INITIATIVES ARE INTENDED TO MITIGATE LONELINESS AND REDUCE ISOLATION BY PROVIDING OLDER ADULTS WITH GREATER ACCESS TO RESOURCES AND INFORMATION. CDA'S INITIAL EFFORT TO BRIDGE THE DIGITAL DIVIDE AND ADDRESS SOCIAL ISOLATION FOR OLDER CALIFORNIANS AND PERSONS WITH DISABILITIES WAS OUR GOOGLE HOME SMART SPEAKERS PROJECT.

10:21:13 IN JANUARY OF 2021, CDA PARTNERED WITH GOOGLE AND RECEIVED A DONATION OF 8500 GOOGLE HOME SMART SPEAKERS THAT WERE DISTRIBUTED TO PARTICIPANTS IN THE OLDER AMERICANS ACT PROGRAMS AND THE MULTIPURPOSE SENIOR SERVICES PROGRAM, MSSP'S ACROSS THE STATE.

10:21:42 OUR NEXT EFFORT TO BRIDGE DIGITAL DIVIDE IS OUR CONNECTIONS HEALTH AGING AND TECHNOLOGY, CHAT PROGRAM. THROUGH THIS EFFORT CDA PARTNERED WITH THE AREA AGENCIES ON AGING TO DISTRIBUTE AT LEAST 4 THOUSAND TABLETS WITH DATA PLANS, CUSTOMIZED ONBOARDING, TECHNICAL SUPPORT, AND, DIGITAL LITERACY TRAINING TO OLDER CALIFORNIANS.

10:22:12 THE PURPOSE OF THIS PROJECT IS TO MITIGATE LONELINESS AND ISOLATION FOR OLDER ADULTS PROVIDING THEM WITH GREATER ACCESS TO RESOURCES AND INFORMATION. FOR THIS PROJECT, CDA ALSO PARTNERED WITH THE UNIVERSITY OF SOUTHERN CALIFORNIA'S GRAD SCHOOL OF GERONTOLOGY TO DEVELOP TOOLS THAT WILL EVALUATE THE EFFECTIVENESS OF THE DIGITAL DEVICES IN REDUCING SOCIAL ISOLATION FOR DEVICE RECIPIENTS.

10:22:22 IF YOU KNOW SOMEONE WHO WOULD LIKE TO APPLY FOR PARTICIPATION IN THE CHAT PROGRAM, ENCOURAGE THEM TO CONTACT THEIR LOCAL AREA AGENCY ON AGING.

10:22:57 WE HAVE WORKED DILIGENTLY TO ENSURE EQUITY IN THIS PROJECT, PARTICULARLY WHEN IT COMES TO LANGUAGE ACCESS. WE HAVE A PARTNERSHIP WITH ATT LANGUAGE SERVICES TO ENSURE PROGRAM PARTICIPANTS CAN CALL TO RECEIVE ASSISTANCE IN SETTING UP TO DEVICE, NO MATTER WHAT THE PRIMARY LANGUAGE IS. ADDITIONALLY THE SURVEY AND LITERACY VENDORS CAN ACCOMMODATE A VAST ARRAY OF LANGUAGES TO ENSURE LANGUAGE IS NOT A BARRIER.

10:23:09 CDA IS ALSO IN THE PROCESS OF LAUNCHING A \$50 MILLION ACCESS TO TECHNOLOGY, ATT, COUNTY GRANT PROGRAM FOR OLDER ADULTS AND PERSONS WITH DISABILITIES.

10:23:52 WITH THIS INITIATIVE WE ARE PARTNERING WITH THE CALIFORNIA WELFARE ASSOCIATION AND WORK GROUP OF DIRECTORS WITH THE ATT PROGRAM, COUNTIES WILL BE ABLE TO LINK EXISTING PROGRAMS AND PROGRAM RECIPIENTS TO PROVIDE DIGITAL DEVICES, BROAD BAND SERVICE PLANS, DIGITAL LITERACY TRAINING, INFRASTRUCTURE TO FACILITATE ACCESS AND OUTREACH TO

BRING AWARENESS TO THE PROGRAM. THIS PROGRAM IS INTENDED TO REDUCE ISOLATION, AND INCREASE CONNECTIONS AND ENHANCE COMMUNITY DENSE.

10:24:12 WE ARE ALSO PREPARING TO LAUNCH THE DIGITAL CONNECTIONS PROGRAM, A \$17 MILLION PROGRAM TO EXPAND ON THE CURRENT CHAT PROGRAM TO IMPROVE CDA'S MSSP AND COMMUNITY BASED ADULT SERVICES PROGRAM RECIPIENTS.

10:24:50 INCLUDES DIGITAL SERVICES AND EDUCATION AND LITERACY, AND TECHNOLOGIES SUCH AS FALL PREVENTION MONITORS, GOALS OF THIS PROGRAM ARE TO ALLOW PARTICIPANTS TO REMAIN IN DIGITAL CONTACT WITH HEALTH CARE PROVIDERS, FAMILY, FRIENDS, CAREGIVERS, AND CASE MANAGERS, AS WELL AS ACCESS TO TELE-HEALTH. BECAUSE THIS IS THE EQUITY ADVISORY COMMITTEE, I WOULD BE REMISS NOT TO MENTION THAT MYSELF AND OTHERS HAVE ALSO PARTICIPATED IN THE COHORT ON RACE AND EQUITY.

10:25:39 WHICH RESULTED IN THE CREATION OF RACIAL EQUITY ACTION PLAN, AND A RACIAL EQUITY TOOL, DESIGNED TO SUSTAIN EQUITY EFFORTS THROUGH THE DEPARTMENT. WE ARE WORKING WITH THE MANAGEMENT. (INAUDIBLE), I WILL CLOSE BY SAYING CDA WILL CONTINUE SEEKING OPPORTUNITIES TO PARTNER WITH OTHERS. SUCH AS THE DEPARTMENT OF TECHNOLOGY AND CALIFORNIA STATE LIBRARIES AND OTHERS, AS WELL AS FOUNDATIONS AND NONPROFIT ORGANIZATIONS TO EXPAND ACCESS TO TECHNOLOGY AND SERVICES TO CALIFORNIA'S OLDER ADULTS AND TO HELDI

10:25:53 I ALSO WANT TO SAY HAPPY FATHER'S DAY AND CELEBRATE JUNETEENTH, THANK YOU AND TURN IT OVER TO BLANCA,

10:25:59 >> THANK YOU, AND GOOD MORNING, I AM BLANCA, IT'S MY PLEASURE TO BE HERE TODAY.

10:26:17 >> EXCUSE ME ONE SECOND, CAN WE SEE IF ANYBODY HAS ANY QUESTIONS FOR BRIAN, IN CASE HE CANNOT STAY WITH US THE WHOLE MEETING, THANK YOU. LOOKS LIKE CHERYL HAS HER HAND RAISED, HEAR FROM YOU, PLEASE.

10:26:41 >> THANK YOU, THIS IS VERY, REALLY GREAT TO HEAR WHAT HAS HAPPENED IN ALL THESE YEARS THAT WE HAVE BEEN WORKING ON THIS. BRIAN I HAVE A QUESTION FOR YOU, HOW DOES THE RACIAL EQUITY TOOL YOU SPOKE ABOUT COMPARE TO OR, WHAT'S THE DIFFERENCE IN THAT ONE, AND THE ONE THAT IS IN THE MASTER PLAN FOR AGING?

10:27:09 >> WELL, PARTICULARLY THE RACIAL EQUITY TOOL IS A DEPARTMENT SPECIFIC TOOL. AND YOU KNOW IT'S GOING TO VARY BASED ON EACH DEPARTMENT THAT MAKES THEIR RACIAL EQUITY TOOL BASED ON THE NEEDS OF THE DEPARTMENT, AND BASED ON THE RACIAL INEQUITY PARAMETERS AND STATE OF THE PROGRAM. IT'S REALLY A DEPARTMENT SPECIFIC TOOL.

10:27:24 WHERE YOU HAVE TO EVALUATE THE CURRENT STATE OF YOUR OWN DEPARTMENT AND PUT INTO PLACE A RACIAL EQUITY TOOL AND ACTION PLAN THAT CAN ADDRESS AND IMPROVE THE EQUITY WITHIN YOUR OWN DEPARTMENT.

10:27:39 SO THIS CCORE HAD A NUMBER OF STATE DEPARTMENTS THAT PARTICIPATED IN THE PROGRAM, WE ALL HAVE DIFFERENT TOOLS DEVELOPED SPECIFICALLY TO SUPPORT THE NEEDS OF OUR CURRENT DEPARTMENT.

10:27:48 >> BUT, IS THE BASIS OF THE TOOL STILL WHAT IS IN THE MASTER PLAN FOR AGING?

10:28:01 >> I AM NOT SURE HONESTLY TO SPEAK TO THAT. THE LEADER ON OUR TEAM IS CARMEN, AND I THINK SHE IS HERE WITH US TODAY, MAYBE SHE WILL BE ABLE TO EXPAND ON THAT MORE.

10:28:27 >> HI CHERYL, YES, I CAN EXPAND ON THAT. SO WHEN WE CREATED THE EQUITY TOOL FOR THE MASTER PLAN ON AGING, REALLY SET OUT ABOUT 8 QUESTIONS OR GUIDELINES ON HOW ANYONE, SPECIFIC TO WHAT BRIAN WAS TALKING ABOUT. HOW ANY NONPROFIT OR DEPARTMENT, ANYONE REALLY INTERESTED IN RACIAL EQUITY CAN REALLY ASK THOSE QUESTIONS WHEN THEY ARE DEVELOPING POLICIES.

10:29:10 SO THE RACIAL EQUITY TOOL THAT WE ARE USING IS REALLY A SPECIFIC STEP BY STEP. IT IS DIFFERENT. OUR RACIAL EQUITY TOOL, IT'S ABOUT, THINKING ABOUT IT MAYBE IT'S 12-15 PAGES, IT'S ABOUT YOU KNOW DIFFERENT QUESTIONS YOU KNOW. DATA, IT'S YOU KNOW, DATA HEAVY, WHAT ARE THE GAPS IN THE DATA? I WOULD SAY THAT THE RACIAL EQUITY TOOL IN THE MASTER PLAN FOR AGING IS REALLY HIGH LEVEL GUIDELINES FF THIS IS A LITTLE BIT MORE SPECIFIC.

10:29:18 >> GOOD, HOW CAN WE GET A COPY OF LIKE A BASIC 15 PAGER OR WHATEVER YOU HAVE DONE.

10:29:34 >> WELL, THEN YOU MADE THE FIRST STEP, IS TO ASK. THERE WAS A TEMPLATE THAT WAS PROVIDED TO US BY C CORP. SO, HAPPY TO SHARE THAT OUT.

10:29:43 >> GREAT QUESTION CHERYL, THANKS CARMEN FOR OFFERING TO SHARE THAT, TOO, DENNY, YOU GOT A QUESTION?

10:30:01 >> GREAT, HI, AND THANK YOU BRIAN FOR YOUR PRESENTATION, GREAT TO HEAR ABOUT ALL F O THE DIFFERENT EFFORTS THAT THE DEPARTMENT MADE TO TRY AND CLOSE THE DIGITAL DIVIDE, I HAVE A COUPLE OF QUESTIONS FOR YOU, AND I REALIZE IF YOU DON'T HAVE THE IMMEDIATE ANSWERS, I WOULD LOVE TO GET FOLLOW UP WITH YOU OFFLINE.

10:30:16 FIRST IS THE DIGITAL DI VICES THAT HAVE BEEN DISTRIBUTED, DO YOU HAVE A SENSE OF HOW, WHO IS GETTING THOSE DEVICES AND HOW THAT COMPARES TO DEMOGRAPHICS OF CALIFORNIA'S OLDER ADULTS?

10:31:14 ... FROM SHOPPING TO TELEHEALTH, DOCTORS APPOINTMENTS, IT LEADS INDIVIDUALS FURTHER AND FURTHER ISOLATED FROM BEING ABLE TO PARTICIPATE IN SOCIETY EACH DAY. THE GOAL WAS TO TARGET INDIVIDUALS WHO DID NOT HAVE THE ACCESS, EITHER THEY LACKED THE DEVICE OR DIDN'T HAVE INTERNET CONNECTIVITY TO UTILIZE

10:31:14 THE DEVICE.

10:31:28 WE WANTED TO FIND THOSE WHO WERE SUFFERING FROM SOCIAL ISOLATION BASED FROM THE PANDEMIC. THIS FURTHER EXACERBATING THE ISOLATION THEY WERE EXPERIENCING.

10:31:40 THAT WAS THE GOAL, TO FIND THE PEOPLE REALLY IN NEED OF A DEVICE SO THEY COULD COMMUNICATE WITH FAMILY AND FRIENDS, WHICH WAS SO HARD DURING THE PANDEMIC.

