



Aging Hubs and Spokes

*Strengthening and modernizing
California's statewide foundation and framework for aging and adult services*



TODAY'S AGENDA

- I. The Opportunity for CA to Build Back Better
 - **Vision: Aging Hubs and Spokes in Every Community**
- II. Stakeholder Engagement Process
 - July-Dec 2021
- III. Proposed Hub Foundation & Framework
 - Discussion by All

***I. California's
Opportunity &
Commitment:
Age-Friendly
Communities
Statewide***



A network of blue human figures connected by lines, symbolizing community and aging.

Aging is Changing

- More and more diverse Californians are living longer.
 - 25% population will be 60+
 - 60+ population will surpass 18 and younger.
- Most are seeking to live in the homes and communities we choose as we age: 88% of Americans prefer to receive assistance living at home or with loved one.
- Older adults contributing even more work, income, family caregiving, volunteering to communities

Governor's Executive Order

- [Executive Order N-14-19](#) (June 2019) calling for Master Plan for Aging
- Blueprint to prepare state and all communities for the demographic changes
- Five bold goals, 23 strategies, and over 100 initiatives (Jan 2021)





Recommendation on Aging Hubs

1. **MPA LTSS Stakeholder Recommendations**
Navigation & Services - March 2020
2. **GO's ALZ Task Force Recommendations -**
Public Portal - November 2020
3. **MPA Initiatives on Leadership in Aging -**
#101 (AAA), #98 (ADRC), and #100 (AARP) -
January 2021



On June 3rd, California joined the AARP Network of Age-Friendly States and Communities!





‘21-24 Budget Investments (state and federal) include:

- No Wrong Door (ADRC)
- Older Adult Recovery and Resiliency – Meals & More
- Nutrition Infrastructure
- Digital Devices & Support
- Behavioral Health Warm Line
- Older Adult Employment
- Older Adult Legal Services
- Family Caregiving
- Fall Prevention/Home Modification
- Elder Justice Coordination
- AAA Administration

Nationwide poll reveals:

- 68% fear losing independence as they age
- 60% fear being alone without family and friends
- 53% worry about leaving their home to move into nursing home
- 56% worry about experiencing health and safety issues in a retirement community



Voters Say...



**The pandemic made it MORE urgent
to prioritize the Master Plan for Aging**



**The governor should prioritize and
invest in the Master Plan for Aging**



**They are MORE likely to support elected officials
who prioritize the Master Plan for Aging**



**It is important to have access to services
needed to live at home and in community**

Common Question from All:



How can California communities provide easy and excellent information and services on aging, disability, and Alzheimer's to all residents and families?



Good News!

Hub Models in CA Communities:

- **San Francisco:** Benefit and Resource Hub
- **LA County:** Board of Supervisors planning for new Department of Aging and unified City/County AAA
- **Marin County:** "One Door" approach



Next Step for California: Strong Hubs and Spokes in **Every CA Community**

- Offer residents “one door” that's easy to find by phone and on-line
- Connect to “spokes” – a range of aging and adult services and providers in region
- Assist residents with coordination of information and services as their wishes and needs change

**Why Scale Hubs
Statewide Now?**

Historic Opportunity to Recover & Build Back Better with and for **Older and Disabled Adults and Families of all Ages**

COVID 19 Accelerator

Exposed the strengths and weaknesses in our statewide network of aging, disability, and caregiving services and in the options for older and disabled adults to live at home and communities.

Master Plan for Aging Bold Goals

Set bold goals and ambitious initiatives in January 2021 to create a California for all Ages by 2030.

California Comeback & Investment

Includes unprecedented federal and state investment in Older American & Home and Community Living services, navigation, transitions, workforce, and infrastructure.

