



**Hubs & Spokes Network for Aging & Disability Townhall  
Bay Area & Central Coast  
September 14, 2021 | 2:00pm - 3:30pm  
Captioners Transcript**

14:01:12 >> GOOD AFTERNOON, WELCOME EVERYBODY TO THE SECOND TOWN HALL IN SERIES OF TOWN HALLS FOCUSED ON THE HUBS AND SPOKES INITIATIVE WITH THE CALIFORNIA DEPARTMENT OF AGING.

14:01:25 WE WILL GIVE FOLKS A COUPLE MORE SECONDS, LOOKS LIKE THE ATTENDEE NUMBER IS GOING TO CLIMB AND I KNOW EVERYBODY IS GETTING SETTLED IN.

14:01:32 ALL RIGHT, BEFORE WE GET STARTED A COUPLE OF LOGISTICS HOUSEKEEPING ITEMS.

14:01:41 FIRST PARTICIPANTS WILL BE MUTED DURING PRESENTATIONS, WE HAVE AMPLE TIME AT THE END OF THE PRESENTATIONS FOR Q AND A AND COMMENTS.

14:01:52 WE LOOK FORWARD TO CONNECTING WITH YOU DURING THAT TIME. USE THE RAISE HAND ICON OR Q AND A ICON TO SUBMIT COMMENTS AND QUESTIONS.

14:02:01 CLOSED CAPTIONING IS AVAILABLE, AS WELL AS ASL INTERPRETATION, OUR INTERPRETER KIM SHOULD BE ON YOUR SCREEN.

14:02:14 TO ENABLE CLOSED CAPTIONING, YOU WANT TO HIT THE LIVE TRANSCRIPT OR CLOSED CAPTION ICON ON YOUR TOOLBAR AND SELECT SHOW SUBTITLE FROM THE MENU THAT POPS UP.

14:02:26 THE PRESENTATION AND RECORDING FROM TODAY WILL BE ARCHIVED, FIND IT ON THE CALIFORNIA DEPARTMENT OF AGING YOUTUBE CHANNEL OR HUBS AND SPOKES NETWORK PAGE.

14:02:37 LINKED IN THE PRESENTATION AND WILL TRY TO DROP IT IN THE Q AND A AS WELL. I WILL TURN IT OVER.

14:02:57 >> GOOD AFTERNOON, I'M CONNIE, WITH THE CALIFORNIA DEPARTMENT OF AGING, THANK YOU FOR JOINING TODAY, TODAY IS THE THIRD STAKEHOLDER ENGAGEMENT FOR THE HUBS AND SPOKES INITIATIVE, YOU SEE ON THE SLIDE, WE HAVE SEVERAL OPPORTUNITIES.

14:03:17 WE WILL BE HOSTING NOW THROUGH THE END OF THE YEAR. THE NEXT ONE WILL BE SEPTEMBER 28TH, ANOTHER TOWN HALL FOCUSING ON RURAL AND REMOTE CALIFORNIA. OCTOBER 12, WILL BE LA AND SOUTHERN CALIFORNIA REGIONS, AND ALSO HAVE ONLINE FEEDBACK SURVEY.

14:03:34 YOU CAN FIND THE LINK ON THE WEBSITE, I WILL SHOW YOU SHORTLY WHERE YOU CAN FIND THAT. SURVEY AVAILABLE NOT JUST ONLINE, IF YOU NEED A PRINTED FORM WE HAVE A PHONE LINE YOU CAN CALL AND LEAVE YOUR INFORMATION AND WE WILL SEND YOU A PRINTED COPY.

14:03:51 WE HAVE THREE WEBINARS PLANNED, AND LEADING EXPERTS, ALSO ANY RECOMMENDATION BY E-MAIL AS WELL. ALSO IN DECEMBER WE WILL BE HOSTING A RESULTS BRIEFING WE WILL BE WORKING IN PARTNERSHIP WITH SACRAMENTO STATE UNIVERSITY.

14:04:03 WITH RESULTS AND FEEDBACK AND EVERYTHING WE HAVE HEARD WITH TOWN HALLS AND E-MAILS AND COMMENTS.

14:04:19 BRING FORWARD TO EVERYONE, WHAT WE HAVE COLLECTIVELY HEARD. AND, THEN LIKE TO SUBMIT FEEDBACK BY OCTOBER 15TH. HERE YOU SEE WHERE YOU CAN FIND THE INFORMATION ON THE HUBS AND SPOKES WEB PAGE.

14:04:28 IF YOU GO TO THE HOME PAGE UNDER HIGHLIGHTS YOU SEE THAT WILL TAKE YOU DIRECTLY THERE. AND WE HAVE A DIRECT LINK AS WELL IN THE PRESENTATION.

14:04:35 WE LIKE TO SEE WHO IS JOINING HERE TODAY. WE HAVE LAUNCHED OUR FIRST POLL FOR THE DAY.

14:05:05 TAKE A MINUTE TO TELL US WHO YOU ARE, THAT WOULD BE GREAT, I WANT TO SEE WHO IS ATTENDING. NEXT I WILL ROLL INTO OUR AGENDA, NEXT STEPS, WHAT WE ARE GOING TO DO WITH ALL OF THIS INFORMATION WE GATHER, THE DEADLINE TO SUBMIT IS OCTOBER 15. WHAT WE ARE LOOKING AT. BOTH THE CALIFORNIA DEPARTMENT OF AGING AND COMMISSION ON AGING WILL HOST A RESULTS AND RECOMMENDATION BRIEFING IN PARTNERSHIP WITH SAC STATE.

14:05:18 WHAT THESE CAN RESULT IN, EVERYTHING TO BE DETERMINED, COULD INCLUDE STATE BILLS OR BUDGET OR LOCAL ACTIONS AND ADVANCED RECOMMENDATIONS.

14:05:30 TODAY'S AGENDA, FIRST WE GO THROUGH THE OPPORTUNITY FOR CALIFORNIA TO BUILD BACK BETTER, RUN THROUGH THE VISION OF HUBS AND SPOKES FOR AGING AND DISABILITY IN EVERY COMMUNITY.

14:05:49 THEN, ALSO, WE WILL MOVE INTO LOCAL PERSPECTIVES, HEAR FROM A COUPLE. WE WILL GO OVER OPPORTUNITIES, CHALLENGES AND RECOMMENDATIONS, AND THEN GO INTO OUR DISCUSSION, WE HOPE TO HAVE A DISCUSSION ON THE TOPICS WE HAVE BROUGHT UP.

14:06:07 WE HAVE THE POLL RESULTS HERE, YOU SEE WHO IS JOINING US TODAY. FEEL FREE TO FILL OUT THAT POLL, IF YOU STILL GOT IT UP. PARTNERS WITH THE AREA AGENCY ON AGING, REPRESENTATIVES FROM LOCAL CITY AND COUNTY ADVOCATES AND SERVICE PROVIDERS.

14:06:16 NOW I WILL ROLL INTO IF YOU WANT TO PRESS THE SPACEBAR, THERE WE GO. BUILDING BACK BETTER. I WILL TOSS IT OVER.

14:06:50 >> SO HAPPY TO BE HERE WITH YOU, THANK YOU. I AM MARCY, I AM COHAIR OF THE CALIFORNIA COMMISSION ON AGING, I AM HERE TODAY WITH MY COLLEAGUE, FELLOW SAN FRANCIS CAN, COMMISSIONER ANNI CHUNG, PRESIDENT AND CEO FOR SELF-HELP FOR THE ELDERLY.

14:07:13 ONE OF THE TOP PRIORITIES THIS YEAR FOR THE COMMISSION ON AGING IS TO SUPPORT THE AGING AND DISABILITY RESOURCE CONNECTION. THE IMPORTANCE OF IMPROVING ACCESS TO PERSON-CENTERED CULTURALLY COMPETENT, AND AGING SERVICES AND SUPPORTS FOR ALL CALIFORNIANS, IN EVERY COUNTY CANNOT BE UNDERSTATED.