10:31:42 SO THAT WAS OUR GOAL.



10:32:00 >> I'LL BE A LITTLE MORE EXPLICIT. WE KNOW THERE'S A DIGITAL DIVIDE DISPROPORTIONATELY AFFECTS BLACK AND BROWN OLDER ADULTS, DO YOU HAVE DEMOGRAPHIC INFORMATION?

10:32:21 >> WE'RE CURRENTLY GATHERING THAT DATA. IN ORDER TO RECEIVE THE IPAD, IS THAT YOU PARTICIPATE IN THE SURVEY THAT WE WORKED CLOSELY AND CONTINUE TO WORK CLOSELY WITH USC SCHOOL OF GERONTOLOGY, THEY'RE MASTERS DEPARTMENT CREATED THE SURVEYS IN A MANNER THAT WOULD BE ABLE -- ALLOWING FOR EVALUATION

10:32:28 TO SEE IF THE DIGITAL DEVICES WERE SPECIFICALLY USEFUL IN REDUCING THAT SOCIAL ISOLATION.

10:32:36 SO YEAH. SO THE SURVEY DOES HAVE DEMOGRAPHIC DATA WITHIN IT THAT WILL BE CAPTURED.

10:32:55 AND FOLLOWING A POST-SURVEY THAT THEY ALSO HAVE TO PARTICIPATE IN, SIX MONTHS AFTER THE PRE-SURVEY, THAT DATA WILL BE EVALUATED AND USC WILL ISSUE A REPORT ON THE ASPECTS INVOLVED.

10:33:16 >> THAT IS GREAT. I WOULD LOVE TO SEE THAT DATA WHEN COLLECTED. A FOLLOW-UP QUESTION ON THE CHAT PROGRAM. I WAS HAPPY TO HEAR YOU'VE BEEN WORKING WITH AT&T LANGUAGE SERVICES TO ENSURE OUR SENIORS CAN GET ACCESS. I SPOKE TO A SERVICE PROVIDER IN LOS ANGELES WHO SAID -- AT LEAST WITH THE

10:33:38 INITIAL ROLLOUT, THERE WERE ISSUES BECAUSE SOME OF THE FORMS WERE NOT AVAILABLE IN LANGUAGE. AND THE CBO HAD TO TRANSLATE THOSE FORMS. THEY HAD TO DO WRITTEN TRANSLATION ON THEIR OWN OR ORALLY INTERPRET. HOPING IF THERE ARE FUTURE IMPLEMENTATIONS FOR THE CHAT PROGRAM LIKE WHETHER, IF YOU KNOW

10:33:43 THAT ISSUE, WHETHER THAT'S BEEN RESOLVED OR NOT.

10:34:08 >> THIS WAS A PILOT PROJECT. WE'VE BEEN WORKING AS CHALLENGES HAVE PRESENTED THEMSELVES, WE WORKED HARD TO IDENTIFY THOSE AND TO MAKE SURE -- TO PREVENT THOSE ISSUES PRESENTING THEMSELVES IN THE FUTURE. I WOULD ENCOURAGE WHOMEVER YOU SPOKE WITH TO REACH OUT TO ME. WE WOULD LOVE TO DISCUSS THAT

10:34:11 FURTHER AND FIND OUT WHAT THE CHALLENGES WERE.

10:34:27 THAT IS HOW WE LEARN FROM THE IMPLEMENTATION OF PILOT PROJECTS WHEN THINGS ARE BROUGHT TO OUR ATTENTION. THANK YOU FOR SHARING THAT, DENNY. I SEE CATHERINE HAS A HAND UP.

10:34:48 >> QUICKLY. I JOINED A FEW MINUTES LATELY. APOLOGIES IF YOU ALREADY COVERED THIS. SPEAKING OF DEMOGRAPHICS, WAS THE PROGRAM TAILORED TO PEOPLE LIVING IN THEIR OWN HOME? OR IN OTHER ARRANGEMENTS?

10:35:00 >> OUR TARGET WAS PEOPLE WHO WERE LIVING ALONE SPECIFICALLY. THAT WAS OUR PRIORITY. OKAY? THEY SEEM TO REALLY BE IN THE HIGHEST NEED FOR SUCH A DEVICE.

10:35:09 WE HAVE LIFTED OUR LIVE ALONE REQUIREMENT. SO WE'RE ALLOWING iPADS TO GO OUT TO INDIVIDUALS WHO DON'T LIVE ALONE.

10:35:15 THOSE WERE THE PRIORITY TARGET BECAUSE THEY CAN BENEFIT THE MOST FROM THOSE DEVICES.

10:35:30 >> MY INTEREST COMES FROM HAVING BEEN IN A NUMBER OF ASSISTED LIVING FACILITIES KNOWING THAT THE INTERNET CONNECTIVITY IN MANY PLACES ISN'T THERE. AND PEOPLE DON'T REALLY HAVE ACCESS.

10:35:47 AND THE IMPACT OF THE PANDEMIC AND LACK OF VISITORS, THOSE KINDS OF THINGS. FOOD FOR FUTURE THOUGHT, I THINK. SO THANKS FOR THE INFO.

10:35:53 >> DULY NOTED. THANK YOU FOR SHARING.

10:36:03 >> BRIAN, THANK YOU SO MUCH FOR JOINING US TODAY AND THE PRESENTATION AND ALL OF THE GREAT WORK ON THIS START-UP FOR FOUR DIFFERENT INITIATIVES.

10:36:14 DENNY HIT WITH ALL OF THESE NEW INITIATIVES IN THIS ONE-TIME MONEY, THERE'S A BALANCE BETWEEN GETTING THINGS OUT QUICKLY INTO THE HANDS OF PEOPLE WHO NEED IT.

10:36:19 AND EVALUATING AND COLLECTING DATA SO THAT WE CAN LEARN FROM IT.

10:36:24 THERE'S A WONDERFUL TENSION BETWEEN MOVING FAST AND BEING SMART.

10:36:32 I THINK BRIAN HAS DONE AN EXCELLENT JOB OF BALANCING THOSE TWO WITH OUR DIGITAL DIVIDE INITIATIVES.

10:36:45 FOR ANOTHER TIME, TALKING ABOUT THE BROADBAND COUNCIL AND THEIR WORK IN TERMS OF BRINGING ACCESS TO THE INTERNET, TO CATHERINE'S POINT.

10:37:14 WE HEARD FROM THE HUD-ASSISTED HOUSING, THEY WERE BUILT WITH -- WHAT ARE THOSE CALLED? THOSE BRICKS. THEY'RE NOT PENETRATABLE FOR INTERNET ACCESS. THANK YOU FOR RAISING THAT AS WELL. PERFECT SEGUE FOR BLANCA. THANK YOU FOR JOINING US. WE LOOK FORWARD TO HEARING FROM

10:37:18 YOU, FROM THE OM BUDSMAN.

10:37:58 >> THANK

10:38:21 ED -- I'M GOING READ THE VISION, BECAUSE I THINK IT'S ONE THAT EVEN STATE LONG-TERM CARE OMBUDSMAN SHOULD ADOPT.

10:38:39 IT READS NURSING HOME RESIDENTS RECEIVE CARE IN A SAFE ENVIRONMENT, HONORS VALUES AND PREFERENCES, ADDRESSES GOALS AND CARE. ASSESSES THE BENEFITS AND RISKS OF CARES AND TREATMENTS.

10:38:42 I WOULD LIKE TO SHARE SOME DATA.

10:39:00 WHAT WE ARE SEEING AND THIS DATA IS JUST SO EVERYONE UNDERSTANDS. THIS DATA IS PUBLIC INFORMATION. THE NATIONAL LONG-TERM CARE OMBUDSMAN IS REQUIRED TO COLLECT OMBUDSMAN REPORTING DATA.

10:39:06 WE SUBMIT TO THE ADMINISTRATION ON COMMUNITY LIVING EVERY YEAR.

10:39:18 EVERY FISCAL YEAR. SO WHAT WE DID, WE TOOK THE LAST SIX YEARS JUST TO -- BECAUSE I'M NEW IN THIS POSITION, I WANTED TO SEE WHAT IS THE LAY OF THE LAND.

10:39:30 AND WHAT WE'RE SEEING, WE'RE SEEING A DECLINE IN THE NUMBER -- MORE CLOSURES OF SKILLED NURSING FACILITIES. BUT IT'S NOT THAT THEY'RE GETTING SMALLER. NEXT SLIDE.

10:39:45 THEY'RE ACTUALLY PRETTY MUCH STAYING WITHIN THE SAME SIZE. SO WE'VE GOT LARGE SKILLED NURSING FACILITIES AND MANY OF THEM ARE CORPORATE RUN.

10:40:17 BUT BY THE SAME TIME, IT'S ONLY ABOUT BEEN 1.2% REDUCTION -- NEXT SLIDE. WE'RE SEEING INCREASE IN THE NUMBER OF RESIDENTIAL CARE FACILITIES FOR THE ELDERLY. I THOUGHT I HAD INCLUDED THAT SLIDE. THERE YOU ARE. THANK YOU -- IN THE NUMBER OF RESIDENTIAL CARE FACILITIES.

10:40:34 SEEING INCREASE IN THE LICENSING AND APPLICATIONS CERTAINLY. WITH THAT -- NEXT SLIDE -- WE'RE SEEING AN INCREASE IN THE NUMBER OF AVAILABLE BEDS, KNOWING THAT PEOPLE DO PREFER TO LIVE IN THE COMMUNITY.

10:40:48 THE DIFFERENCE IS OUR CFE'S DO NOT HAVE THE 24/7 MEDICAL CARE, DO NOT HAVE THE OTHER SUPPORTS THAT ONE OFTEN NEEDS IN THE SKILLED NURSING FACILITIES.

10:40:50 NEXT SLIDE.

10:41:04 SO WHAT I'M HERE TO SAY, OUR CAPACITY HASN'T REALLY REDUCED. WE'RE SEEING AN INCREASE IN THE CAPACITY.

10:41:09 WHAT I WANTED TO PRESENT TODAY, WHAT DOES THIS MEAN FOR CALIFORNIA?

10:41:32 WELL, FIRST OF ALL, LET'S LOOK AT THE COMPLAINTS IN THE LAST SIX YEARS. AND THIS IS AN IMPORTANT SLIDE BECAUSE IT ALSO DEMONSTRATES THAT BY AND LARGE WE RECEIVE ABOUT 40,000 IN THE LAST SIX YEARS, UP TO 39,000 COMPLAINTS.

10:42:00 DURING THE HEIGHT OF THE PANDEMIC? WHY? BECAUSE WE WERE NOT ALLOWED TO GO INTO FACILITIES. AND MANY TIMES, THE PEOPLE WHO ACTUALLY DO THE REPORTING ARE THE LONG-TERM CARE OM BUDSMEN. WE RECEIVE FROM RESIDENTS AND FAMILIES. BECAUSE WE WERE LEFT OUT AS WELL AS SURVEYORS -- YOU LOOK AT 2021,

10:42:35 IT W BACK UP.ENT

10:42:37 IF YOU CAN GO BACK TO THE SLIDE PREVIOUS .. -- SEEING INCREASE IN THE NUMBER OF DECERTIFICATIONS. SINCE I'VE BEEN HERE IN THE OFFICE, WE HAVE HAD THREE MAJOR FACILITIES CLOSE BECAUSE CENTERS FOR MEDICARE AND MEDICAID DECERTIFIED THEM.

10:42:38 THEY DIDN'T PASS THE SURVEYS.

10:42:38 THEY DID NOT -- THEY'RE GIVEN A CHANCE TO BECOME COMPLIANT.

10:42:46 LAGUNA HONDA, IN THE CITY AND COUNTY OF SAN FRANCISCO ...

10:42:52 THE FULL CENSUS DOWN TO ABOUT 650 RESIDENTS.

10:42:59 THE PROBLEM IS WE JUST DON'T HAVE ENOUGH BEDS. THIS IS A SKILLED NURSING FACILITY.

10:43:30 MANY OF THE RESIDENTS HAVE MULTIPLE CHRONIC CONDITIONS, INCLUDING THINGS SUCH AS SCHIZOPHRENIA, DEMENTIA, ALZHEIMER'S, HIV AIDS. RIGHT NOW, WE'RE LITERALLY IN THE MIDST OF WORKING WITH LAGUNA HONDA, WITH STATE DEPARTMENTS -- THE ADMINISTRATORS OF LAGUNA HONDA TO WORK WITH RESIDENTS

10:43:38 AND FAMILIES TO ENSURE PEOPLE ARE PLACED IN AN APPROPRIATE LEVEL OF CARE.

10:43:47 NEXT SLIDE, IF YOU CAN ... I'M NOT SURE WHERE THIS WAS OUT -- MY MISTAKE PROBABLY.