For Aging Services: Changing Landscape



- **Community Based Organizations' Innovation and Equity Focus**
 - Responding to COVID-19
 - Partnering with Health Plans
- **More County Human Services for adults:**
 - IHSS and APS
 - Medi-Cal and CalFresh expansions
 - SSI, Homelessness prevention programs
- **Aging and Disability Partnerships:**
 - ADRC
 - MPA
 - CHHS Community Living Advisory Committee
- **CDA Modernization:**
 - Fiscal, IT, and administrative "2.0"
 - Older California Act last modernized in 1996 and Older Americans Act opportunities in 2024

II. Aging Hubs Initiative Planning July-December 2021

**How can YOU and your
community engage?**

Public Engagement: 1

1. Stakeholder Engagement Kick-off Webinar (JULY)

Web resources available:
[https://aging.ca.gov/Statewide
Aging Hubs Initiative/](https://aging.ca.gov/StatewideAgingHubsInitiative/)

Questions or Comments to:
Engage@aging.ca.gov



Public Engagement: 2

2. Public Survey

Both available online
and via Telephone in
multiple languages

(JULY/AUG)



Public Engagement: 3

3. Community Virtual Town Halls (four), co-hosted with Commission on Aging and Local Leaders: (AUG-SEPT)

- Bay Area & Central Coast
- LA and Southern California
- Central Valley
- Rural & Remote California



Public Engagement: 4

4. Best Practices in Aging Leadership - Webinars (SEPT-OCT)

- Aging Agencies & Health Care, UCB
- Aging Agencies & Performance, USC
- And Others (TBD)



Public Engagement: 5

5. Stakeholder Convenings and/or Work Groups (TBD)

For example, by and with:

- CA Commission on Aging (CCOA)
- CA Association of Area Agencies on Aging (C4A)
- County Welfare Directors Association of California (CWDA)
- CA Association of Counties (CSAC)
- AAA Advisory Councils (TAC) (ONGOING)



Public Engagement: 6



6. **All Stakeholder Forum** to share Findings and Feedback (DEC)

To Be Determined!

Results could include: legislative, regulatory, budgetary, administrative, and/or partnership proposals in 2022, such as:

- Modernizing Older Californians Act
- Changes to California's map of Planning & Service Areas to align with Hubs & Spokes (currently 33)
- Revisiting OAA Funding formulas
- Updating of Local Agency on Aging designation processes with County Board of Supervisors
- Updates to California's federal Older American Act Annual Plans (2021-2025), with US HHS ACL
- Modernizing Older Americans Act with national partners

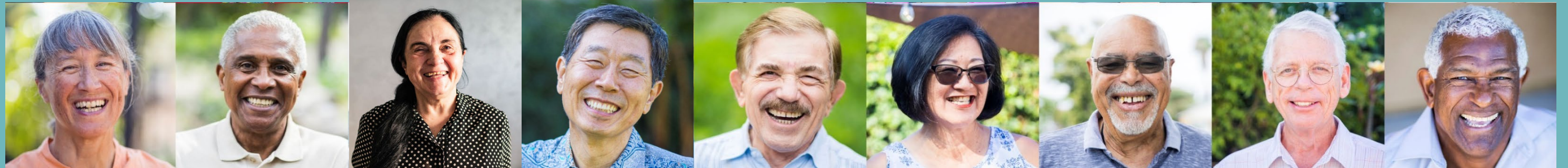


III. PROPOSAL for DISCUSSION:



A Statewide "Foundation and Framework" for Aging and Adult Hubs & Spokes in every Community to deliver person centered, equity focused, and data driven services and outcomes as we age.