14:07:25 CALIFORNIA COMMISSION ON AGING IS AN INDEPENDENT STATE ADVISORY BODY CREATED IN STATE LAW TO SERVE AS THE PINS PL ADVOCATE FOR OLDER CALIFORNIANS.

14:07:33 TO THE WORK OF ADVOCACY AND ADVISING, THE COMMISSION SERVES AS A CATALYST FOR CHANGE THAT SPORES AND CELEBRATES CALIFORNIANS AS THEY AGE.

14:08:02 OUR VISION IS CALIFORNIANS CAN AGE WITH DIGNITY AND RESPECT IN THE SETTING OF THEIR CHOICE, WITH MEMBERS APPOINTED BY THE GOVERNOR AND BOTH HOUSES OF THE LEGISLATURE, COMMISSIONERS REPRESENT THE RACIAL AND ETHNIC DIVERSITY OF THE STATE, AS WELL AS THE STATE CULTURAL AND GEOGRAPHIC. THE CCOA MANDATE TO PROVIDE INPUT TO THE GOVERNMENT STATE DEPARTMENTS AND LEGISLATURE.

14:08:11 GAVE US A OPPORTUNITY TO BE INVOLVED IN THE DEVELOPMENT OF THE MASTER PLAN FOR AGING AND NOW IMPLEMENTATION AND MONITORING.

14:08:24 THE COMMISSION SPECIFICALLY SUPPORTS THE INITIATIVE FOCUS ON STRENGTHENING LEADERSHIP AT LOCAL AND STATE LEVELS, INCLUDING REVISITING.

14:08:41 THE PURPOSE OF TODAY'S MEETING, TO BE CLEAR, THE COMMISSION HAS TAKEN NO POSITION ON HOW THE STRUCTURE MIGHT BE RECON FIGURED. WE ARE PLEASED TO BE HERE TODAY TO PARTNER WITH AND SUPPORT THE DEPARTMENT AND LISTEN TO YOU

14:08:54 >> THANK YOU. ANNI, ALSO ON THE COMMISSION, I WORK AND LIVE IN SAN FRANCISCO. NEXT SLIDE, PLEASE.

14:09:26 AS YOU ALL KNOW, AGING IS DEFINITELY CHANGING. AND WE ARE GETTING MORE AND MORE DIVERSE, SOON THE OVER 60 PLUS POPULATION, WILL EXCEED THE POPULATION 18 AND UNDER FOR THE FIRST TIME BY 2030 IS THE PROJECTED DATE. NATIONWIDE POLLS BY THE SCAN FOUNDATION AND AARP CONFIRM THAT PEOPLE WANT TO CONTINUE LIVING IN THEIR HOMES AND COMMUNITIES AS THEY AGE.

14:09:40 YOU LOOK AT THE FIGURE, 88%, REALLY PREFER TO STAY AND AGE IN PLACE. ALSO, TODAY'S OLDER ADULTS APPROACH THE RETIREMENT YEARS DIFFERENTLY. MANY WANT TO CONTINUE AN ACTIVE LIFESTYLE.

14:10:02 EITHER BY WORKING OR BY VOLUNTEERING. AND MANY ARE CAREGIVERS, CARING FOR FAMILY MEMBERS OR RAISING THEIR GRANDCHILDREN. AND THEY PROVIDE SOME OF THE MOST IMPORTANT VOLUNTEER SERVICES IN THE COMMUNITY.

14:10:12 >> YOU'RE MUTED.

14:10:39 >> YES I WAS, THANK YOU. THE LAST TWO YEARS HAVE BEEN AN IMPRESSIVE AND HISTORIC PERIOD FOR OLDER ADULTS IN CALIFORNIA. THE COVID PANDEMIC SHATTERED NORMS AND CREATED URGENCY TO ADDRESS THE DISPARITIES AND GAPS IN HUMAN SERVICES AND DELIVERY SYSTEMS.

14:10:56 TODAY CALIFORNIA HAS A OPPORTUNITY TO LEARN, FROM ADAPTING TO EMERGENCY SITUATIONS, INCLUDING ADVANCING IN TECHNOLOGY, ACCEPTANCE OF TELE-HEALTH, MEAL DELIVERY, HOUSING AND HEALTH CARE WITH LONG-TERM SERVICES AND SUPPORTS, VIRTUAL SOCIAL CONTRACTS.

14:11:24 EXPANDED INTERNET ACCESS, AND NOW WORKFORCE CONFIGURATIONS, NEW WORKFORCES. THE MASTER PLAN FOR AGING DEVELOPED DURING THE PANDEMIC, AND RELEASED IN JANUARY 2021, OFFERS A BOLD VISION OF A CALIFORNIA FOR ALL AGES, AT A TIME WHEN SYSTEMS CHANGE IS NOT ONLY TIMELY BUT ESSENTIAL.

14:11:34 TODAY WE HAVE EXTRAORDINARY INVEST. IN LIVING SERVICES, NAVIGATION, TRANSITIONS, WORKFORCE, AND INFRASTRUCTURE.

14:11:46 THE HOME AND COMMUNITY BASED SERVICES SPENDING PLAN ALONE IS 3 BILLION DOLLARS.

14:11:58 THIS OFFERS A ONCE IN A GENERATION OPPORTUNITY, TO BUILD BACK BETTER WITH A SYSTEM THAT CONNECTS PEOPLE TO SERVICES THAT ALLOW THEM TO LIVE WITH DIGNITY AND INDEPENDENCE IN THE HOMES AND COMMUNITIES OF CHOICE.

14:12:26 THESE CHANGES ARE FUNDAMENTAL TO MEETING THE NEEDS OF GROWING AND DIVERSE AGING POPULATION. WE WOULD LIKE TO TAKE A MOMENT TO BRIEFLY DESCRIBE TWO RELEVANT SAN FRANCISCO PROGRAMS. I WILL START WITH FIRST DESCRIBING THE DIGNITY FUND, RELATIVELY NEW PROGRAM, ADMINISTERED BY THE DEPARTMENT OF DISABILITY AND AGING.

14:12:49 PRIMARILY THROUGH CONTRACTS WITH COMMUNITY BASED ORGANIZATIONS. I SERVE ON THE DIGNITY FUND OVERSIGHT COMMITTEE. THE FUND TARGETS RESOURCES AND PROGRAMS FOR LOW AND LOW MIDDLE INCOME SENIORS AND ADULTS WITH DISABILITIES, IN PARTICULAR, OLDER ADULTS AND ADULTS WITH DISABILITIES WITH CHRONIC ILLNESSES.

14:13:14 SUCH AS HIV AND DIABETES AND UNDERSERVED COMMUNITIES SUCH AS THE LGBTQ AND LATINX COMMUNITY.

14:13:17 THE FUND HAS SERVICES AND PROVIDES ADDITIONAL SET ASIDE DOLLARS TO ADDRESS UNMET NEEDS.

14:13:33 NEEDS ASSESSMENT PROCESSED EVERY 4 YEARS TO IDENTIFY STRENGTHS, PLAYS AN IMPORTANT ROLE IN HELPING DIVERSE OLDER ADULTS AND PEOPLE WITH DISABILITIES LIVE AND AGE IN THEIR HOMES AND IN THEIR COMMUNITIES.

14:13:59 >> THANK YOU. AS ONE OF THE SERVICE PROVIDERS IN THE BAY AREA IN SAN FRANCISCO PARTICULARLY, IN PROVIDING FOR A VERY LOW INCOME MINORITY AND NONENGLISH SPEAKING POPULATION, WE ARE REALLY GRATEFUL THAT THE CITY PASSED

THIS FUND. WITHOUT IT WE WOULD STILL BE STRUGGLING TO FUND SOME OF THE REALLY NECESSARY SERVICES.

14:14:14 NOW I WOULD LIKE TO TALK A LITTLE BIT ABOUT THE ADRCS, THE AGING AND DISABILITY RESOURCE CENTERS. AS WELL AS EXPANDED INFORMATION AND REFERRAL SERVICES.