10:44:18 BUT THE 40,000 COMPLAINTS THAT WE RECEIVED -- AGAIN, THIS IS PUBLIC INFORMATION -- WHAT WE ARE SEEING, THESE ARE THE TYPES OF COMPLAINTS AND CATEGORIES THAT THE LONG-TERM CARE OMBUDSMAN INVESTIGATES, MANY OF THEM, OVER 10,000 WERE ABUSE, GROSS NEGLIGENCE AND EXPLOITATION. I'M NOT GOING TO GO THROUGH

10:44:26 EACH OF THE CATEGORIES. BUT ANOTHER ONE THAT STANDS OUT IS UNDER F, WHERE IT SAYS CARE.

10:44:46 WHAT THIS PARTICULAR COMPLAINT CATEGORY CAN BE ANYTHING FROM SOMEBODY NOT BEING CHANGED, SOMETHING NOT BEING BATHED, NOT RESPONDING TO SOMEBODY'S HELP BUTTON, AN INDIVIDUAL NOT GETTING MEDICATION THEY NEED, NOT GETTING WATER.

10:44:52 THESE ARE JUST BASIC NEEDS. NEXT SLIDE.

10:45:05 THEN, WHAT IS IMPORTANT ABOUT THIS DATA, THIS IS WHAT I WANTED TO TOUCH ON, WE CURRENTLY CAN ONLY OBTAIN THE SOURCE OF THE COMPLAINT.

10:45:36 WE ONLY KNOW WHO IS -- IT COULD BE ANONYMOUS. BUT WE ONLY KNOW BASED ON A CATEGORY. IT CAN BE A RESIDENT, A FAMILY, YOU CAN SEE, FACILITY AND STAFF WILL ALSO FILE COMPLAINTS. THE PROBLEM IS, WE DON'T KNOW ANYTHING ELSE. WE DON'T KNOW WHAT THE DEMOGRAPHICS ARE. I HAVE BEEN ASKED, WHAT ARE THE

10:45:42 DEMOGRAPHICS AS FAR AS WHO IS REPORTING THESE COMPLAINTS?

10:46:09 WE DON'T HAVE THAT. WE HAVE NOT ASKED BUT IT'S CERTAINLY SOMETHING WE CAN LOOK AT. A LOT OF SENSITIVITY TO IT BUT SOMETHING FOR THE GROUP TO CONSIDER. NEXT SLIDE. WITH REGARD TO THE TRAINING, THIS IS WHAT I WANTED TO BRING UP WITH THIS TEAM, THE OTHER THING WE UNCOVERED,

10:46:48 WHAT WE DO KNOW, WITH THE SKILLED NURSING FACILITY CLOSURES, IT'S ANOTHER AREA WE DON'T REALLY HAVE DATA WITH THE DEMOGRAPHICS.

10:47:25 LOOKING AT THE MIRROR OF IMPROVING, LOOKING SPECIFICALLY AT THE OMBUDSMAN. SINCE I'M NEW, ONE OF THE FEW THINGS WE FOUND IN THE CORE TRAINING, THERE IS ONLY ONE -- ALMOST 50 MINUTES WORTH OF CULTURAL DIVERSITY, WHICH REALLY ONLY TOUCHES ON THE LGBTQ COMMUNITY. IT'S ONLY 50

10:47:29 MINUTES. IT'S NOT AN ANNUAL REQUIREMENT YET.

10:47:47 THESE ARE ALL THINGS THAT ARE UP FOR DISCUSSION. BUT I THINK IT'S FOR THIS GROUP TO UNDERSTAND IS THAT, I THINK WE HAVE AN OPPORTUNITY HERE TO DO AN INTERNAL ASSESSMENT OF WHERE OUR PROGRAMS ARE AT.

10:48:07 BECAUSE IF YOU THINK ABOUT IT, WE HAVE PASSED A LAW, SB219, SENATOR WIENER THAT CREATED RESIDENTS' RIGHTS FOR LGBTQ RESIDENTS THAT DOES INCLUDE A REQUIREMENT FOR TRAINING.

10:48:15 BUT I CAN TELL YOU FROM THE LONG-TERM CARE OMBUDSMAN, IT'S AN AREA WHERE WE NEED TO LOOK AT.

10:48:28 AND WILL BE EXPLORING, HOW DO WE MAKE THIS AN ANNUAL REQUIREMENT AND EXPLORE, EXPANDING REALLY WHAT WE'RE TALKING ABOUT WHEN WE'RE INTRODUCING CULTURAL DIVERSITY.

10:48:36 BECAUSE WE HAVE PEOPLE -- VOLUNTEERS AND STAFF -- GOING IN AND WORKING DIRECTLY WITH RESIDENTS.

10:49:03 AND WE HAVE TO UNDERSTAND HOW WE'RE COMING ACROSS. OUR LANGUAGE, OUR APPROACH AND BEHAVIOR. SO MANY THINGS. WE'RE AT THE BEDSIDE OF PEOPLE. WE REALLY NEED TO MAKE SURE THAT WE ARE WELL -- AT LEAST WELL-ARMED WITH OUR OWN BIASES THAT OFTEN TIMES, WE DON'T EVEN KNOW WE HAVE.

10:49:04 NEXT SLIDE?

10:49:13 IN TERMS OF THE -- I DID LOOK TO SEE, WHAT ARE THE ANNUAL REQUIREMENTS FOR OUR TRAINING.

10:49:20 RIGHT NOW, THESE ARE THE DIFFERENT TOPICS. IT'S 12 HOURS. AGAIN, I THINK THAT IS A GOOD START.

10:49:32 BUT LOOKING AT MAKING THIS MORE OF A REQUIREMENT. MAKING IT MORE OF AN ANNUAL REQUIREMENT AND DEMONSTRATING THAT WE CAN CERTIFY PEOPLE UNDER THIS.

10:49:39 AND QUITE FRANKLY, LOOK TO SEE WHERE THE BEST TYPES OF TRAINING MODULES ARE.

10:49:41 NEXT SLIDE?

10:49:49 THAT BRINGS US TO THE POLICIES, PROCEDURES AND PROTOCOLS THAT WE HAVE IN PLACE.

10:50:21 I'VE POSED A COUPLE OF QUESTIONS BECAUSE SENATOR -- THE AB 257, THE LANDMARK LEGISLATION PASSED LAST YEAR, TWO THINGS ABOUT THAT. ONE, IT'S RAISING AWARENESS THAT WE HAVE PEOPLE THAT ARE LIVING LONGER WITH HIV, AND WHO ARE AGING AND HAVE A NUMBER OF OTHER MEDICAL CHRONIC CONDITIONS AND MANY

10:50:25 ARE PART OF THE LONG-TERM CARE SYSTEM.

10:50:50 BUT WE DON'T HAVE DEMOGRAPHICS NECESSARILY OF WHO WE'RE SERVING IN THE FACILITIES. WE DON'T HAVE DEMOGRAPHICS OF WHO IS REPORTING COMPLAINTS. A COUPLE OF QUESTIONS I ASK, ARE WE COLLECTING DEMOGRAPHIC DATA ON WHO WE'RE SERVING? ARE THE LONG-TERM CARE REPRESENTATIVES REFLECTIVE OF THE COMMUNITIES

10:51:32 WE'RE SERVING? HOW DO WE KNOW WHO WE'RE REACHING?

10:51:33 -- WE NEED TO UNDERSTAND AND KNOW THE INFORMATION SO WE CAN BE INTENTIONAL ABOUT THE INFORMATION WE CREATE -- HOW WE CREATE IT AND HOW WE PROVIDE THE INFORMATION.

10:51:45 WHERE PEOPLE ALREADY PLACED -- THAT IS SOMETHING WE DEFINITELY NEED TO PUSH TO REQUEST BECAUSE WE ALSO WANT TO BE ABLE TO SEE -- ARE THERE SYSTEMIC DISCRIMINATION GOING ON. ANECDOTALLY AND THROUGH COMPLAINTS WE KNOW THAT TO BE TRUE.

10:51:49 WE CAN'T NECESSARILY SAY IT FOR A FACT WITH OUR DATA.

10:52:14 WITH THE FACILITY CLOSURES -- I'LL GIVE YOU ONE MINOR IMPROVEMENT THAT WE MADE -- WHICH IS WITH LAGUNA HONDA, THERE WAS AN INABILITY TO HOLD RESIDENT COUNCIL MEETINGS TO INFORM ALL OF THE FAMILIES AND RESIDENTS WHAT THE PLAN WAS FOR RELOCATION.

10:52:52 SO WE DRAFTED INTRODUCTORY LETTER AND TRANSLATED IT INTO -- PER THE LAGUNA HONDA INFORMATION, THEY HAVE A LARGE CHINESE POPULATION -- THAT SPEAK TRADITIONAL CHINESE -- ASIAN-AMERICAN POPULATION AND THEY HAVE A LARGE LATINO POPULATION. ALL THAT LETTER WAS TO LET PEOPLE KNOW OMBUDSMAN

10:53:08 ARE AVAILABLE TO HELP SUPPORT AND PROVIDE THEM ANSWERS. BUT TO MORE IMPORTANTLY, HELP THEM TO MAKE AN INFORMED DECISION AS THE OPTIONS FOR WHERE THEY WOULD BE RELOCATED ARE GIVEN TO THEM.

10:53:23 THAT CERTAINLY CREATED A LARGE NUMBER OF CALLS AND E-MAILS. BUT THAT'S THE POINT. WE RECOGNIZE, WE NEED TO BE ABLE TO DO THIS IN NOT JUST THE LANGUAGE.

10:53:31 BUT ALSO MAKING SURE WE HAVE OMBUDSMEN WHO ARE REFLECTIVE OF THE COMMUNITY.

10:53:41 THE LAST TWO POINTS I'LL MAKE, ON THE CULTURAL COMPETENCY TRAINING AND WORKING WITH THE LGBTQ + RESIDENTS.

10:53:50 HOW DO WE EXPAND? HOW DO WE ENSURE THE TRAINING WE'RE PROVIDING IS BEST IN CLASS?

10:53:59 THERE'S A LOT OUT THERE, TRYING TO DO THIS IN A WAY THAT IS SMART, INTENTIONAL AND SUSTAINABLE.

10:54:07 NEXT SLIDE? WITH THAT, HAPPY TO TAKE ANY QUESTIONS OR COMMENTS.

10:54:22 >> THANKS, BLANCA, NOT SEEING HANDS RAISED. THERE WAS AN ASK IN IN THE Q&A. YOU MENTIONED A REPORT. FOLKS ARE WONDERING IF YOU CAN DROP A LINK IN THE CHAT?

10:54:32 >> YES, ABSOLUTELY. PERFECT TIMING. DENNY, WILL HEAR FROM YOU FIRST.

10:54:37 >> THANK YOU, BLANCA FOR THIS REPORT. REALLY APPRECIATE ALL OF THE NUMBERS.

10:54:50 TWO QUESTIONS FOR YOU. THE FIRST QUESTION BEING, SO WHEN YOU HAD THE SLIDE ABOUT THE TYPES OF COMPLAINTS THAT PEOPLE HAVE FILED, I WAS TRYING TO WALK THIS THROUGH IN MY HEAD.

10:55:06 SO IF I'M A RESIDENT AND STAFF AT A FACILITY DON'T USE MY PROPER PRONOUNS, IS THAT A CARE COMPLAINT? IS THAT A RIGHTS COMPLAINT? I CAN SEE THERE BEING A LOT OF CROSSOVER BETWEEN THE TWO.

10:55:21 I GUESS MY QUESTION, HOW DO WE GET INFORMATION ABOUT THE TYPES OF COMPLAINTS THAT CAN BE CENTERED AROUND SOMEONE'S INDIVIDUAL IDENTITY? SO IF YOU HAVE INFORMATION ABOUT THAT, I THINK THAT COULD BE HELPFUL.

10:55:58 SECOND QUESTION, I REALLY APPRECIATED YOUR SEVEN QUESTIONS AND WHAT ARE THE PLANS TO GET ANSWERS?

10:55:59 >> FIRST -- TO THE FIRST QUESTION -- I GAVE YOU THE GENERAL, THEY DO GO INTO DETAIL.

10:56:05 THAT WOULD FALL UNDER RESPECT AND DIGNITY BECAUSE PEOPLE DO HAVE THE RIGHT FOR THAT.

10:56:34 ONE OF THE THINGS THAT WE DO -- I WILL TAKE THIS BACK BECAUSE I WANT TO MAKE SURE WE'RE DOING IT CONSISTENTLY, WE HAVE NATIONAL OMBUDSMAN REPORTING SYSTEM, CONSISTENCY TRAINING. AND WE DO THAT WITH ALL OMBUDSMEN SO WHEN THIS TYPE OF SITUATION HAPPENS, THIS IS HOW YOU CODE IT.