STATEWIDE AGING HUBS INITIATIVE



One Door

**Services
“Spokes”**

Quality

Partnerships

Tech/Data

Fiscal/Admin

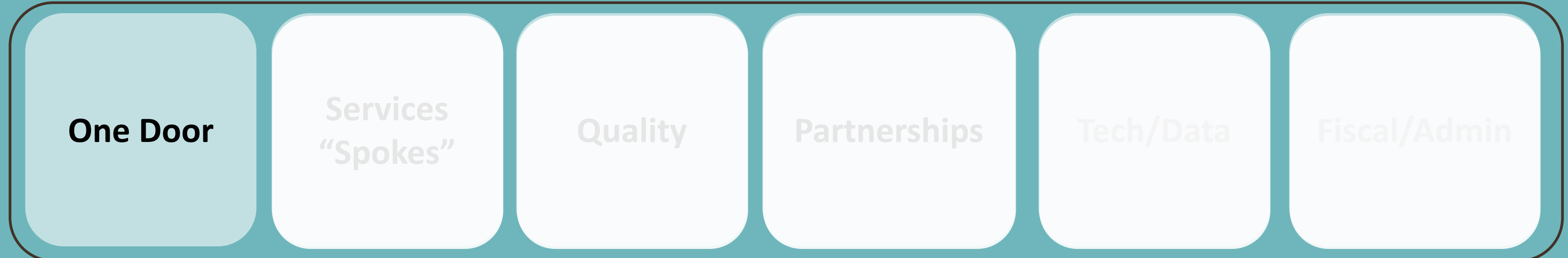
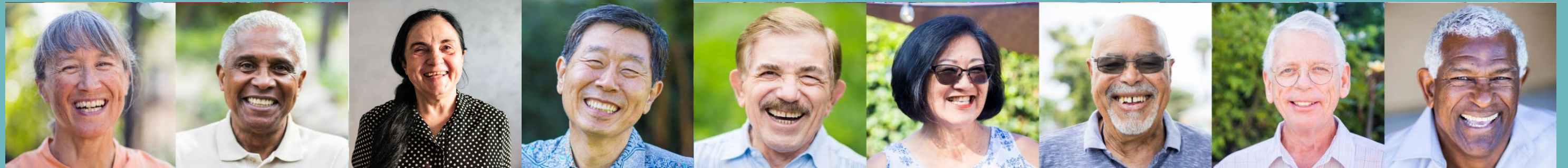
All three aging and adult leaders equally aligned, coordinated, and integrated.

Area Agency on Aging

County Adult Services

CBOs in Aging and Disability

STATEWIDE AGING HUBS INITIATIVE: ONE DOOR



1. One Door/No Wrong Door: *How do I find info and services so I can live in my home and community of choice?*

- Statewide public name, website, and telephone number (“public portal”)
- Statewide coverage of “No Wrong Door”/Aging Disability and Resource Connections services

STATEWIDE AGING HUBS INITIATIVE: SPOKES



2. Services or "Spokes": *Can I access the range of home and community services I need?*

- Common core of AAA services (TBD), with local additions (see NY example)
- Comprehensive spokes to range of AAA, County HS, and CBOs

STATEWIDE AGING HUBS INITIATIVE: QUALITY



One Door

Services
“Spokes”

Quality

Partnerships

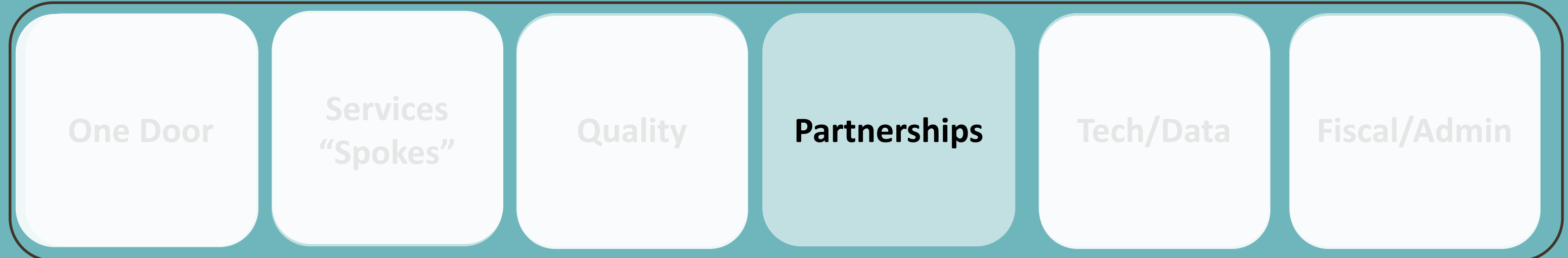
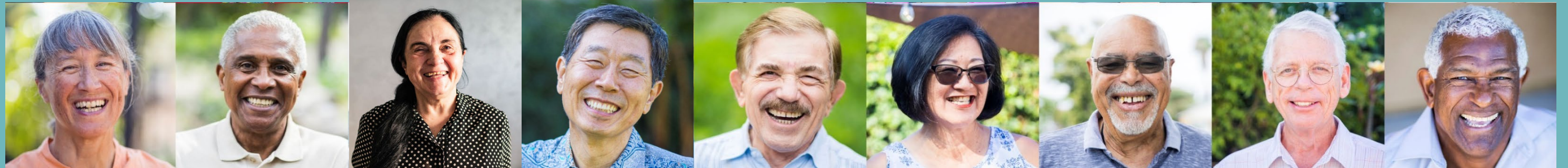
Tech/Data