14:14:42 SO YOU MAY OR MAY NOT KNOW, IN 2016 SAN FRANCISCO OPENED UP A HUB WHERE A LOT OF THE CITY SERVICES SERVING VETERANS, CAREGIVERS, DIVERSE AGING POPULATION, IT WAS IN ONE PLACE, LIKE A ONE STOP BENEFITS CENTER THAT A LOT OF THE DIVERSE POPULATION IN SAN FRANCISCO COULD GO AND GET TO AND APPLY FOR THESE MUCH NEEDED CITY SERVICES.

14:15:09 BUT KIM LATER WILL TALK AT IT IN MORE DETAILS. AS EXTENSION OF THIS HUB AND SPOKES MODEL. SAN FRANCISCO ALSO FUNDED PROBABLY 14 BY NOW, THESE ADRCS, AGING AND DISABILITY RESOURCE CENTERS IN ALMOST EVERY NEIGHBORHOOD IN SAN FRANCISCO. A LOT OF THEM OFFERED LANGUAGE THAT IS SPOKEN.

14:15:39 A LOT OF THE DIFFERENT LANGUAGES BEING SPOKEN IN SAN FRANCISCO. ENGLISH, CHINESE, SPANISH, VIETNAMESE, RUSSIAN. AND ALSO THESE NEIGHBORHOOD ADRCS SERVING THE PARTICULAR COMMUNITY THAT USUALLY HAVE LESS ACCESS TO CITY SERVICES BECAUSE OF THE CULTURAL AND LANGUAGE BARRIERS.

14:16:08 THESE 14 ADRCS IN SAN FRANCISCO ARE GEOGRAPHICALLY DIVERSE, ALSO, LANGUAGE AND CULTURAL COMPETENT SERVICES. WE HAVE ADDED TWO ADRC SITES, WHICH SPECIALIZE FOCUS SERVING THE DISABILITY COMMUNITY AND LGBTQ COMMUNITY. SO, A REALLY GOOD MODEL, IF ANYONE WANTED MORE INFORMATION ON THE SAN FRANCISCO BENEFITS HUB.

14:16:28 OR ON ANY OF THE WEBSITE, THE COMMISSION ON AGING WILL PROVIDE THOSE TO YOU. AS NOTED WE ARE FORTUNATE TO HAVE UNPRECEDENTED FINANCIAL RESOURCES FOR THE AGING PROGRAMS, WE ARE ALSO FORTUNATE TO HAVE A THOUGHTFUL MASTER PLAN IN AGING.

14:16:43 INFORMED BY THOUSANDS OF HOURS OF STAKEHOLDER WORK. AND DYNAMIC LEADERSHIP OF THE DIRECTOR KIM MCCOY WADE. AND EXCEPTIONAL TEAM AND SECRETARY GHALY AT THE HEALTH AND HUMAN SERVICES AGENCY.

14:17:10 ALL OF WHOM ARE WILLING AND WAITING FOR YOUR INPUT, THANK YOU FOR MUCH FOR ATTENDING OUR TOWN HALL TODAY, I LOOK FORWARD TO DYNAMIC AND INFORMATIONAL DISCUSSION, SXO NOW I HAVE THE PLEASURE OF INTRODUCING KIM MCCOY WADE TO PROVIDE AN OVERVIEW OF PROPOSED MISSION FOR HUBS AND SPOKES IN EVERY COMMUNITY.

14:17:34 >> THANK YOU, IT IS WONDERFUL TO BE WITH YOU, EVEN VIRTUALLY, PLEASURE TO BE WITH THE BAY AREA AND CENTRAL COAST, IN MY MIND I AM TRAVELING FROM 97 DEGREES, SACRAMENTO DOWN TO COOLER COAST AND SEEING THE BAY AND OCEAN WITH ALL OF YOU, THANK YOU FOR WELCOMING US TO THIS VIRTUAL TOWN HALL, I AM GOING TO BRIEFLY TALK ABOUT HISTORY AND VISION.

14:17:51 AND THEN WE WILL GO TO HEAR FROM MORE EXAMPLES OF HUBS AND POKES IN THE BAY AIR Y AND CENTRAL COAST. SO, AS ANNI, AND AND MARCY OUT LINED THE MASTER PLAN FOR AGING CALLS FOR LEADERSHIP IN AGING AT EVERY LEVEL.

14:18:12 STATE AND LOCAL LEVEL, IN ORDER TO SERVE OUR GROWING AND DIVERSIFYING AGING POPULATION, AND ONE OF THOSE INITIATIVES AS YOU MAY RECALL, THERE ARE DOZENS OF INITIATIVES, OUR HOMEWORK FOR THIS WAS TO VISIT CALIFORNIA AGENCIES ON AGINGS.

14:18:29 BUILD OUT NO WRONG DOOR SYSTEM STATEWIDE FOR PUBLIC INFORMATION ASSISTANCE, INITIATIVE 98, AND RECOGNIZING IT'S A STATE AND LOCAL PARTNERSHIP CREATE THE GOVERNOR'S OFFICE LEADERSHIP POSITION ON AGING DISABILITY AND ALZHEIMER'S.

14:18:53 SO LEADERSHIP MATTERS, IN THAT SPIRIT, NEXT SLIDE. WE ARE PROPOSING A VISION, A FRAMEWORK, IF YOU WILL, OF HUBS AND SPOKES THAT CAME UP TIME AND TIME AGAIN IN THE



MASTER PLAN FOR AGING PROCESS, FROM STAKEHOLDERS AND THE THE PUBLIC. THIS PICTURE TRIES TO CAPTURE WHY.

14:19:18 WHY HUBS AND SPOKES CONSUMER EXPERIENCE. ON THE LEFT SIDE OF THE SLIDE YOU SEE A PERSON, FOLLOWING A MAZE OF ARROWS, FROM QUESTIONS ABOUT HOUSING, HOME CARE, TRANSPORTATION, VOLUNTEERING. ALL KINDS OF SERVICES AND SUPPORTS WE ALL NEED TO THRIVE AS WE AGE AND EXPERIENCE DISABILITY.

14:19:45 LOCKING LIKE A MAZE, AND THE VISION WE HEARD FROM THE PUBLIC, WHAT WE HEARD FROM THE SUB COMMITTEE ON LONG TERM SERVICES AND SUPPORTS, WHAT WE HEARD FROM THE ALZHEIMER'S TASK FORCE. WAS THAT WE NEED ONE DOOR TO WALK THROUGH, WHERE WE CAN BE GREETED WITH PEOPLE WHO WILL DO A PERSON-CENTERED ENGAGEMENT WITH US.

14:19:56 IN LANGUAGE AND CULTURALLY COMPETENT, AND PROVIDE US CONNECTION, COMPREHENSIVE AND COORDINATED SERVICES AND SUPPORTS.

14:20:15 THAT IS THAT PICTURE ON THE THE RIGHT, A CERTAIN ON THE CENTER, A HUB, A WHEEL OF SERVICES, THAT AGAIN ARE COMPREHENSIVE, AND COORDINATED AND AS YOU CAN SEE, THE PERSON IS AT THE CENTER. MAKING SURE THAT THE SERVICES ARE WHAT MATTER TO THEM. AND MATCH THEIR PREFERENCES AND PRIORITIES.

14:20:36 SO, OKAY, IF THAT IS THE VISION OF WHAT WE WANT THE CUSTOMER EXPERIENCE TO BE LIKE, HOW DO WE AS STATE AND LOCAL LEADERS, DELIVER THAT? NEXT SLIDE, THAT IS WHERE THIS FRAMEWORK OF HUBS AND SPOKES CAME UP. AND WHAT THIS PROPOSAL IS, CAN WE COMMIT TO BUILDING HUBS AND SPOKES ALL OVER THE STATE.