10:56:49 SO WE HAVE DATA THAT IS MUCH MORE INFORMATIVE. AND WE CAN DO JUST THAT, IDENTIFY WHERE ARE THE CHALLENGES AND THIS CAN INFORM, AS WELL, OUR ABILITY TO DO MORE.

10:57:17 BECAUSE WE DO IN-HOUSE TRAINING WITH A NUMBER OF FACILITY STAFF. WE'VE DONE TRAINING ON RESIDENT RIGHTS AND WE ACTUALLY DO TRAINING ON RESIDENT RIGHTS FOR LGBTQ + RESIDENTS. THAT WOULD BE SOMETHING THAT INFORMS IT. WE'RE ADDING THAT IN OUR CONSISTENCY TRAINING BECAUSE IT'S ABSOLUTELY IMPERATIVE

10:57:23 THAT WE HAVE A VERY CLEAR UNDERSTANDING OF WHAT THAT MEANS FOR AN INDIVIDUAL.

10:57:35 THAT IS ABSOLUTELY PART OF IT. YOU SHOULD HAVE A SAFE ENVIRONMENT THAT HONORS YOUR VALUES AND PREFERENCES.

10:57:51 >> ON THE CONSISTENCY PIECE. MY QUESTION WAS REALLY LIKE, IF WE HAVE MORE GRANULAR DATA, THOSE TYPES OF COMPLAINTS, WHEN IT REALLY IMPACT'S SOMEONE'S IDENTITY -- THEY DIDN'T FEEL THEIR IDENTITY WAS BEING RESPECTED.

10:58:09 AN EXAMPLE I THOUGHT OF, WHEN MY GRANDMOTHER WAS AT A FACILITY, THEY DIDN'T HAVE FOOD THAT WAS CULTURALLY APPROPRIATE. SO THAT WOULD BE INTERESTING FOR THIS COMMITTEE TO REVIEW.

10:58:22 >> THANK YOU. I WILL PROVIDE THE MORE GRANULAR FOR THIS GROUP. I DO THINK WE CAN IMPROVE UPON MORE CODING.

10:58:30 PART OF IT IS, THESE ARE NATIONAL CODES. SO WE HAVE TO FOLLOW THEM AS ESTABLISHED BY ACL.

10:58:37 THEN YOU HAD ONE MORE QUESTION, HOW AM I GOING TO APPROACH THAT?

10:59:04 IT'S A GREAT QUESTION BECAUSE FIRST OF ALL, THE BENEFIT OF BEING PART OF THE STATE LONG-TERM CARE OMBUDSMAN PROGRAM IS WE ARE AN INDEPENDENT ORGANIZATION. AND WE CAN ADOPT REGULATIONS THAT ARE NOT NECESSARILY WITHIN THE DEPARTMENT OF AGING'S PURVIEW.

11:04:13 WE WANT TO MAKE SURE THEY ARE GOING TO A PLACE THAT IS GOING TO PROVIDE THEM SERVICES.

11:04:13 >> THANK YOU.

11:04:17 >> THANK YOU, NICE TO SEE YOU.

11:04:25 >> THANK YOU SO MUCH.

11:04:44 >> I WAS INTERESTED IN THE CLOSURE DATA IN PARTICULARLY IN SAN FRANCISCO, AND I THINK ONE OF THE THE IMPORTANT THINGS IS TO FIGURE OUT HOW WE TRACK THE OUTCOMES OF WHAT HAPPENS TO PEOPLE WHO ARE TRANSFERRED.

11:05:16 AND I DON'T KNOW IF THERE'S PLANS UNDERWAY, HOW THAT IS GOING TO BE COLLECTED. TRANSFER TRAMA GENERALLY AND ENSURING PEOPLE END UP IN A PLACE THAT MEETS THEIR NEEDS AS YOU WERE TALKING ABOUT. AND I GUESS MY FINAL COMMENT IS THAT IT SEEMS LIKE GIVEN PARTICULARLY AT THAT LOCATION.

11:05:32 THE LARGE NUMBER OF PEOPLE, MAKING SURE THEY ARE CONNECTED WITH OMBUDSMAN, THAT CAN FREQUENTLY CONNECT WITH THEM, IT WOULD BE IMPORTANT, INTERESTED IN YOUR THINKING ABOUT THAT.

11:06:06 >> THAT IS ONE OF THE TOP PRIORITIES, AND WE HAVE A PRETTY GOOD RELATIONSHIP RIGHT NOW WITH ADMINISTRATORS OF LAGUNA HONDA AND DEPARTMENT OF PUBLIC HEALTH. WE HAVE BEEN CLEAR WE NEED TO CENSUS AND NEED TO KNOW WHERE EVERYBODY IS BEING RELOCATED TO, AND WORKING WITH SOME PEOPLE AS THEY ARE BEING RELOCATED AND TO YOUR POINT WE ASKED ABOUT THE TRANSFER TRAMA.

11:06:18 ALSO, SAY, SOMEONE IS IN SAN FRANCISCO AND GOING TO MOVE TO LA, WE NEED TO CONNECT THEM TO LONG TERM CARE OMBUDSMAN IN LA TO DO THAT REGULAR CHECK IN.

11:06:50 PRECISELY TO YOUR POINT. THE DATA WE ARE TRACKING, EVERYONE THAT WE ARE, EVERY CASE THAT WE ARE EVEN FOLLOWING WILL NEED TO BE PART OF THIS DATA BASE THAT WE HAVE. SO, IT WILL CERTAINLY BE SOMETHING THAT WILL HELP US AND INFORM US TO SOME EXTENT WHO WAS TRANSFERRED, WHERE WERE THEY TRANSFERRED AND THEN HOW DID THEY DO. BECAUSE WE CAN'T FOLLOW THE COMPLAINTS THAT GO WITH THEM.

11:06:50 THANK YOU FOR THAT QUESTION.

11:07:23 >> THANK YOU, I FIGURE IF I GET A FUTURE MEETING, MAYBE THIS ALZHEIMER'S DEMENTIA ADVISORY COMMITTEE, TO HAVE SORT OF THAT DATA ABOUT WHAT HAPPENS TO PEOPLE. I WAS INVOLVED AS A LAWYER AT DISABILITY RIGHTS CALIFORNIA ABOUT THE CLOSURE OF THE OLD AND TRANSFERRING TO THE NEW. IT HAS A SPECIAL PLACE IN MY HEART FOR WHAT HAPPENS TO PEOPLE THAT WERE THERE AND WHAT'S HAPPENING NEXT. THANK YOU.



11:07:24 >> ABSOLUTELY.

11:07:41 >> THANK YOU, WE ARE A LITTLE BEHIND ON TIME. BUT I SEE CHERYL HAS HER HAND UP, I ENCOURAGE YOU TO KEEP IT SHORT, AND, WE WILL KIND OF CUT OFF Q AND A AT THAT POINT, IF OTHERS HAVE QUESTIONS I ENCOURAGE THEM TO DROP IT IN THE CHAT.

11:07:50 >> MINE IS VERY SHORT, IS THERE A TRAINING, I MEAN, A PROGRAM TRAINING MANUAL ONLINE?

11:08:03 >> THERE'S NOT ONE ONLINE, BUT THAT IS CERTAINLY SOMETHING THAT I'M HAPPY TO SHARE WITH YOU.

11:08:10 >> YOU ARE MUTED BLANCA.

11:08:33 >> CHERYL, THERE IS NOT ONE ONLINE, I DID ASK ABOUT THAT, IT HAS NOT BEEN POSTED ONLINE, BUT, THERE IS NO REASON WHY WE SHOULD NOT BE ABLE TO GIVE THE PUBLIC ACCESS TO OUR TRAINING MANUAL. THEY ARE ACTUALLY MODULES. SO YOU WOULD HAVE TO GO THROUGH EACH DIFFERENT CHAPTER OF THAT, THERE'S NOT JUST ONE MANUAL.

11:08:37 >> GREAT. AND VINCENT.

11:08:57 >> I'M ACTUALLY ON A WORK GROUP WITH THE LONG TERM COORDINATING CARE COUNCIL IN SAN FRANCISCO WORKING WITH THEM AS WELL. BUT THERE ARE LIKE 700 PEOPLE BEING DISPLACED. WHAT ARE SUGGESTIONS YOU MIGHT HAVE WE CAN MAKE TO CITY HALL TO HELP WITH THAT.

11:09:17 BECAUSE I DON'T KNOW, WE ALSO HEARD THAT SOME PEOPLE MOVED OUT OF STATE, WHAT IF THAT IS NOT WHAT THEY WANT, BUT HAS TO HAPPEN BECAUSE OF THE SHORTAGE, YOU ALREADY STARTED TO ANSWER SOME OF THE OTHER QUESTIONS AND I THINK THIS IS A TOPIC THAT CAN STRETCH FOR A FEW MEETINGS, SO MANY WAYS TO GO AT IT.

11:09:41 >> THERE ARE, LET ME JUST BE REALLY QUICK ON THAT ONE. THEY DO NEED TO HEAR FROM ADVOCATES. AND, I WOULD SAY THAT WE JUST NEED TO BE VERY CONSISTENT. PEOPLE ARE GOING TO NEED TO MOVE, THEY HAVE TO DEMONSTRATE THEY ARE FOLLOWING THE CLOSURE PLAN THEY SUBMITTED TO CMS.

11:10:15 THEY ARE REAPPLYING FOR RECERTIFICATION, BUT THAT'S NOT A GUARANTEE. SO TO WHATEVER EXTENT, PEOPLE HAVE MEDICAL ASSESSMENTS, PSYCHO SOCIAL ASSESSMENTS AND BEING GIVEN OPTIONS, PREFERABLY CLOSE, BUT NOT ENOUGH BEDS, I WOULD SAY, ONE THING WE ARE MAKING SURE, PEOPLE ARE NOT LACED IN HOMELESS SHELTERS, NOT ACCEPTABLE

11:10:26 >> AGREE, I HAVE GONE AND SAYING DO YOU HAVE ROOM TO TAKE PEOPLE, AND EVERYBODY IS SAYING THEY ARE FULL. THANK YOU.

11:10:40 >> THANK YOU, AND I THINK AT THIS POINT WE TRANSITION TO THE NEXT AGENDA ITEM. AND I DON'T KNOW, JULIA, OR MICHAEL, WHO IS GOING TO BE SPEAKING FIRST?

11:10:45 >> I THINK WE ARE GOING TO START WITH JULIA AND MICHAEL AND THEN DONNA,

11:10:48 >> GREAT, THANK YOU.

11:11:05 >> HELLO EVERYBODY, I KNOW WE ARE TIGHT ON TIME, I WILL DIVE RIGHT IN. THANK YOU FOR THE OPPORTUNITY TO BE ABLE TO SHARE A LITTLE BIT MORE ABOUT MYSELF, I AM JULIA, THE CREATOR AND PUBLISHER OF THE KEEPING IT REAL CARE GIVING WEBSITE AND NEWSLETTER BY THE SAME TIME.

11:11:24 MY GOAL WITH THIS, BECAUSE I DON'T WORK PROFESSIONALLY WITHIN THE AGING SPACE, IS TO TAKE THE INFORMATION AND DATA AND RESOURCES AND ALL OF THE GREAT WORK I AM SEEING AND LEARNING ABOUT FROM ALL OF YOU, AND REALLY DRILL IT DOWN AND SHARE IT WITH REAL PEOPLE. THE BOOTS ON THE GROUND, TO RAISE AWARENESS. TO GIVE THEM THAT INFORMATION.

11:11:47 SO THAT WE CAN ALWAYS KEEP IN MIND THE QUESTION OF HOW ARE WE CARING FOR OUR CAREGIVERS. NEXT SLIDE, A LITTLE BACKGROUND ABOUT ME. I AM A BROADCAST JOURNALIST BY TRADE, 25 YEARS IN THE BUSINESS AS A REPORTER IN LA AND MIAMI, WRAPPING UP MY CAREER HERE IN CALIFORNIA.

11:12:07 NOW AND COMMUNICATIONS CONSULTANT, WORK CLOSEST TO MY HEART WAS BEING A FAMILY CAREGIVER TO MY MOTHER WHO PASSED AWAY TWO YEARS AGO. IN THE FINAL FIVE YEARS OF HER LIFE, THAT WAS THE LIFTING, HANZ ON DUTY OF CARE GIVING.

11:12:19 THE WORK WE TALK ABOUT AND PROGRAMS AND SERVICES, I WAS LIVING THAT, I NEEDED TO LEARN HOW TO NAVIGATE THE HEALTH CARE, INSURANCE V COVERAGE, IN HOME CARE, HIRING PEOPLE, MAKING SURE BACK GROUNDZ WERE CHECKED AND FACILITY CARE.