Fiscal/Admin

3. Quality: *Will I be empowered to live in my home and community of my choice?*

- Training on person-centered and equity-focused care coordination and service delivery (see NY and other state examples)

STATEWIDE AGING HUBS INITIATIVE: PARTNERSHIPS

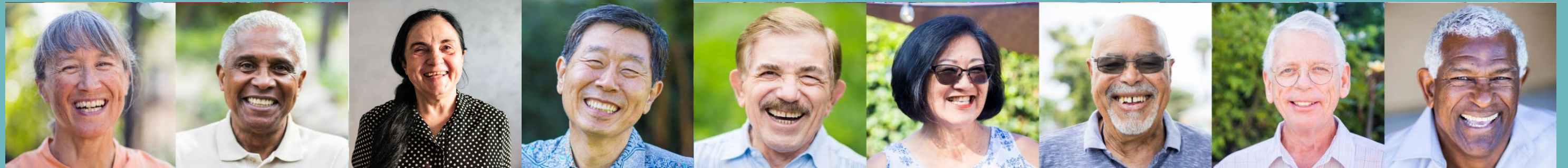


4. Partnerships: What other connections to home and community living are offered?

Key partnerships with:

- Health Plans (DHCS CalAIM, new Medicare Office)
- Disaster Services (Local OES)
- Tribal Organizations (Federal HHS ACL)

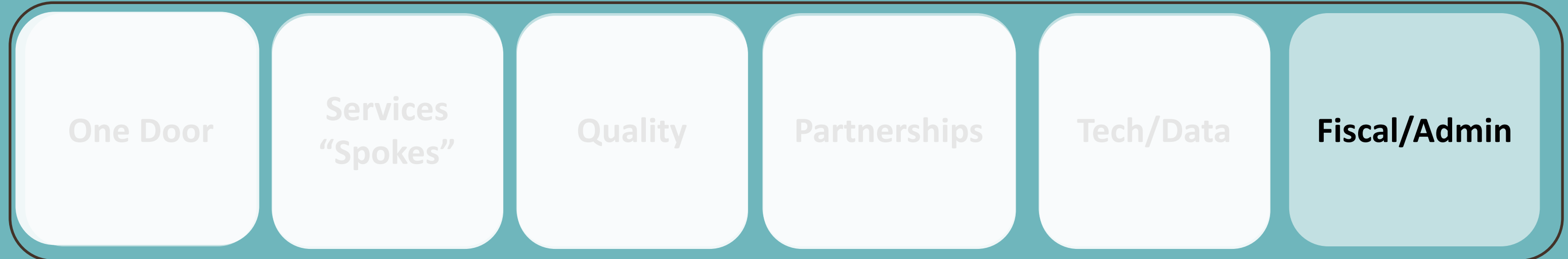
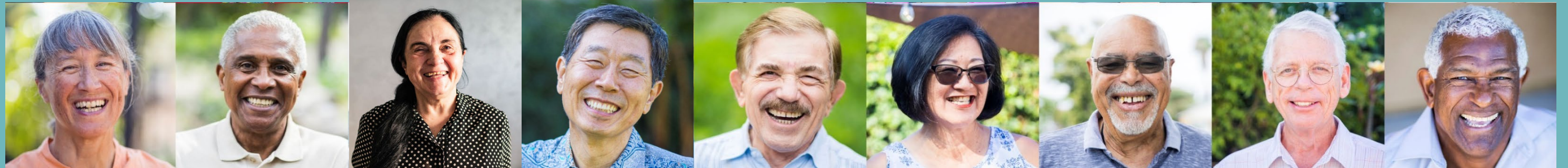
STATEWIDE AGING HUBS INITIATIVE: DATA