14:21:04 ON THIS PICTURE YOU SEE A NETWORK DRAWN OVER THE MAP OF CALIFORNIA. THAT IS A DRAFK IMAGE, NOT A SPECIFIC MAP, BUT YOU GET THE IDEA OF HUBS AND SPOKES, ALMOST LIKE AN AIRPLANE FLIGHT MAP. WHAT THIS WOULD BE IS THE STATE WOULD COMMIT TO FOUNDATION AND FRAMEWORK, A BLUEPRINT

IF YOU WILL. FOR EVERY LOCAL COMMUNITY TO ADAPT AND ADOPT. BOTH WORDS ARE IMPORTANT.

14:21:15 ADAPT AND ADOPT, DELIVER PERSON-CENTERED EQUITY FOCUSED AND DATA DRIVEN SERVICES AND OUTCOMES TO ALL OF US AS WE AGE.

14:21:33 ONLY A FRAMEWORK, WE TALK ABOUT MORE, EVERY COMMUNITY NEEDS TO MAKE IT THEIR OWN. WE HEARD ABOUT SAN FRANCISCO, HOW THEY HAVE DONE A VERSION, AND HEAR SHORTLY FROM OTHERS HOW THEY ARE BUILDING THEIR SYSTEMS.

14:21:59 HERE IS WHAT WE MEAN ON THE THEORY, WHAT IS A HUB AND SPOKE FRAMEWORK? START AT THE BOTTOM. LIGHT GREEN YOU SEE THE WORD FOUNDATION, THE FOUNDATION OF ANY HUB AND SPOKE IS A PARTNERSHIP, VERY CLOSE PARTNERSHIP, BETWEEN THE AREA AGENCY ON AGING AND CONTY ADULT SERVICES AND COMMUNITY BASED ORGANIZATIONS WORKING AND AGING IN DISABILITY.

14:22:20 TRIPLEA COUNTY. CBO WE SOMETIMES SAY, ALL THESE OF THOSE SERVICE PROVIDERS ARE ESSENTIAL IN ALLOWING THOSE TO AGE AND PLACE AS WE WANT TO P F THAT IS AT THE HEART TO MAKE ANY SUCCESSFUL WORK FOR CALIFORNIA FOR ALL AGES.

14:22:32 NEXT LEVEL, ONCE WE HAVE THE 3 WORKING TOGETHER, WHAT ARE THE COMMON ELEMENTS OF THE HUB AND SPOKE SYSTEM, TOP HALF AND FRAMEWORK, WE HAVE IDENTIFIED SIX PLANKS OF THE HOUSE WE ARE BUILDING.

14:22:52 MAYBE YOU CALL IT THE SUPPORT BEAMS. FIRST ON THE LEFT, IS ONE DOOR, NO WRONG DOOR, YOU HEAR THE HUB, WHERE DO I CALL TO FIND OUT WHAT IS AVAILABLE TO ME AS I AGE IN MY COMMUNITY, IS THERE A WEB PAGE OR PHONE NUMBER THAT CAN START MY YOU KNEE AND LEARNING WHAT IS AVAILABLE TO ME.

14:23:09 SECOND IS SPOKES, ONCE I FIERND THAT DOOR AND WALK THROUGH IT, WHAT CAN I FIND. ONLY SOME SERVICES,

DIVERSITY OF SERVICES, IS IT TRULY EVERYTHING AS I JOURNEY THROUGH AMGING, AGES AND STAGES OF AGING, CAN I KEEP COMING BACK, FINDING WHATEVER ELSE.

14:23:19 MYSELF OR FAMILY OR CAREGIVERS MIGHT NEED. JUST A REFERRAL OR MORE THAN INFORMATION TO TRULY BE ASSISTANTS.

14:23:51 PERSON SCEPTERED OPTIONS COUNSELING, CARE COORDINATION, IN LANGUAGE, IN NEIGHBORHOOD AS TALKED ABOUT IN SAN FRANCISCO, THAT MAKE THAT A QUALITY EXPERIENCE. THAT MAKE IT MORE THAN INFORMATION, BUT TRULY MEET YOU WHERE YOU ARE. PARTNERSHIPS, AGING IS EVERYTHING, SO, THREE OF THE KEY PARTNERSHIPS WE THINK ARE IMPORTANT IN COMING YEARS AND HAVE BEEN FOR A LONG TIME. ONE IS HEALTH PLANS, THEY ARE INCREASINGLY PARTNERING.

14:24:08 THANKS TO CALIFORNIA LEADERSHIP AND CAL AIM TO FUND THE SERVICES HOW DO WE LINK THEM. ANOTHER KEY PARTNERSHIP I HATE TO SAY IT. EMERGENCY SERVICES, WE KNOW THAT FIRES AND EARTHQUAKES ARE UNFORTUNATELY PART OF LIFE IN CALIFORNIA.

14:24:19 OLDER AND DISABLED ADULTS CAN BE MORE AT RISK, HOW DO WE MAKE SURE OUR ADULT SERVICES AND AGING SERVICES AND EMERGENCY SERVICES ARE PROPAIRED.

14:24:36 AND THIRDLY HISTORIC AND ESSENTIAL PARTNERSHIP WITH TRIBAL LEADERS IN CALIFORNIA. WE HAVE A LARGE COMMUNITY OF TRIBAL ORGANIZATIONS AND NATIONS, WHERE GOVERNMENT TO GOVERNMENT RESPECTFUL PARTNERSHIP IS ESSENTIAL AND SO MUCH MORE TO DO THIS IN AREA.

14:24:44 LASTLY BUT ESSENTIALLY WE KNOW WE NEED TO BE MORE DATA DRIVEN AND DATA FOR ACTION.

14:24:55 WE ARE MOVING AT THE STATE TO BRING THE ENTIRE NETWORK AND OURSELVES INTO ONE MODERN DAY THE REPORTING SYSTEM, THEN SHOW THE PUBLIC DASHBOARD TO ALL SEE HOW WE ARE DOING TOGETHER.

14:25:10 AND FISCAL ADMIN, LASTLY BUT NOT AT ALL LEAST, WE AT CDA ARE WORKING HARD TO STREAMLINE AND MODERNIZE TO REDUCE THE BURDEN THAT HAS SOMETIMES GONE ALONG WITH THE PROGRAMS.

14:25:21 MOVING TO E-WELCOME TRONIC PAYMENTS, OTHER NIMBLE AND RIGOROUS PROCESSES SO THE MONEY CAN SERVE PEOPLE EFFECTIVELY AND QUICKLY.

14:25:38 ADMINISTRATIVE, WHILE IMPORTANT TO INVEST IN IS NOT TAKING TIME AND MONEY. THAT IS THEORY, SEE WHAT HAPPENS WHEN IT HITS THE GROUND, MOVE TO PRACTICE, HEAR TWO MORE CASE

14:25:55 STUDIES IN THE REJOVEN. I AM DELIGHTED TO HAND IT OFF TO ELI FROM MA RIN, AND THEN HEAR FROM YOU ABOUT YOUR EXPERIENCE, AND QUESTIONS, ABOUT WHETHER THIS VISION MAKES SENSE, AND, HOW YOU WOULD IMPROVE IT, AND HOW WE CAN MOVE IT FORWARD TOGETHER, THANK YOU.

14:26:09 >> KIM, THANK YOU SO MUCH, AND FOR YOUR LEADERSHIP THROUGH OUT COVID-19, HONORED TO PARTNER WITH YOU.

14:26:13 I AM ELI, CEO, NEXT SLIDE, PLEASE.

14:26:26 SO, WHAT I AM GOING TO GIVE YOU AN OVERVIEW, IS KIND OF WHAT THE FOUNDATION OF THE HUB AND SPOKE LOOKS LIKE IN MARIN COUNTY.

14:26:26 TALKING ABOUT

14:26:42 STUDS OR FRAMING OUT, I WOULD SAY THE MODEL IS DRY, WE HAVE SHEET ROCK AND ELECTRICAL OUTLETINGS, WORKING ON THE FULL HOUSE, VERY MUCH IN PROCESS.

14:26:53 A LITTLE HISTORY, BACK IN 2014, OURAAA, AGING AND ADULT SERVICES AND CENTER FOR INDEPENDENT LIVING REALLY RECOGNIZED THE NEED FOR COORDINATED SERVICES.