11:12:40 I CAME UP AGAINST THE DIFFERENCE BETWEEN QUALIFYING FOR SKILLED NURSING SHE DID NOT NEED, BEING IN RESIDENTIAL CARE BUT NEEDING MORE CARE THAN THAT. I FACED ALL OF IT. MY GOAL I THOUGHT AS A STORY TELLER, MY GOAL IS TO HELP OTHER PEOPLE NAVIGATE THIS.

11:13:20 PEOPLE NEED TO UNDERSTAND HOW WE MOVE THROUGH THIS. SO I STARTED KEEPING IT REAL CARE GIVING, TO WRITE STORIES. NEXT SLIDE, I WRITE, I BLOG, I PRODUCE POD CASTS, I HAVE A NEWSLETTER ON FACEBOOK, KEEPING IT REAL CARE GIVING, DRILL DOWN THIS INFORMATION, AND GET IT TO REAL PEOPLE, AS MELODY IN THE CHAT MENGSED, SHE HAS A RELATIVE IN LONG TERM CARE, MOST PEOPLE NEVER HEARD OF OMBUDSMAN AND DON'T KNOW THE PROGRAM IT HAVE I HEAR FROM FOLLOWERS AND MEDIA, THEY ARE NOT AWARE OF THE PROGRAMS THA PUT

11:13:34 IN ADDITION TO THAT, I AM ALSO A CURRENT MEMBER WITH THE AMERICAN SOCIETY ON AGING, ASA RISE FELLOWSHIP PROGRAM, FOCUSSING ON TRAINING LEADERS OF COLOR WITHIN THE AGING SPACE.

11:14:08 ALL OF THIS IS INTERSECTING FOR ME IN TAKING THIS INFORMATION AND KNOW WE CAN MAKE IMPACT. NEXT SLIDE, I REGULARLY ENGAGE ACROSS SOCIAL MEDIA PLATFORMS AND OFTEN ASK MEMBERS IN THE VARIOUS GROUPS OR OPEN ENDED QUESTIONS, SAY WHAT IS YOUR BIGGEST CARE GIVING CHALLENGE, AND PEOPLE WANT TO SHARE WHAT I HEAR THE MOST, THEY HAVE DIFFICULTY ACCESSING RESOURCES, WE KNOW THEY ARE OUT THERE, ALL OF YOU WORK IN THE FIELD, BUT PEOPLE STILL DOEBT KNOW HOW TO FIND THEM. AND DON'T KNOW HOW TO TAP IN.

11:14:36 FINANCIAL DIFFICULTIES THEY TELL ME THEY DON'T HAVE THE FUNDS TO TAKE CARE OF THEMSELVES, THEY ARE XUSED AND OVERRUN, AGAIN THEY ARE TRYING TO FIND HELP, IT'S OUT THERE,

BUT IT'S SCATTERED IN MANY CASES. IN AREAS, AND RURAL AREAS, EXPERIENCED THAT AS WELL. THEY MENTIONED HANZ ON HELP. WE HAVE WONDERFUL PROJECTS ON THE DIGITAL SIDE.

11:14:53 BUT MANY FOLKS NEED HELP TO MOVE MOM OR DAD OR LOVED ONE SCOMB HOW TO GET THAT, SHEER EMOTIONAL EXHAUSTION. I ENCOUNTERED THAT, WORKING FULL-TIME, AND CARING FOR MY MOM AND MAKE SURE EVERYTHING WAS IN PLACE, AND SOMETIMES YOU DON'T KNOW WHERE TO TURN AND YOU ARE READY TO QUIT.

11:15:32 HOW DO ADDRESS THOSE, THAT'S WHAT I HEAR FROM PEOPLE. FOR INSTANCE, ON THE FINANCIAL FRONT. CAREGIVER IN SOUTHERN CALIFORNIA HER MOTHER WAS IN FLORIDA. FATHER PASSED AND MOVED TO LA, BASICALLY HER MOM HAD JUST A BIT TOO MUCH IN PENSION TO HAVE ANY OTHER RESOURCES AND SO SHE STRUGGLED TO PAY FOR CARE AND STILL WORK FULL-TIME TO TAKE CARE OF HER AND HER SON. IT WAS VERY CAN I HAVE ADULT. NEXT SLIDE.

11:15:53 IN NORTHERN CALIFORNIA, SOCIAL KURT WITH MOTHER AND PENSION, PUTS MOTHER OVER A THRESHOLD WHERE MEDI-CAL CAN HELP, BUT NOWHERE NEAR ENOUGH TO PAY FOR ANY TYPE OF CARE, HE IS STRUGGLING TO FIGURE OUT HOW DO I TAKE CARE OF MOM. .

11:16:21 KEEPING IT REAL ROUTINELY POSTS VIDEOS, I CHECK IN ON PEOPLE. CAREGIVER IS ASKING WHERE IS THE HELP, SHE CANNOT LEAVE THE HOUSE, WITH MOM, CAN'T LEAVE HER, WHAT DOES SHE DO, WE KNOW THE PROGRAMS ARE OUT THERE, SOMEHOW I FEEL MY WORK TO CONNECT PEOPLE TO THESE RESOURCES IS COMING TO PLAY, THIS IS WHAT THE BOOTS ON THE GROUND CAREGIVERS ARE TELLING ME.

11:16:39 ANOTHER CAREGIVER SAYS THAT I ASKED MANY PEOPLE WHAT DO YOU LOVE AND HATE ABOUT IT, MANY SAY THEY WOULD DO IT AGAIN IN A HEART BEAT. THEY ARE OVERWHELMED AND FEEL ALONE, AND OVERWHELMED FROM FINANCIAL RESPONSIBILITIES.

11:17:20 NEXT CAREGIVER, SAYS SHE FEELS GUILTY IN SHE HAS TO LEAVE THE HOUSE, DEALS WITH ANGER, TRYING TO HANDLE EVERYTHING FOR HER LOVED ONE, AND STUCK AT HOME. A LOT OF OVERWHELM THAT I AM SEEING FROM REAL CAREGIVERS OUT THERE, AND I CAN TELL YOU AS ONE OF THE MEMBERS MENTIONED. SO MUCH INFORMATION, EVERYONE UP AND DOWN THE STATE ARE WORKING ON IT. BOOTS ON THE GRUND REAL CAREGIVERS AND PEOPLE LIVING IT, THEY DON'T KNOW WHERE TO TURN, THEY WILL SEND QUESTIONS WHAT DO I DO, WHO DO I CALL, HELP.

11:18:06 MOM IS IN THE HOSPITAL AND NOW RELEASED TO REHAB, WHAT DO I DO, WHERE DO I GO, WHERE I SPENT MY PASSION WORK TRYING TO CONNECT THE DOTS. I'M IN BUTTE COUNTY, I LIVED IT ALL, AND ANYTHING TO CONTINUE TO RAISE AWARENESS, PREACHING, THEY DESERVE RESPECT ASK DIGNITY AND GOOD CARE, I ALMOST STARTED CRYING LISTENING TO THAT INFORMATION. SO, FROM THERE I WILL TURN IT OVER FOR MORE ABOUT WHAT COMES NEXT IN THIS CARE GIVING ASPECT OF THE MASTER PLAN, THANK YOU.

11:18:18 >> THANK YOU, I'M GOING TO ACTUALLY TURN IT OVER TO MICHAEL WHO IS GOING TO INTRODUCE A PROGRAM THAT HELPS CONNECT TO THE RESOURCES.

11:18:23 SO A MODEL THAT WE ARE TRYING OUT IN LA,

11:18:44 >> THANK YOU FOR TODAY'S CONVERSATIONS. GLAD TO BE PRESENTING ON THE PROGRAM AND MODEL IN PLACE ALMOST 3 YEARS NOW, REALLY LOOKING AT NEEDS FOR LATINO CAREGIVERS, (EN ESPANOL).

11:19:28 HELPING THE HELPER IS A PROGRAM THAT IS HELPING LOW INCOME LATINO CAREGIVERS WITH LIMITED RESOURCES TO GET THE CARE GIVING HELP THEY NEED. FACILITATES SUPPORT THROUGH ESSENTIAL AND CRUCIAL PARTNERSHIPS WITH 211 LA, USC FAMILY CAREGIVER SUPPORT CENTER, MANY OF YOU ARE FAMILIAR WITH THE ORGANIZATION THAT IS PROVIDING OUT REACH EDUCATION TO RAISE PROGRAM AWARENESS.

11:20:03 THE INITIATIVE YOU SEE ON THE SCREEN. (INAUDIBLE). PRESENTS CHALLENGES AS MANY OF US KNOW. TO SEEK RESOURCES TO SUPPORT THAT ROLE. IMPORTANCE OF RAISING AWARENESS OF EXISTING PROGRAMS AND SERVICES AVAILABLE IN LA COUNTY, ENSURING THAT PROGRAMS ARE CULTURALLY COMPETENT AND CARE GIVING EXPERIENCE IS MEANINGFUL.

11:20:47 ENGABLING VOLUNTEERS. CONNECT WITH CAREGIVERS, UNDERSTAND THEIR EXPERIENCE WITH THE PROGRAM. REALLY IMPORTANT AS WE WORK THROUGH THIS THAT WE UNDERSTAND THE COLLABORATION AND VALUE OF PARTNERS WE WORK ON. NEXT SLIDE, PLEASE.

11:21:24 I WANT TO STRESS AS WE LOOK AT THE PERSPECTIVE OF THE LATINO CAREGIVER AND SYSTEMIC CHALLENGES IT'S REALLY THROUGH THE COALITION OF CARE GIVING EXPERTS, ADDRESS THESE SPER SPECKTIVES AND SYSTEMIC CHALLENGES TO HELP LATINO CAREGIVERS.

11:21:53 TO FIGURE OUT WHAT WOULD BE THAT PATH TO REACH THEM AND TO UNDERSTAND WHAT THOSE NEEDS ARE. THAT WORK REALLY LED TO THE DEVELOPMENT OF THIS PROGRAM. INFORMED BY EXTENSIVE RESEARCH THAT WAS DONE FOR A NUMBER OF ALMOST TWO YEARS PRIOR TO THE LAUNCH OF THE PROGRAM. QUALITATIVE AND QUANTITATIVE TO UNDERSTAND WHAT'S HAPPENING AND ALSO UNDERSTAND THE

11:22:19 STUDIES WHAT WE NEED TO UNDERSTAND ABOUT THE CAREGIVER PERSPECTIVE OF LATINO'S. IN ADDITION, BASED OFF THE IMPLEMENTATION OF THE PROGRAM, THE SYSTEMIC CHALLENGES THAT WE'RE FACING ARE SOMETIMES UNIQUE FOR LATINO CAREGIVERS. AND THE COALITION, ONE OF THE KEY THINGS THEY TOLD US, THE NEEDS FAR EXCEEDED THE RESOURCES.

11:22:42 UNABLE TO FULLY SERVE THE POPULATION OF FAMILY CAREGIVERS. NEXT SLIDE, PLEASE. THESE ACTIVITIES ARE RECOMMENDED BY THE FAMILY CAREGIVER COALITION. CONTINUOUS IMPROVEMENTS INCLUDES (ON SCREEN).

11:23:03 KEY PARTNERS WE HAVE MENTIONED AND MONTHLY CALL SESSIONS, OPERATIONAL ASPECTS OF HOW WE FACILITATE THE PROGRAM TO ENSURE WE ARE ADAPTING AND MEETING NEEDS, BOTH FOR RECIPIENTS AND EVERYONE PARTICIPATING IN THE PROGRAM. NEXT SLIDE, PLEASE.

11:23:26 THIS SLIDE I WON'T GO THROUGH THIS IN GREAT DETAIL, OTHER THAN THIS IS A SIX STEP PROCESS THAT EVOLVED OVER A PERIOD OF TIME. WHERE WE REALLY TOOK THE TIME TO UNDERSTAND WHAT WOULD BE THE MOST STREAMLINE WAY FOR A LATINO CAREGIVER TO LEARN ABOUT THE PROGRAM AND TO SEEK HELP.

11:23:57 THE CAREGIVER CALLS OR HEARS ABOUT 211 LA, THEY DO THE INITIAL ASSESSMENT THAT IS NEEDED TO PROVIDE THE INFORMATION THAT IS ULTIMATELY THEN GIVEN TO THE FAMILY CAREGIVER SUPPORT CENTER THE OUTREACH CALL TO THE CAREGIVER.

11:24:13 THEN THE RECIPIENT RECEIVES THAT SUPPORT, AND WE HAVE TO A FOLLOW UP WITH VOLUNTEERS WHO WANT TO UNDERSTAND THE EXPERIENCE FOR ANYONE PARTICIPATING.

11:24:43 >> THANK YOU, THIS SLIDE WE WANT YOU TO SEE, BY HAVING PROACTIVE OUTREACH, WITH 211 YOU SEE THAT WE RECEIVED A LOT OF REFERRALS OVER THE LAST THREE YEARS. BUT OF THE PEOPLE THAT GET REFERRED YOU NOTICE THE CIRCLE KEEPS GETTING SMALLER, BECAUSE WHEN YOU GO BACK TO CALL PEOPLE, THEY MAY NOT ANSWER WHEN YOU E-MAIL, BUT WE ATTEMPT AT LEAST THREE TIMES TO REACH REFERRALS WE RECEIVE.