5. Technology/Data: *How's the customer service and performance of California's hubs and spokes?*

- Shared technology for coordination between hubs, spokes, partners
- Shared data systems for performance and equity, including public dashboards

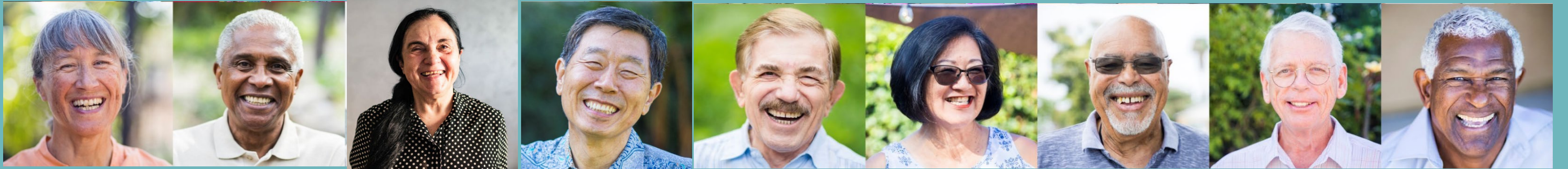
STATEWIDE AGING HUBS INITIATIVE: FISCAL



6. **Fiscal/Admin:** *How are California's hubs and spokes effectively supported?*

- Streamlined administrative policies and practices (e.g., electronic payments, allocations, contracting improvements)
- Revisiting of funding formulas

STATEWIDE AGING HUBS INITIATIVE



One Door

**Services
“Spokes”**

Quality

Partnerships

Tech/Data

Fiscal/Admin

Area Agency on Aging

County Adult Services

CBOs in Aging and Disability

CA.GOV

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Extreme Heat Resources

California has been experiencing extreme heat this summer. [Click here](#) for resources to stay safe during the intense heat.

CALIFORNIA DEPARTMENT OF AGING

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Click to Explore the California Master Plan for Aging, Local Playbook and Data Dashboard for Aging

COVID-19 INFORMATION & RESOURCES
Click here for information and resources on the coronavirus disease (COVID-19)

CALIFORNIA FOR ALL AGES RESOURCES
Click here for resources on combatting ageism and promoting equity

CALIFORNIA CHRONICLES

CALIFORNIA AGING & ADULT INFO LINE
Call 1 (800) 510-2020 or click here for local info and assistance for aging and disability services

Individuals and Families

Programs & Services

Find Services in My County

Helpful Tools & Tips

Information & Resources

Find Licensed Services

Do I Qualify?

Care Options

Data & Reports

Highlights

- CDA Aging Hubs Initiative
- 2021-22 Master Plan for Aging Budget Investments Summary + HCBS
- 2021-22 May Revision CDA Summary + HCBS
- California Joins AARP Network of Age-Friendly States and Communities
- California Chronicles Launches to Celebrate Older Californian's Month

How Do I?

- Get home delivered meals
- Apply for Medi-Cal
- Get help with Medicare
- Determine the best housing option for me
- Get help with my landlord
- Get legal assistance

Governor

Gavin Newsom

Secretary

Mark Ghaly

For more information and to keep updated about **Aging Hubs Initiative**, go to [CDA Webpage](#) Highlights Section.

Direct link:
[Aging Hubs Initiative Webpage](#)

Comments and Questions

- Partners

CA Commission on Aging

CA Association of Area Agencies on Aging

- Public



THANK YOU!



engage@aging.ca.gov