14:27:14 BOTH FOR OLD R ADULTS AND PEOPLE WITH DISABILITIES, RECOGNIZING THIS SHARED JOURNEY WE ARE ALL ON, WHETHER WE ARE AGING INTO DISABILITY, OR AGING WITH DISABILITY.

JUST AS BACKGROUND, MARIN CIL IS A 42-YEAR-OLD COMMUNITY BASED ORGANIZATION, INDEPENDENT LIVING CENTERS.

14:27:34 ONE OF THE EARLIER INDEPENDENT LIVING CENTERS, ESTABLISHED THROUGH ORIGINAL DISABILITY RIGHTS MOVEMENT IN BERKELEY. AND THE AAA IN MA RIN, NOT ONLY ADMINISTRATING OLDER AMERICANS ACT DOLLARS, BUT COORDINATING SEVERAL SAFETY NET PROGRAMS.

14:28:06 FROM FOOD AND NUTRITION AND INFORMATION AND ASSISTANCE LIKE IHSS PROGRAM. AND OTHER SERVICES. SO, IN OUR ADRC, WE REALLY HAVE TWO OF WHAT WE CALL CORE PARTNERS, OUR AAA AND INDEPENDENT LIVING CENTERS, AND LOOKING AT THE HUBS AND SPOKES, WHAT WE EXPANDED OVER THE LAST FEW YEARS WE HAVE REALLY SEEN SIGNIFICANT EXTENDED PARTNERS.

14:28:28 I AM GOING TO MENTION BY NAME. COMMUNITY CLINIC IS THE FEDERALLY QUALIFIED HEALTH CENTER, THEY PROVIDED ESSENTIAL SERVICES FOR THE VULNERABLE ADULTS AND PEOPLE WITH DISABILITIES, AND MEDI-CAL AND MED KWAD RECIPIENTS AND PARTNERSHIP OUR ADRC SUPPORTS THE CLINIC IN TRIAGING OR CASE MANAGING.

14:29:00 SOME OF THE HIGHEST RISK MEMBERS. ENSURE THEY ARE DIVERTED OR RISK OR REENTERING HOSPITALIZATION FOR SKILLED NURSING IS MINIMIZED. WE ALSO COORDINATE VERY CLOSELY WITH THE OMBUDSMAN PROGRAM AND SKILLED NURSING AND ASSISTED LIVING FROM THE COUNTY.

14:29:32 AND CERTAINLY THROUGH OUT COVID IN COORDINATION WITH PUBLIC HEALTH AND OTHERS, WE WORK OUR BEST TO REDUCE THE SPREAD OF THE VIRUS WITHIN A SKILLED NURSING FACILITY. COORDINATING, OUTREACHING AROUND VACCINATION, ENSURING THAT OUR INDIVIDUALS WITH ACCESS AND FUNCTIONAL NEEDS WHO CAN'T GET TO A CLINIC FOR A VAKS NATION HAVE ACCESS TO MOBILE VACCINATION.

14:30:04 FOR UNDERSTANDING THE MODEL. I WANT TO HIGHLIGHT OUR PARTNERSHIP WITH THE TRANSIT SERVICES IN THE COMMUNITY. IN ADDITION TO PARA-TRANSIT SERVICES, WE HAVE

WORKED DURING DISASTER, INCLUDING THE FIRES. TO PREEVACUATE FOLKS WITHIN THAT EFFECTED AREA WHO NEEDED ACCESSIBLE TRANSPORTATION TO SAFELY GET OUT OF THE FIRE RISK AREA.

14:30:15 AND SECURE STABLE TEMPORARY HOUSING AND HAVE ACCESS TO THEIR MEDICAL DEVICES AS WELL AS BATTERY SUPPORT.

14:30:40 NEW PROGRAM OF MARIN CIL AND HUBS AND SPOKES MODEL, (INAUDIBLE) DISASTER PREPAREDNESS TRAINING P F WE WORK WITH SEVERAL ORE COMMUNITY BASED ORGANIZATIONS, I CAN GO ON AND ON, BUT I AM TIME RESTRICTED HERE. HIGHLIGHTING AGAIN THE CORE SERVICES OF ADRC, ENHANCED INFORMATION AND REFERRAL BENEFITS PLANNING.

14:31:01 OPTIONS COUNSELING, SHORT TERM SERVICE COORDINATION, AND NURSING OR HOSPITAL TO HOME TRANSITION SUPPORT. NEXT SLIDE, THERE ARE SO MANY OPPORTUNITIES, I AM PROBABLY NOT GOING TO HIT ALL OF THESE. SOME OF THESE EXAMPLES. WHAT WE ARE REALLY TALKING ABOUT IS STREAMLINING ACCESS TO SERVICES.

14:31:32 ENSURING THAT OUR COMMUNITY MEMBERS GET THE SUPPORT THEY NEED AND THE TIME THEY NEED. RECOGNIZING THAT PARTICULARLY DURING COVID, IF AN INDIVIDUAL IS HAVING TO BOUNCE FROM ONE SERVICE TO VIEDER TO, ONE COUNTY TO ANOTHER. AND HEALTH CARE TO ANOTHER. THE RISK OF EXACERBATING THEIR HEALTH CONDITIONS OR SOCIAL ISOLATION OR FALLING THROUGH THE CRACKS IS SIGNIFICANTLY EXPANDED.

14:31:45 WHAT WE ARE REALLY TRYING TO DO IS EXPAND ACCESS FOR EVERYONE, YOU KNOW, THROUGH OUR ADRC AND OUR HUB AND SPOKE MODEL, WE REALLY SEE THE OPPORTUNITY TO PROVIDE MORE PERSON-CENTERED SERVICES.

14:32:07 CULTURALLY COMPETENT, RECOGNIZING EACH INDIVIDUAL HAS THEIR OWN LIFE EXPERIENCE. ENSURING THEY HAVE ACCESS TO SERVICES AND SUPPORTS THAT MEET THEIR NEEDS AND AS MENTIONED EARLIER, RECOGNIZING THAT IN THE

LAND OF EQUITY THOSE SERVICES ARE PROVIDED IN A CULTURALLY COMPETENT AND ACCESSIBLE WAY.

14:32:22 ALSO, REALLY CONSIDERING, WE ARE IN TIMES WHERE DATA AND RECORDKEEPING AND YOU KNOW OUTCOMES REALLY NEED TO BE STREAMLINED AND INFORMATION NEEDS TO BE SHARED BETWEEN PARTNERS.

14:32:51 BUT IN A SAFE AND SECURE WAY. SO, HOW WE GO ABOUT ESTABLISHING TREEM LINE SYSTEMS FOR DATA AND TECHNOLOGY AND DATA SHARING IS GOING TO BE ESSENTIAL. CHALLENGES WHAT WE LEARNED EARLY ON. CORE PARTNERS AND EXTENDED PARTNERS NEED TO BE CLEAR ABOUT WHAT CONTRACTS AND PARTNERSHIPS THEY ARE ENT RING INTO.

14:32:54 NOT JUST AT THE LEADERSHIP BUT FRONT LINE STAFF AND SERVICES.

14:33:14 SAME WITH POLICY AND PROCEDURE, I MENTIONED CONFIDENTIALITY, HOW ESSENTIAL THAT IS, WE HAVE DEVELOPED AGREEMENTS ON HOW WE SHARE INFORMATION. I TALKED A LITTLE BIT ABOUT DATA. I WANT TO TALK SPECIFICALLY ABOUT ENSURING ROLE CLARITY WARM HAND OFF.

14:33:28 RECOGNIZING WE MIGHT HAVE MULTIPLE SERVICE PROVIDERS WORKING WITH ONE INDIVIDUAL, THE KEY IS COMMUNICATING BETWEEN SERVICE PROVIDERS TO TRAIN FRONT LINE STRAF BETWEEN DEPARTMENTS OR ORGANIZATIONS.