11:25:05 WE ALSO FIND SOMETIMES WITH THE PHONE CALL, WHILE MOST PEOPLE REMEMBER THEY MADE A CALL TO 211, THEY WERE ALSO ASKING ABOUT OTHER RESOURCES SO THE CARE GIVING MAY NOT BE PRIORITY, BUT AT LEAST THEY ARE NOW AWARE THERE'S A PROGRAM OUT THERE SPECIFICALLY FOR THEM WHEN THEY ARE READY TO DISCUSS CARE GIVING.

11:25:31 SO OF THE--I DID NOT GO TO THE NEXT SLIDE. OF THE ONES THAT WE'VE REACHED ABOUT 430 HAVE ACTUALLY STARTED INTO OUR CASE MANAGEMENT AND PROGRAM AND NAVIGATION. SO THAT MEANS THEY GOT THE INDIVIDUALIZED ASSESSMENT AND ARE ASSIGNED TO A FAMILY CARE NAVIGATOR AND LINKED INTO THE CARE PROGRAM.

11:26:01 MANY OF THE ONES OF THE 1291 CAREGIVERS WE ACTUALLY TALKED TO WE'LL PROBABLY HEAR FROM THEM IN THE COMING YEARS AND MONTHS. THAT'S THE OTHER PART OF UNDERSTANDING ABOUT REFERRALS AND BEING A STABLE PROGRAM IS THAT AT LEAST, SOMEWHERE WE HAVE PLANTED A SEED AND FIND THAT PEOPLE COME BACK TO US. EVEN IF WE WERE NOT ABLE TO REACH THEM.

11:26:23 OH WAIT THEY DID TRY TO REACH US. SO, THROUGH OUT OVER THE 31 MONTHS WE HAVE HAD THIS PROGRAM. WE CAME OUT WITH ABOUT 33% OF THE CAREGIVERS THAT CHOSE TO GO ON. ABOUT A THIRD OF CAREGIVERS CHOSE TO GO ONTO GET SERVICES.

11:26:31 USING OUR OWN BASELINE SURVEY THAT WE HAVE WORKED ON IN THE PROGRAM ALONG WITH THE DATA FROM SOME EVALUATION

11:26:56 STUDIES WE HAVE BEEN ABLE TO CAPTURE, WHAT WE HAVE IS A PROFILE OF THE CAREGIVERS WHO ARE A CALLING 211 AND USING THE PROGRAM. AS YOU SEE, MOST OF THE CAREGIVERS RECEIVING THE PROGRAM ARE NOT SURPRISINGLY WOMEN, CARING FOR THEIR PARENTS. AND THEY SPEND ABOUT 40 HOURS A WEEK CARING FOR.

11:27:01 LIKE ANOTHER FULL-TIME JOB. AND MANY ARE OFTEN EMPLOYEDED AT THE SAME TIME.

11:27:37 THE OTHER THING THAT THIS IS REFLECTIVE OF BOTH AT THE NATIONAL LEVEL AND REFLECTED HERE IN THE LOCAL LEVEL, MANY OF THESE CAREGIVERS ARE USING THEIR OWN FUNDS TO PROVIDE ADDITIONAL SUPPORT ALONG FOR MEDICATION, FOOD, HELPING WITH MAYBE PAYING FOR CHORES, MANAGING MONEY. MANY WAYS CAREGIVERS WITHIN THIS POPULATION ARE USING THEIR OWN OUT OF POCKET EXPENSES.

11:27:51 WE KNOW THAT NATIONALLY FOR THE LATINO CAREGIVER, NATIONALLY IT'S ABOUT \$7 THOUSAND THAT THE AVERAGE CAREGIVER PAYS OUT OF POCKET, IT'S CLOSER TO 10 THOUSAND FOR THE LATINO CAREGIVERS.

11:28:19 MOST OF THE CAREGIVERS REACHING THE 211, AND GOING ONTO USE THE RESOURCE PROGRAM IN LA HAVE A HOUSEHOLD INCOME UNDER\$30 A YEAR, AND REALLY LESS LIKELY TO GET HELP FOR ANY OF THE CARE. NEXT SLIDE. WHEN WE ARE TRYING TO THINK ABOUT THE OUTCOMES, WE REALLY WANT TO, WE HAVE BEEN FINDING, THIS IS REALLY ALWAYS OF COURSE NICE TO KNOW.

11:28:48 BUT, THERE CERTAINLY IS ROOM FOR IMPROVEMENT. WE ARE MEETING OUR GOALS AND 6 IN 10 CAREGIVERS WERE EXTREMELY OR VERY SATISFIED AT THE TIME WHEN THEY WERE ABLE TO TAKE HELP. MOST WERE EXTREMELY OR VERY SATISFIED WITH HOW EASY IT WAS TO GET HELP. AND 8 IN 10 SAID 211 LA WAS VERY HELPFUL FOR OVERALL NEEDS AND FIRST TIME THEY CALLED.

11:29:02 7 IN 10 SAID THE FAMILY CAREGIVER SUPPORT CENTER WAS VERY HELPFUL. MANY OF THE CAREGIVERS, 3 IN 4 RATED CONVERSATIONS AS BEING HELPFUL. HAVING THAT FOLLOW UP TO SAY ARE YOU GETTING WHAT YOU NEED.

11:29:26 WE KNOW THAT MANY TIMES WHEN CAREGIVERS CALL ONE OF THE PARTICULARLY, WE FOUND FOR THIS GROUP, ONE OF THE KEY THINGS CAN I GET PAID FOR CARE GIVING? MANY TIMES THEY CAN'T BECAUSE THEY ARE NOT ELIGIBLE FOR MEDI-CAL. THIS BECOMES DISAPPOINTMENT ACROSS THE BOARD.

11:29:59 WE HAD THAT DISCUSSION WITH JULIA, WHEN SHE WAS SAYING YOU ARE JUST ABOVE. NEXT SLIDE. SO OVERALL WE LEARNED, WE KNOW THAT CALL SCREENING, THIS TOOK QUITE A BIT OF REFINEMENT, BUT A PROACTIVE APPROACH FOR CALL SCREENING, FIVE BASIC QUESTIONS TO HELP IDENTIFY CAREGIVERS FROM A PROGRAM. EFFECTIVE MEANS FOR REACHING THE LATINO POPULATION.

11:30:16 I THINK THIS CAN BE APPLIED ACROSS THE BOARD FOR FAMILY CAREGIVERS IN MANY SETTINGS, RADIO ADS FOR THIS POPULATION WERE BEST FOLLOWED BY TELEVISION ADS. WE KNOW THAT WORKSHOPS TO RAISE AWARENESS ARE NEEDED ON A CONTINUAL BASIS.

11:32:02 WONDERING, IS THERE JOUST REACH IN THE LOS ANGELES AREA TO THE AFRICAN-AMERICAN COMMUNITY THAT I REPRESENT?

11:32:12 >> YES. I THINK THAT PROBABLY, IF THEY THINK ABOUT THE CAREGIVER RESOURCE CENTER -- WE DO OUTREACH IN ALL COMMUNITIES.

11:32:22 I THINK, WHAT HAPPENS, BECAUSE THIS PROGRAM IS SO HIGHLY VISIBLE THROUGH AARP. BUT IT'S THE SAME OUTREACH APPROACH THAT WE USE WITH CALL COMMUNITIES.

11:32:41 WHAT IS DIFFERENT IS THAT 211 ISN'T DOING PROACTIVE SCREENING FOR OTHER POPULATIONS. BUT OSK, OUR PROGRAM -- WE'RE NOT IN THE COMMUNITY AS MUCH AS WE WERE IN PERSON BECAUSE OF COVID.

11:32:54 BUT WE'RE WORKING SPECIFICALLY LIKE WE ALWAYS HAD A PROGRAM WITH FIRST AME CHURCH TO REACH OUT TO THE AFRICAN-AMERICAN COMMUNITY, THAT HAS BEEN A PROGRAM FOR SEVEN YEARS SPECIFICALLY.

11:33:07 THAT IS PROACTIVE AND VERY MUCH A MODEL JUST LIKE THIS. THANK YOU.

11:33:15 >> ONE MORE QUESTION FROM JEFFREY AND THEN WILL PIVOT AND ENCOURAGING TO ENGAGE IN THE CHAT.

11:33:23 >> THANKS SO MUCH FOR THIS PRESENTATION. JUST WANTED TO OFFER MY ORGANIZATION AS A PARTNER IN THIS WORK.

11:33:51 WE ARE IN THE COUNTY OF LOS ANGELES. ONE OF OUR BOARD MEMBERS IS AARP CALIFORNIA. I WANTED TO MAKE THAT CONNECTION POINT. AND HERE TO OFFER THAT SUPPORT. ONE QUESTION I HAD -- THIS IS REALLY IMPORTANT AS WE'RE DESIGNING PROGRAMMING FOR LATINX OR LATINO POPULATIONS, IT'S INCREDIBLY

11:34:18 DIVERSE POPULATIONS. A LATINO IN L.A. COUNTY IS DIFFERENT FROM A LATINO IN THE CENTRAL VALLEY. ALSO WITHIN THE COUNTY OF LOS ANGELES, SOUTHEAST REGION IS DIFFERENT FROM WEST L.A. DIFFERENT MIGRATION PATTERNS AND LANGUAGES -- DIFFERENT ETHNICITIES. WE HAVE AFRO-LATINOS.

11:34:39 SO IT WOULD BE HELPFUL TO DRILL DOWN ON THE SPECIFICS OF WHO THE TARGET POPULATION IS, WHETHER THOSE INTERSECTIONALITIES -- BECAUSE IT'S SO MUCH MORE THAN -- SO MUCH MORE THAN LATINO AS A BROAD CATEGORY.

11:34:55 >> THANK YOU SO MUCH. WHEN THEY REACH US, WE HAVE DIFFERENT -- THAT IS WHERE WE LOOK AT THOSE INTERSECTIONALITIES. THAT IS WHERE THE INDIVIDUALIZED DISCUSSIONS TAKE PLACE SO WE CAN REALLY UNDERSTAND WHAT THAT PARTICULAR CAREGIVER IS GOING THROUGH.

11:35:07 AND FOR THE OUTREACH PIECE, BECAUSE IT'S PART OF 211, THAT IS VERY IMPORTANT WHEN WE LOOK AT HOW WE DO THE PARTNERSHIP. SO THANK YOU.

11:35:17 >> GREAT. THANK YOU SO MUCH. AND JUST ONE MORE CHECK FOR HANDS AND QUESTIONS. KAREN SAID SHE COULD TRY AND MAKE THE NEXT PRESENTATION SHORT IF THERE IS ANYTHING ELSE.

11:35:23 KIRAN, I DON'T KNOW IF YOU ARE READY TO STEP IN?

11:35:29 >> I'LL SAY A FEW THINGS FIRST.

11:35:30 >> SURE.

11:36:02 >> THANK YOU. KIRAN IS JOINING US. WE ASKED A MEMBER OF IMPACT TO JOIN US AND TALK ABOUT OUR SEPTEMBER 20TH, CALIFORNIA FOR ALL AGES AND ABILITIES DAY OF ACTION I SPOKE ABOUT EARLIER. KIRAN, MEMBER OF IMPACT COMMITTEE. I SHARED A REPORT THEY WROTE EARLIER THIS YEAR, YEAR

11:36:10 1 FOR MASTER PLAN FOR AGING. INCREDIBLY GRATEFUL FOR THIS REPORT. SO I ENCOURAGE EVERYONE TO LOOK AT THAT REPORT.

11:36:33 AND LOOK FOR THE PRIORITIES THAT THE IMPACT COMMITTEE ELEVATED FOR THE NEXT TWO YEARS FOR THE MASTER PLAN OF AGING TO FOCUS ON. I ASKED KIRAN TO SHARE HER PERSPECTIVE AS AN IMPACT MEMBER AND TO TALK A LITTLE BIT ABOUT SEPTEMBER 20. AND AFTER WE EXPLAIN THE EVENTS, WE WILL TALK ABOUT HOW WE WILL

11:36:38 PREPARE FOR THE EVENT. WELCOME, KIRAN, THANK YOU FOR BEING HERE.

11:37:00 >> THANKS, AMANDA. HAPPY TO BE HERE. GREAT TO SEE FAMILIAR FACES. AS AMANDA SAID, I'M A MEMBER OF THE IMPACT COMMITTEE, STARTED LAST YEAR AND CHARGED WITH ADVISING THE DEPARTMENT AND THE AGENCY AROUND THE IMPLEMENTATION AND THE OUTCOMES OF THE MASTER PLAN ON AGING.