14:33:43 HAVING REGULAR CASE CONFERENCES, REGULAR SERVICES, EVEN IN SOME CASES CROSS TRAINING STAFF BETWEEN COUNTY AND SERVICES AND OTHER CBO'S IN THE COMMUNITY.

14:34:06 WE HAVE EXCITING PARTNERSHIP, CALLED THE AGING AND DISABILITY ACTION INITIATIVE, REALLY LOOKS AT CROSS TRAINING AND PROVIDING THE PUBLIC INFORMATION ON HOW TO WORK TOGETHER AND PROVIDING INFORMATION FOR THE PROGRAM.

14:34:20 AN EXAMPLE WITH THE IMPACTS THAT OUR HUB AND SPOKE OR ONE DOOR HAS HAD DURING COVID. YOU KNOW, WE

ASSEMBLED AND DELIVERED OVER 3 THOUSAND PACKAGES OF PPE.

14:34:34 PROVIDED OVER 250 CAREGIVERS TO SUPPORT INDIVIDUALS WHO WERE REALLY AT RISK OF LOSING THEIR CAREGIVER SUPPORT AND ENTERING SKILLED NURSING OR ASSISTED LIVING.

14:34:43 IN PARTNERSHIP WITH AWESOME COUNTY WIDE FOOD DISTRIBUTION EXPANSION PROGRAM, DELIVERING OVER 250 WEEKLY MEALS.

14:35:01 GIFT CARDS, LAB TOPS, HIGH VOLTAGE BATTERIES, I COULD GO ON. REALLY TRY TO MEET THE COMMUNITY AT EVERY LEVEL, PARTICULARLY DURING COVID. MORE WORK TO DO. STILL VERY MUCH BUILDING OUR HOUSE, ONE DOOR MODEL.

14:35:35 BUT WE ARE VERY EXCITED ABOUT THE TONIGHT, THE MASTER PLAN ON AGING AS WELL AS WHAT WE ARE ENGAGED AND DEVELOPED LOCALLY. WITH CORE AND EXTENDED PARTNERS. I WILL ANSWER QUESTIONS LATER AND APPRECIATE THE OPPORTUNITY TO SHARE WHAT WE ARE WORKING ON. I AM GOING TO PASS IT OVER TO MY FRIEND VICTORIA, TO TALK ABOUT THE OTHER MODEL

14:35:45 >> THANK YOU. I AM VERY HAPPY TO REPRESENT THE BAY AIR WRA AND CENTRAL COAST AND OUR STRONG NETWORK OF AREA AGENCIES ON AGING.

14:35:59 I HAVE INCLUDED A GRAPHIC TO TRY TO EXPLAIN OUR SYSTEM IN VENTURA COUNTY AND HOW PEOPLE ACCESS SERVICES.

14:36:07 ONE THING I HAVE TO SAY, WE ARE A DIFFERENT MODEL THAN MANY OTHER AREAS OF AGING, WE ARE SINGLE COUNTY DEPARTMENT FORMED IN 1980.

14:36:30 WE ARE A STAND ALONE AGENCY, WE ARE NOT HOUSED IN SOCIAL SERVICES AND I REPORT DIRECTLY TO THE COUNTY CEO. AS AREA AGENCY ON AGING WE PROVIDE MANY OF THE CONTRACT DIRECT SERVICES THAT OTHER AAA DO. AND WE ARE A HYBRID.



14:36:39 WE ARE ALSO AN AGING AND DISABILITY RESOURCE CENTER, LIKE, IN MARIN WHICH ELI SPOKE ABOUT EARLIER.

14:36:49 AS AN ADRC WE WORK HAND IN HAND WITH OUR INDEPENDENT LIVING RESOURCE CENTER.

14:36:59 WE HAVE AN ADVISE COUNCIL. MANY OF THE PROGRAMS ARE A DIRECT RESULT OF THE COUNCIL.

14:37:17 WE CONSIDER OURSELVES A FULL SERVICE AAA, AND OPERATE MANY OF OUR PROGRAMS DIRECTLY. WE HAVE CLOSE COLLABORATIVE RELATIONSHIP WITH ADULT SERVICES. WHICH IS A SEPARATE COUNTY SISTER ASI, CALLED THE HUMAN SERVICE AGENCY.

14:37:22 AS WELL AS OTHER COUNTY DEPARTMENTS TO INCLUDE HOUSING AND HOME LESSER SERVICES.

14:37:27 LIBRARIES, CHILD SUPPORT, DISTRICT ATTORNEY EMERGENCY SERVICES.

14:37:39 WE FEEL OUR SYSTEM WORKS, AND ECOSYSTEM INCLUDES PRIVATE BUSINESSES AND STRONG COMMUNITY BASED ORGANIZATIONS AND, COLLABORATION WITH BEHAVIORAL HEALTH AND HEALTH CARE SYSTEMS.

14:38:05 OTHER DISABILITY FOCUSED SERVICE ORGANIZATIONS, SUCH AS OUR REGIONAL CENTERS. WE LOVE OUR MODEL. IT WORKS FOR OUR COUNTY. IT REALLY HAS ENABLED US TO SERVE MORE AND MORE PEOPLE EACH YEAR, BUT GROWTH DOES COME WITH CHALLENGES.

14:38:25 DURING COVID WE WERE ABLE IB TO SERVE MORE THAN 5 MILLION MEALS, AND LAST YEAR WE FIELDDED 60 THOUSAND CALLS FOR HELP. BUT BECAUSE WE HAVE AMAZING SYSTEM OF PROVIDERS THEY WERE ABLE TO JUMP IN AND HELP. COLLABORATIVE AND COLLECTIVELY WE MADE THIS HAPPEN.

14:38:44 SOME OF THE CHALLENGES WE SEE, IS THE BIG ONE IS THAT WE HAVE A SYSTEM THAT IS FUNDED TO SERVE A MUCH SMALLER POPULATION, AS AN ADRC AND DIRECT SERVICE PROVIDER, DAY AFTER DAY, HEART BREAKING STORIES, IN THE

BACK OF OUR MINDS WE KNOW THAT THE ACTUAL NEED IS GREATER.

14:38:52 IF EVERYBODY SHOWED UP AT ONCE WHO NEEDED THE SERVICE, WE WOULD NOT HAVE THE RESOURCES TO PROVIDE THE SERVICE.

14:39:10 IT WOULD PROBABLY BREAK THE SYSTEM. WE ALSO HAVE INCREASINGLY GROWING POPULATION WITH THE COMPLEXITY OF THE NEEDS. THE PERSON THAT IS COMING NOW FOR HELP IS NOT THE SAME PERSON THAT CAME TO OUR DOOR 20 YEARS AGO.

14:39:28 IT'S VERY DIFFERENT. WE ALSO HAVE A CHALLENGE THAT RULES ARE TIED TO AID AND NOT NEED, MORE AND MORE PEOPLE UNDER THE AGE OF 60 THAT ARE ON NEED, AND HAVE TO BE CREATIVE IN HOW WE CAN HELP.

14:39:38 AS ADRC AND WITH OUR PARTNERSHIP WITH THE INDEPENDENT LIVING RESOURCE CENTER, MAKES IT A LOT YEEZ TORE MEET THE NEED.

14:39:49 AS FAR AS OPPORTUNITIES WE SEE TREMENDOUS OPPORTUNITIES FOR THE REGION, IN THE SHIFT AND INTEGRATION OF HEALTH CARE AND SOCIAL SERVICES.

14:39:58 SUCH AS CAL AIM INITIATIVE THAT IS GOING ON RIGHT NOW. WE ALSO SEE THOSE OPPORTUNITIES FOR LOCAL AND REGIONAL PARTNERSHIPS.

14:40:22 WITH HOW FUNDING COMES DOWN A LOT OF TIMES THROUGH SMALL AMOUNTS AND WE SEE POTENTIAL OF FULLY FUNDING AND HAVING ONE PROVIDER LOCALLY PROVIDING A MUCH MORE ROBUST SERVICE THAN INDIVIDUALLY IF WE WERE TO TRY TO DO IT. NEXT SLIDE, OUR RECOMMENDATIONS.