11:37:13 HOPEFULLY FOLKS HAD A CHANCE TO LOOK AT THE REPORT WE PUT OUT A FEW WEEKS -- MAYBE COUPLE OF MONTHS AGO, REALLY EVALUATING THE FIRST YEAR OF IMPLEMENTATION AND WHERE WE GO FROM HERE.

11:37:36 OUR BIGGEST TAKE AWAYS AS A GROUP, ONE, WE HAVE AN INCREDIBLE OPPORTUNITY HERE ONE YEAR AFTER THE LAUNCH OF THE MASTER PLAN ON AGING. AND WE HAVE AN INCREDIBLE OPPORTUNITY BECAUSE WE HAVE STRONG LEADERSHIP, BOTH IN THE STATE GOVERNMENT LEADERS, AS WELL AS IN THE ACTIVE ENGAGEMENT STAKEHOLDERS

11:37:38 IN THIS COMMITTEE.

11:37:47 WE WANT TO BUILD ON THAT. AT THE SAME TIME, BRING MORE COORDINATION AND FOCUS TO THE IMPLEMENTATION OF THE MASTER PLAN.

11:38:15 BECAUSE IT'S A HUGE PLAN, LOT OF DIFFERENT INITIATIVES. IN ORDER TO MAKE SURE WE'RE MAKING PROGRESS, IS OUR RECOMMENDATION TO THE DEPARTMENT AND AGENCY TO HAVE -- ONE - - MORE COORDINATION AND COLLABORATION WITH OTHER STAKE HOLDER COMMITTEES THAT EXIST AROUND ISSUES AND TWO -- TO ELEVATE

11:38:21 TOP PRIORITY ISSUES WHERE THE STATE MUST MAKE PROGRESS OVER THE NEXT TWO YEARS.

11:38:29 THOSE ARE REALLY DISCUSSED IN THE REPORT. ONE IS STRENGTHENING HOME AND COMMUNITY-BASED SERVICES AND CARE OPTIONS.

11:38:46 AND TWO IS ENDING OLDER ADULT HOMELESSNESS. THAT IS NOT TO THE EXCLUSION OF OTHER ISSUES. BUT IT'S WHERE WE WANT THE STATE TO FOCUS AND MAKE MEASURABLE PROGRESS OVER THE NEXT FEW YEARS.

11:39:08 AND WITHIN THAT, SAYING WE WOULD LIKE TO SEE A STRONGER FOCUS ON EQUITY AS THE MASTER PLAN IS UPDATED. WITH A FOCUS ON RACIAL EQUITY AROUND ALSO RECOGNIZING THIS GROUP IS THE ONE THAT MADE SURE IT WAS IN THE MASTER PLAN TO THE EXTENT IT'S. AND IT'S REALLY THE SHEPHERD FOR

11:39:24 THAT WORK. GOING FORWARD, ONE OF THE GOALS ON THE IMPACT COMMITTEE, TO HAVE SORT OF A STRONGER COMMUNICATION LOOP WITH OUR DIFFERENT STAKEHOLDER COMMITTEES, INCLUDING THIS ONE.

11:39:50 AND TO BE PROACTIVE WITH PROVIDING RECOMMENDATIONS AND THAT OVERSIGHT WITH YOU. AND SUSAN CAN TALK ABOUT THIS -- OR AMANDA -- THERE'S A PROPOSAL WE COLLECT FROM THE COMMITTEES, WHAT ARE YOUR RECOMMENDATIONS AS YOU WORK WITH THE ISSUES AND MEET OVER THE COURSE OF A YEAR, THAT



11:40:09 THERE'S A PROCESS WHERE THAT CAN BE ELEVATED TO THE IMPACT COMMITTEE, SO WE CAN SEE WHERE THERE IS ALIGNMENT ACROSS COMMITTEES AND ELEVATE RECOMMENDATIONS TO THE DEPARTMENT AND AGENCY, TO MAKE SURE WE SEE THROUGH THE IMPLEMENTATION OF THE FANTASTIC MASTER PLAN.

11:40:37 FOR SEPTEMBER 20, SUPEREXCITED, THIS WAS AN IDEA THAT CAME FROM DISABILITY CALIFORNIA. AND THE WHITE HOUSE HAD A MEETING ON AGING AND DISABILITY AND WE SHOULD HAVE ONE IN CALIFORNIA, TO ASSESS WHERE WE'RE AT AND TO PROPEL US FORWARD. THAT IS A GOAL OF SEPTEMBER 20. ONE OF THE HOPES, THAT WE

11:40:45 WILL HAVE AN ACTIVE ROLE TO PRESENT AND SHARE SOME OF YOUR WORK AND YOUR RECOMMENDATIONS AS WELL.

11:40:58 SO HAPPY TO ANSWER ANY QUESTIONS, ALTHOUGHLY PROBABLY THROW THE REST TO AMANDA. BUT TOSSING IT TO AMANDA TO TALK ABOUT THE 20TH AND FOR THE PROCESS OF COLLECTING RECOMMENDATIONS FROM OUR COMMITTEES.

11:41:20 >> THANK YOU, SO MUCH KIRAN. ON THE NEXT SLIDE, I HAVE ALL OF THE AGING AND DISABILITY COMMITTEES ON ONE SLIDE. SO YOU CAN SEE, COORDINATION WOULD BEHOOVE THE MASTER PLAN AND THE LIVES OF OLDER ADULTS IN CALIFORNIA.

11:41:46 ON THE 20TH, THE AGENDA, SOON TO BE RELEASED. WE'RE WORKING ON THE FORMAL "SAVE THE DATE." BUT WE HAVE TIME FOR EVERY ONE OF THE COMMITTEES TO COME TOGETHER AND PREPARE YOUR PLATFORM. I PREPARED A TEMPLATE THAT ASKS THE COMMITTEES -- OR PARTNERS OR PARTNERSHIPS -- TO IDENTIFY

11:41:53 TWO TO THREE TOP PRIORITIES THAT YOU HAVE FOR THE NEXT TWO YEARS OF THE MASTER PLAN FOR AGING.

11:42:23 SO WE HAD 132 INITIATIVES FOR YEARS ONE AND TWO TO GET US LAUNCHED. WE DO NOT WANT TO DO 130 + INITIATIVES AGAIN. WE WANT TO BUILD ON SYSTEMS CHANGE AND BUILD ON WHAT WE CREATED AROUND IDENTIFY GAPS. SO FOCUSING ON BIGGER PICTURE. HOW ARE WE BUILDING NETWORKS THAT PROVIDE SERVICES

11:42:30 AND PROGRAMS FOR PEOPLE ON THE GROUND -- VERY PERSON-CENTERED AND EQUITY-FOCUSED SYSTEMS.

11:42:57 IMPACTS REPORT, AS KIRAN SAID HIGHLIGHT HOMELESSNESS AS A TOP PRIORITY WITH THE UNDERPINNING OF EQUITY. IT'S UP TO THE COMMITTEE HOW YOU WANT TO IDENTIFY THE TWO OR THREE TOP RECOMMENDATIONS TO BE DELIVERED ON SEPTEMBER 20TH ON A PUBLIC FORUM. WE HAVE A TEMPLATE FOR YOU. YOU CAN FOCUS -- YOU

11:43:10 CAN PICK THE TWO AND SAY HOMELESSNESS AND HCBS AND ADD A THIRD OR COME UP WITH YOUR OWN RECOMMENDATIONS SEPARATE FROM THOSE TWO.

11:43:16 KNOW, THERE'S A NICE MODEL THERE IN THE IMPACT REPORT FOR YOU TO START FROM.

11:43:37 I HAVE THE TEMPLATE, WHICH CAN BE FILLED IN SURVEY MONKEY. I WANT ONE SURVEY FROM EACH COMMITTEE. BETWEEN NOW AND SEPTEMBER 20, FOLKS ON THIS COMMITTEE COME

TOGETHER, YOU MAY WANT TO MAKE A SMALL WORK GROUP. YOU MAY WANT TO ADD AN INFORMAL MEETING WHERE YOU WORK THROUGH RECOMMENDATIONS WHERE YOU

11:43:44 FIGURE OUT WHAT THE TOP 2 OR 3 PRIORITIES ARE FOR THE MASTER PLAN.

11:43:46 SUSAN, WOULD YOU LIKE TO ADD ANYTHING?

11:43:59 >> I WOULD LIKE TO ADD THANKS TO KIRAN FOR THE WONDERFUL REPORT THE IMPACT COMMITTEE PUT OUT AND FOR JOINING US TODAY SO WE CAN CONNECT AND LINK ALL OF THIS WORK.

11:44:22 I WOULD JUST SAY, WITH THIS COMMITTEE IN PARTICULAR, SOMETHING SECRETARY GALLY OFTEN SAYS TO ME, YOU ARE SO LUCKY. YOU GET TO RUN A DEPARTMENT AND SUPPORT AN ENTIRE POPULATION. MOST DEPARTMENTS ARE NOT POPULATION SPECIFIC. I SORT OF SEE THIS COMMITTEE IN THE SAME WAY.

11:44:34 WE TOUCHED ON IT WHEN WE TALKED ABOUT THE BROAD GIVED THE MASTER PLAN EQUITY LENS. AND THEN A TOOL.

11:44:45 SOMETHING THAT TRUCK ME IN THE IMPACT COMMITTEE'S REPORT, HOW CAN THEY BE MORE INTENTIONAL AND DELIBERATE AND PRECISE AROUND EQUITY?

11:45:07 WE REALLY LOOK TO YOU FOR SPECIFIC IDEAS. OF COURSE, WE WANT TO HAVE GENERAL PRINCIPLES AND VALUES AND GUIDES -- YOU KNOW -- BUT IF THERE ARE SPECIFIC THINGS THAT CAN BE DONE, THAT COULD TRANSLATE INTO LEGISLATION OR BUDGET AUGMENTATIONS, WE WILL REALLY LOOK TO YOU FOR THOSE IDEAS.

11:45:29 AND WE WILL PARTNER ON THOSE IDEAS. I CHALLENGE THIS GROUP TO BRING FORTH THOSE IDEAS THAT CAN TRANSLATE INTO ACTION AND CAN BE MEASURED AND, WHERE WE CAN DEMONSTRATE OUR COMMITMENT IN MORE THAN WORDS, YOU KNOW?

11:45:36 SO THAT WOULD BE ALL THAT I WOULD ADD. YOU ARE NOT ALONE IN DOING THAT. HAPPY TO PROVIDE TECHNICAL ASSISTANCE.

11:45:47 IT CAN BE VERY SMALL -- A SINGLE PROGRAM. IT CAN BE WIDE-RANGING, YOU KNOW, GLAD TO WORK WITH YOU ON THAT.

11:46:10 >> AND WE ARE, IN LIEU, OF THE FALL MEETINGS FOR EACH OF THESE COMMITTEES EXCEPT FOR ALZHEIMER'S GOING TO USE THE SEPTEMBER 20 EVENT AS OUR QUOTE/UNQUOTE QUARTERLY MEETING. SO YOU DO HAVE EXTRA MEETING TIME AVAILABLE TO YOU IF YOU WOULD LIKE TO MEET AND WORK ON THESE RECOMMENDATIONS.

11:46:40 I WOULD LOVE TO HEAR IDEAS, HOW YOU THINK THIS COMMITTEE CAN GO ABOUT DEVICING THESE RECOMMENDATIONS? WE DO HAVE COMMITTEE LEADS -- RIGO, MICHAEL AND DENNY WHO MEET WITH ME. AND WE CAN MEET WITH THOSE FOLKS IN JULY, I THINK WE WOULD WANT TO GET STARTED? CHERYL?

11:46:56 >> HI. GREAT -- THIS IS A GREAT DISCUSSION. I WANT TO KNOW WHO WILL BE -- ARE YOU, AMANDA, GOING TO BE THE LEADER OF THIS GROUP? BECAUSE YOU HAVE TO HAVE A LEADER.

11:47:06 >> I'M HERE TO SUPPORT YOU, CHERYL, AND THIS WHOLE COMMITTEE. WE DO HAVE THREE LEADS WHO HELP ME IN ARRANGING THE AGENDAS.

11:47:22 YES, I'M ABSOLUTELY HERE TO WALK YOU THROUGH THE PROCESS. I CAN HELP YOU ARRANGE MEETINGS, WORK ON STRATEGY WITH YOU. I CAN SHARE, LIKE A PDF COPY OF THE TEMPLATE THAT I WOULD LIKE THE COMMITTEE TO FILL OUT IN ADVANCE.

11:47:30 ESSENTIALLY WOULD LIKE TO THINK THROUGH, YOUR TOP RECOMMENDATIONS, HOW THEY ALIGN WITH THE GOAL AREAS AND STRATEGIES.