14:40:41 IF I WERE QUEEN WHAT WOULD I DO. MY RECOMMENDATION AS THE STATE, AS YOU ARE GOING DOWN THE ROUTE, LOOKING AT THE HUBS AND SPOKES, TRYING TO DEVELOP A STATEWIDE MODEL FOR HOW SERVICES ARE DELIVERED.

14:40:45 HAVE A CLEAR UNDERSTANDING OF THE SYSTEM YOU ARE TRYING TO BUILD STATEWIDE.

14:41:06 REALLY KNOW WHAT IT IS YOU WANT TO BUILD BEFORE CHANGES ARE MADE. THE SYSTEM USERS HAVE TO BE PART OF THAT DESIGN. OUR GROWTH FROM WHERE WE WERE 20 YEARS AGO CAME FROM ADVISORY COUNCIL.

14:41:34 WHO WERE USERS AND SAID THIS IS WHAT WE LIKE, CAN WE DO THIS INSTEAD. THE GREATEST IDEAS COME FROM PEOPLE USING THE SYSTEM. WE FEEL THERE SHOULD BE MORE AAA PROGRAMS THAT WE ALL OPERATE, AND REALLY ALLOW FOR THE GROWTH OF POPULATION, AND TIED TO AN INCREASE ANNUALLY LIKE THE CONSUMER PRICE INDEX.

14:41:59 FOR THIS I MEAN, IF YOU WERE, YOU KNOW, YOU WOULD DECIDE, TRIPLEA MUST PROVIDE THESE SERVICES, GREAT, WE ALL DO IT. BUT, THERE'S SOMETHING THAT BUILT IN, EVERY YEAR WE SERVE MORE AND MORE PEOPLE, AS THE POPULATION INCREASES WE ALSO HAVE THE FUNDING TO DO THAT. WE ALSO WANT TO MAKE SURE THAT THERE'S LOCAL FLEXIBILITY AND DETERMINATION FOR THOSE NONCORE PROGRAMS.

14:42:28 WHAT MAKES THIS GREAT, WE ARE SO NIMBLE AND FLEXIBLE, WE NEED TO BE ABLE TO MAINTAIN SOME OF THAT. ALSO, JUST RECOGNIZE THAT DEVELOPING A SYSTEM THAT WORKS IS ABOUT RELATIONSHIPS, IT'S ABOUT LEADERSHIP, AND, ALSO FUNDING AS WELL. WE ARE ALSO RECOMMENDING FUNDING SOURCES TO IMPROVE SYSTEM NAVIGATION.

14:42:28 .

14:42:43 ALSO, MAKE SURE AS THE STATE IS LOOKING AT OVER ALL WHAT CAN BE DONE. YOU KNOW, MAYBE IT'S TIME TO REVIEW SOME OF THE REGULATIONS TO ENSURE THAT BARRIERS ARE NOT PRESENT, THAT ANYTHINGTIVELY IMPACT ACCESS TO SERVICES.

14:43:01 THOSE ARE MY RECOMMENDATIONS. AND, I THINK WE BOTH CAN ANSWER QUESTIONS AS WELL. THANK YOU.

14:43:26 >> GREAT, I THINK WE WILL TURN TO COMMENTS AND QUESTIONS. I SEE A COUPLE OF PEOPLE ALREADY DROPPED THE QUESTIONS AND COMMENTS IN THE Q AND A, IF IF NOT, THIS IS A

GREAT TIME TO DO THAT, FEEL FREE TO USE YOUR RAISE HAND FEATURE ON THE ZOOM TOOLBAR, OPEN YOUR LINE AND HEAR FROM YOU DIRECTLY. NEXT SLIDE.

14:43:57 THERE ARE A COUPLE QUESTIONS HERE, TO KIND OF KICK OFF THAT CONVERSATION, YOU WILL SEE HOW CAN THE STATE HELP COMMUNITIES ESTABLISH A HUBS AND SPOKES NETWORK FOR AGING AND DISABILITY IN YOUR COMMUNITY. WHAT ARE THE OPPORTUNITIES AND CHALLENGES, AND DO YOU HAVE ADVICE OR COMMENTS TO SHARE. AND FOR THOSE JOINING BY WEBINAR TODAY AND ON YOUR COMPUTER, YOU MAY SEE A POP UP, WE HAVE A POLL GOING, THAT ASKS DO YOU HAVE A CENTRAL ACCESS POINT.

14:44:17 LET US KNOW AND WE WILL SHARE THE RESULTS WITH YOU SHORTLY. AND WITH THAT. I THINK I WILL PASS IT OFF TO CAROLE. YOU WANT TO TAKE A COUPLE OF QUESTIONS?

14:44:23 >> I CAN START THE FIRST ONE. I THINK CAROLE IS LOOKING RIGHT NOW.

14:44:50 >> BUT, WE HAVE A QUESTION THAT CAME UP IN E-MAIL EARLIER, ONE OF THE QUESTIONS IS SEEMS LIKE THE INCREASED COSTS IN ADMINISTRATIVE FEES UNDER THE NEW EXAMPLE MIGHT RESULT IN LESS BENEFITS AVAILABLE TO MEMBERS OF THE AGING PUBLIC UNDER THE PROPOSED SYSTEM. VICTORIA DO YOU HAVE ANY FEEDBACK OR ANSWER FOR THIS ONE?

14:45:40 >> SURE I WOULD BE HAPPY TO ANSWER THIS ONE, SO, I GUESS MY ANSWER WOULD BE THAT IT DOESN'T NECESSARILY YOU KNOW, RESULT MOVEMENT, UNDER THE COUNTY STRUCTURE I GUESS DOES NOT REALLY NECESSARILY RESULT IN INCREASE LOSS. IT CAN BUT, I WOULD ALSO, I GUESS I AM CURIOUS TO THE QUESTION. BECAUSE I HAVE NOT SEEN ANYTHING YOU KNOW, POSTED ON THE HUBS AND SPOKES SITE. THAT YOU KNOW SHOWS THAT THERE ARE YOU KNOW, INCREASED ADMINISTRATION FEES. I AM NOT SURE AS TO WHAT THE THE FULL QUESTIOR

14:45:57 INCREASED COSTS FOR SOME PROGRAMS, BUT, WE ALSO LOOK FOR OUTSIDE FUNDING AS WELL. SO, IT'S NOT A GIVEN

THAT THE COUNTY IS NECESSARILY ALWAYS COME UP WITH THE MONEY I NEED.

14:46:12 MY PHILOSOPHY, YOU WANT TO PROGRAM AND FUNDING, GO FIND THE MONEY.

14:46:20 >> I CAN TAKE THE NEXT QUESTION, WHAT IS THE ROLE OF THE LOCAL SENIOR CENTERS?

14:46:37 >> OUR SENIOR CENTERS ARE A PIVOTAL PART OF OUR WHOLE SYSTEM. THEY ARE CONGREGATE MEAL SITES AND MANY TIME THEY ARE HOME DELIVERED MEAL PROGRAM OPERATOR AS WELL.

14:46:58 THEY HOUSE CLASSES FOR FALL PREVENTION. I THINK THEY HAVE TO BE PART OF THE SYSTEM. AND TRIPLEA AND HAS TO BE WORKING WITH THEM, PROBABLY THE ADRC AS WELL WITH THE DISABILITY PARTNERS, BECAUSE YOU DON'T JUST SERVE YOU KNOW, YOUNGER PEOPLE WITH DISABILITIES.

14:47:14 RIGHT, IT'S PEOPLE WITH DISABILITIES, WITH ALL AGES INCLUDING SENIORS, SO YOU WOULD BE REFERRING.

14:47:36 >> I WOULD DOUBLE DOWN ON THAT, AS SHE SAID, IT REALLY IS RECOGNIZING THE FULL SPECTRUM OF OLDER ADULT ANDS PEOPLE WITH DISABILITIES AND OLDER ADULTS ACQUIRING DISABILITIES THAT MIGHT NEED PEER SXOERT AND ROLE MODELLING.