11:47:48 AND WE WANT THESE RECOMMENDATIONS TO HAVE AN EVALUATION COMPONENT AND A TIMELINE, AS WELL. HOW DO WE KNOW, IF THIS IS RECOMMENDED, IF IT MAKES IT INTO NEXT YEAR'S ITERATION OF THE MASTER PLAN, HOW DO WE KNOW IT'S SUCCESSFUL OVER TIME?

11:47:53 WE WANT TO TAKE TIME TO THINK THROUGH EACH OF THESE RECOMMENDATIONS.

11:47:57 >> WHEN WILL WE HAVE THE TEMPLATE?

11:47:59 >> I CAN SHARE IT TODAY.

11:48:03 >> IF YOU SEND IT, I CAN START LOOKING AT IT.

11:48:20 >> ABSOLUTELY. I THINK BY AUGUST 20 IS WHEN I WOULD LIKE THE OFFICIAL SURVEY TO BE SENT TO ME SO I CAN SHARE WITH THE IMPACT COMMITTEE. BUT I'LL FOLLOW-UP WITH AN E-MAIL WITH THE DETAILS. VINCENT?

11:48:25 >> IS THERE A LIST OF THE 132 INITIATIVES YOU MENTIONED?

11:48:35 >> THERE IS. I WILL INCLUDE THAT IN THE E-MAIL TOO. I WILL SEND YOU A SPREADSHEET.

11:48:55 >> THAT WOULD BE GOOD. OTHER THING I WANTED TO ASK SO... THERE WILL BE A SUBCOMMITTEE WORKING ON THIS BETWEEN NOW AND THE MEETING IN SEPTEMBER? OR BY THE TIME AUGUST COMES? SEEMS LIKE A LOT TO DO IN ONE MEETING?

11:49:20 >> YEAH. WE HAVE TO COME UP WITH A PROCESS. FOR EXAMPLE, THE ALZHEIMER'S AND RELATED DISORDERS COMMITTEE, THEY MADE A SMALLER WORK GROUP AND THEY'RE GOING TO ASK FOR RECOMMENDATIONS -- TOP PRIORITIES. AND THEY WILL ORGANIZE THEM. DETERMINING HOW WILL THEY ALIGN? WHICH WILL GO TO THE TOP?

11:49:24 AND THEN GO BACK TO THE COMMITTEE. YOU KNOW?

11:49:48 >> THEN I HAVE ONE MORE QUESTION. I'VE LOVED ALL OF THE PRESENTATIONS TODAY. THEY SEEMED LIKE THE BEST PRACTICES. DO WE EVER LOOK LIKE THE WORST PRACTICES? AND SEE WHAT NEEDS TO BE CORRECTED THERE? SEEMS LIKE MOST OF US FROM LIVED EXPERIENCES ARE HERE BECAUSE WE HAVEN'T HAD GREAT

11:49:49 EXPERIENCES.

11:49:54 SO WHAT ARE THINGS THAT WE CAN DO -- I WANTED TO PUT THAT OUT.

11:50:20 >> YEAH. THANK YOU FOR THAT. I THINK THAT IS SORT OF WHY THE EQUITY WORK GROUP CREATED THAT EQUITY TOOL WAS TO, REALLY, HIT IT OFF -- BEFORE A RECOMMENDATION OR POLICY

GETS MADE, WHAT ARE THE POTENTIAL ADVERSE, UNINTENDED IMPACTS ON SOME POPULATIONS?  
EXCELLENT POINT. I'M SURE

11:50:25 WE CAN TALK ABOUT AND EXPLORE DIFFERENT WAYS AND MODELS THAT AREN'T WORKING WELL.

11:50:41 >> I HAVE ONE MORE POINT, YOU KNOW, SINCE WE TALK ABOUT LGBT, AND IT'S PRIDE MONTH, A LOT OF THE TRAININGS I'VE TAKEN FROM AGING SERVICES, THEY'RE VERY GENDER BIASED.

11:50:55 I THINK THAT LOOKING AT THE FUTURE, WE NEED TO THINK ABOUT THAT, YOU KNOW? AND HOW IS THAT GONNA BE DIFFERENT? FOR A LOT OF YOUNG PEOPLE WHO ARE GONNA BE OUR AGE SOME DAY, IT'S VERY DIFFERENT.

11:51:11 I THINK LOOKING AT THAT, INSTEAD OF WAITING IT FOR IT TO BE A PROBLEM LIKE HAVING 70% OF PEOPLE LIVING WITH HIV WHO ARE OVER 50. SO LOOKING AT THINGS LIKE THAT.

11:51:16 >> PERFECT. THANK YOU. ABSOLUTELY BRINGING THAT TO THE PROCESS. DENNY?

11:51:35 >> THANKS, AMANDA. I JUST HAVE CLARIFYING QUESTIONS. SORRY IF YOU COVERED IT AND I DIDN'T FULLY PROCESS. THE TWO AND THREE RECOMMENDATIONS WE'RE ASKED TO PUT TOGETHER, WHAT ARE THEIR RELATIONSHIPS WITH THE EXISTING RELATIONSHIPS THAT ARE ALREADY PART OF THE MASTER PLAN? AND MY SECOND QUESTION

11:51:36 IS...

11:51:48 ON THE 20TH AFTER WE SUBMITTED THESE RECOMMENDATIONS, WHO ULTIMATELY IS THE AUDIENCE? AND WHAT ARE OUR EXPECTATIONS OF WHAT HAPPENS WITH THOSE RECOMMENDATIONS?

11:52:12 >> GREAT QUESTIONS. YOUR RECOMMENDATIONS, THEY CAN BUILD ON EXISTING INITIATIVES. THAT IS WHY I WILL INCLUDE MINE. THE INITIATIVES -- THE FIRST 132 -- THEY VARY IN IMPACT, OBVIOUSLY AND EFFORT. WE WANT TO AVOID THAT THIS TIME. WE REALLY WANT THEM TO BE A BIT MORE SPECIFIC AND

11:52:15 IMPACT-DRIVEN.

11:52:23 THAT IS OUR LAUNCHING PAD FOR THE FIRST TWO YEARS. ENCOURAGE YOU TO REVIEW WHAT YOU SEE THERE.

11:52:44 YOU ALSO HAVE THE PROGRESS REPORTS. YOU CAN LOOK AT THE PROGRESS REPORT AND SEE HOW LONG THE PROGRESS REPORTS HAVE COME. IF YOU WANT TO FOCUS ON CAL AIM OR SOME OF THE BIGGER SYSTEMS OUT THERE.

11:52:49 AS FAR AS NEXT STEPS FOR THE RECOMMENDATIONS? GREAT QUESTION.

11:52:57 WE WILL PRESENT THEM ON SEPTEMBER 20. EVERY COMMITTEE WILL HAVE A CHANCE TO PROVIDE THEIR PLATFORM ON THE AGENDA.

11:53:19 THEN WE WILL, LIKE LAST TIME WHEN WE TOOK IN RECOMMENDATIONS FROM THE DIFFERENT STAKEHOLDER COMMITTEES -- ESSENTIALLY BRINGING THEM TO THE ADMINISTRATION.

BRINGING THEM TO THE SECRETARIES AND THE KEY DEPARTMENTS WHO WILL IMPLEMENT THESE SORTS OF PROJECTS. IT'S GOOD WHEN YOU DEVELOP THESE RECOMMENDATIONS,

11:53:26 HAVE IN MIND, WHO WOULD BE THE IMPLEMENTING DEPARTMENT OR AGENCY?

11:53:43 THAT IS NOW YOU KNOW TO BUILD A TIMELINE? DO BUDGET DOLLARS NEED TO BE BUILT? WHO IS THE AGENCY AND DEPARTMENT? AND WHO WOULD OVERSEE THE IMPLEMENTATION OF YOUR RECOMMENDATIONS?

11:54:10 >> I WILL ADD TO THAT. SOME MAY BE COLLAPSED AND COMBINED. SOME COMMITTEES MAY NIBBLE AROUND THE SAME EDGES AND REPACKAGE IT. THAT IS PART OF THE REASON FOR HAVING IT IN SEPTEMBER, POTENTIALLY IT COULD FEED INTO NEXT YEAR'S BUDGET. POTENTIALLY. NO PROMISES THERE. WE WANTED TO HAVE IT AHEAD

11:54:16 OF THE GOVERNOR'S JANUARY BUDGET AND TO LOOK FOR THINGS THAT ARE ACTIONABLE.

11:54:27 AND JUST AS WE DID BEFORE I ARRIVED AND THE TWO YEARS OF INITIATIVES WERE LAID OUT. WE WILL LAY THEM OUT IN JANUARY AGAIN, AS WELL.

11:54:38 >> ASSEMBLYMEMBER BROWN HAS A QUESTION.

11:55:05 >> WHEN WE STARTED THE MASTER PLAN FOR AGING, WE ASKED THE WHOLE STATE -- WHEREVER YOU WERE -- TO GIVE US WHAT THEY WANTED. AND CAME UP WITH 800 AND SOME ODD SUGGESTIONS. WE PARED THAT DOWN TO THE 105. FROM THAT 105, WE HAVE BEEN GOING OUT, TRYING NOW TO TAKE IT TO THE NEXT LEVEL.

11:55:11 AND TO COME DOWN A LITTLE BIT MORE ON IT, TO BE MORE SPECIFIC AND MORE INTENTIONAL.

11:55:17 SO IT WASN'T SOMETHING THAT SOMEBODY -- IT WAS A PIE IN THE SKY OR ANYTHING LIKE THAT.

11:55:34 THESE ARE ACTUAL SUGGESTIONS THAT MADE IT INTO THE MASTER PLAN THAT CAME FROM THOSE 800 COMMUNITY-FOCUSED AND COMMUNITY INPUT.

11:55:51 I THINK SOMEBODY WAS SAYING, WHERE DID IT COME FROM AND WHATEVER? I'M GETTING, IF YOU WEREN'T WITH THE WHOLE PROCESS, YOU MIGHT GET CONFUSED AND SAY, HOW DID THEY COME UP WITH THESE ISSUES?

11:55:58 SO I WANTED TO BRING THAT UP SO YOU WON'T THINK THAT IT JUST HAPPENED.

11:56:07 IT WAS PEOPLE IN THE STATE OF CALIFORNIA WHO ACTUALLY TOLD US, THAT'S WHAT THEY WANT.

11:56:34 >> THANK YOU SO MUCH, CHERYL. WE DO NEED TO PIVOT TO PUBLIC COMMENT BEFORE WE CLOSE THE MEETING. BUT -- SO DENNY AND MICHAEL AND RIGO, DO YOU MIND IF I FOLLOW-UP WITH YOU? GREAT. THANK YOU. TURNING IT OVER TO MARIYA FOR PUBLIC COMMENT.

11:57:02 >> THANK YOU. I'M GOING TO WORK ON GETTING MY CAMERA ON. PRESS STAR 9 IF YOU ARE IN THE QUEUE. AND IF YOU ARE JOINING BY WEBINAR, USE THE RAISED HAND FEATURE AND WE

WILL UNMUTE YOUR LINE. THERE'S QUITE A FEW COMMENTS IN THE Q&A. ENCOURAGE YOU TO CHECK THAT OUT. MOST HAVE BEEN

11:57:09 ANSWERED. I'M NOT SEEING HANDS RAISED. BUT WILL GIVE IT A COUPLE OF MORE MINUTES.

11:57:28 ANY TAKERS? OKAY. WELL, IN THAT CASE, WE'LL PASS IT BACK TO SUSAN FOR CLOSING COMMENTS.

11:57:43 >> ALL RIGHT. SO BEFORE I WRAP, WE'VE GOT JUST THREE MINUTES REMAINING. I DO WANT TO THANK ANY MEMBERS OF THE PUBLIC WHO ARE JOINING US, JUST BASED ON PARTICIPATION NUMBER, I KNOW THERE ARE PEOPLE WITH US TODAY WHO DIDN'T HAVE QUESTIONS.

11:57:53 LOOKS LIKE WE'RE SET. I WANT TO THANK ALL OF YOUR PRESENTERS WHO PREPARED TODAY TO SHARE INFORMATION AND EDUCATE US ALL.

11:58:04 AND AMANDA DID NOTE THAT WE'RE ALSO INVITING THE GOVERNOR'S OFFICE AND OTHER CABINET LEADERS TO JOIN US ON THE 20TH.

11:58:28 I WANT TO THANK EVERYBODY FOR THEIR PREPARATION TODAY, ESPECIALLY AMANDA LAWRENCE, WHO LEADS ALL THINGS ON MASTER PLAN. AMANDA, WE APPRECIATE YOU SO MUCH. KIRAN MAY HAVE LEFT, THANK HER AGAIN. AND LOOK FORWARD TO WORKING WITH THE COMMITTEE TO PREPARING YOU FOR SEPTEMBER 20. WE ENVISION