14:47:37 SENIOR CENTERS.

14:47:55 SOCIAL ISOLATION HAS BEEN SUCH A SIGNIFICANT ISSUE, PARTICULARLY DURING COVID FOR OUR OLDER ADULTS AND DISABLEDED COMMUNITY MEMBERS, AND, THERE ARE EXAMPLES, AND AGAIN, IN MARIN WE HAVE AN AWESOME EXAMPLE.

14:48:33 THROUGH OUR HUB AND SPOKE, AND WE HAVE CREATED A STUDENT YOU KNOW, CONNECTION WITH OLDER ADULTS WHO MIGHT NEED JUST TO BE CHECKED IN ON. WELLNESS CHECK. AND YOU KNOW, I THINK THAT GOING BACK TO THE ROLE THAT SENIOR CENTERS AND COMMUNITY CENTERS, INCLUDING FOLKS OF ALL AGES, IT'S GOING TO BE ESSENTIAL, PARTICULARLY DURING THIS TIME WHEN WE ARE SHELTERED IN PLACE.

14:48:50 >> I THOUGHT MAYBE WE CAN PAUSE AND SHARE THE RESULTS OF THAT POLL THAT FOLKS SAW EARLIER. QUESTION IS DO YOU HAVE A CENTRAL ACCESS POINT. LOOKS LIKE ABOUT 58% OF THE FOLKS WHO RESPONDED SAID YES. ANOTHER 18% SAID NO.

14:49:11 3% SAID NO, WE DON'T HAVE THE RESOURCES TO CREATE CENTRAL ACCESS. 7% SAID NO, BUT WE ARE INTERESTED IN CREATING CENTRAL ACCESS POINT. AND THEN 13% SAID I DON'T KNOW. FEELS LIKE A LOT OF FOLKS DO HAVE A CENTRAL ACCESS POINT, THERE'S INTEREST IN CREATING A CENTRAL ACCESS POINT. AND A SUBSET.

14:49:30 EITHER DON'T HAVE ONE OR DON'T FEEL LIKE THEY HAVE RESOURCES OR UNSURE, THANK YOU ALL SO MUCH FOR RESPON I KNOW WE HAVE GOT QUESTIONS POURING INTO THEDING TO THAT. .

14:49:37 I AM GOING TO OPEN YOUR LINE AND UNMUTE YOURSELF, BUT WE WOULD LOVE TO HEAR FROM YOU, GO AHEAD.

14:49:55 >> CAN YOU HEAR ME, BACK TO THE FIRST QUESTION ABOUT THE FUNDING AND COSTS. SO, I WAS READING THE LA COUNTY BOARD OF SUPERVISORS, WITH THE LA COUNTY TRIPLEA AND CITY, COMBINING THEIR TWO TRIPLEA STRUCTURES INTO ONE UNDER THE COUNTY DEPARTMENT OF AGING SERVICES.

14:50:09 THEY WERE GOING TO DEVELOP THE ECONOMIC WORKFORCE DEVELOPMENT DEPARTMENT AND AGING DEPARTMENT. SO, IN THE LETTER FROM THE COUNTY, THE LA CHIEF EXECUTIVE OFFICER TO THE LA COUNTY BOARD OF SUPERVISORS.

14:50:17 ESTIMATING THE COST IS 13.9 MILLION ANNUALLY FOR THE DEPARTMENTS AND ONE TIME ONLY COST FOR SPACE.

14:50:36 I WONDER IF THAT IS PART OF WHAT MAYBE THAT FIRST QUESTION WAS ABOUT AS FAR AS WHAT MIGHT THIS COST ANNUALLY TO EACH AAA THAT IS MAYBE CURRENTLY NOT UNDER THE UMBRELLA OF THE COUNTY, SO, MAYBE THAT CAN HELP.

14:50:42 MAYBE DIRECTION THAT BACK TO YOU OR SOMEONE ELSE, THANK YOU FOR LETTING ME SPEAK.

14:50:45 >> ABSOLUTELY, THANK YOU. DO YOU HAVE A SENSE?

14:51:09 >> YOU KNOW, JUST HAVING READ THE LA DOCUMENTS, WHICH ARE ON THE CDA HUB AND SPOKES WEB SIDE SHE IS REFERRING TO. MY UNDERSTANDING THAT SOME OF THE INCREASE COST IS THAT THEY ARE SEPARATING A DEPARTMENT.

14:51:32 FROM THREE DEPARTMENTS THAT ARE PART OF ONE, CREATING A STAND ALONE, AND THEN THE MERGE. AND WHEN YOU HAVE EXISTING STAFF THAT ARE SPLIT APART ON MULTIPLE FUNDING STREAMS, WHEN YOU HAVE A STAND ALONE DEPARTMENT, YOU HAVE TO HAVE THE FUNCTIONS IN EACH OF THE THE DEPS.

14:52:05 THAT IS THE CREATION OF YOU KNOW JOBS TO SUPPORT THAT DEPARTMENT WHERE BEFORE THE COST WAS SHARED BY MULTIPLE FUNDING STREAMS. I CAN'T SPEAK FOR OTHERS AS FOR AS WHAT THE COST COULD BE IF THEY WERE TO GO FROM A NONPROFIT TO A COUNTY STRUCTURE. BUT THERE COULD BE INCREASE IN COST AT THE COUNTY.

14:52:08 THAT ADDITIONAL STAFFING IS REQUIRED.

14:52:19 >> THIS IS KIM, IF I COULD ADD STATE PERSPECTIVE ON THIS, I THINK WE KNOW THAT DELIVERING SERVICE COSTS MONEY. AND WE KNOW THAT WE NEED TO DELIVER MORE SERVICES.

14:52:34 SO, THERE ARE GOING TO BE COSTS THAT COME WITH SERVING DPROEING AND DIVERSIFYING POPULATION, POINT IS WE PROVIDE OUTCOMES AND ACCOUNTABILITY FOR THAT. REGARDLESS OF WHETHER YOUR AAA IS ONE OR 8 COUNTIES.

14:52:55 COUNTY LED OR NONPROFIT OR JPA, YOU NEED RESOURCES AND EXPECT, AND HAVE SUPPORT FROM THE STATE, AND YOU CAN EXPECT TO HAVE INCREASED ACCOUNTABILITY FOR THE OUTCOMES. NO DOUBT BE ONGOING CONVERSATION OF THE RIGHT SIZE OF RESOURCES AS THERE ARE WITH ANY SERVICE DELIVERY SYSTEM.

14:53:10 WE SHOULD HAVE THAT ROBUSTLY, THAT IS PART OF FULFILLING THE PROMISE OF THE MASTER PLAN, I THINK THERE ARE A LOT OF VARIABLES THAT GO INTO MAKING SURE THAT WE HAVE OUT COMES AND OPEN TO INPUT AND FEEDBACK AND DISCUSSION ON THAT.

14:53:27 >> I DON'T KNOW IF YOU HAVE A PERSPECTIVE YOU WANT TO SHARE. I CERTAINLY SEE BOTH HAVE ADDITIONAL QUESTIONS THEY WOULD LIKE TO POSE TO YOU.

14:53:50 >> I WOULD ONLY SAY, ALSO WHAT HAPPENS IF WE MISS THIS OPPORTUNITY AND DON'T MEET THE NEEDS, THERE'S ACCOST ASSOCIATED WITH EVERYTHING, BUT THE RISK WE ARE PUTTING COMMUNITY MEMBERS WITH DISABILITIES AND OLDER ADULTS.

14:54:10 COMMUNITY MEMBERS THAT ARE COMING INTO OUR ORGANIZATION, AND CALLING US ASKING FOR SUPPORT, HOW DO WE MAKE ACCESS AND HOW DO WE SUPPORT THEM AND BUILD A BETTER PLACE.

14:54:25 PARTICULARLY DURING THE CHALLENGING TIMES, BOTTOM LINE YOU HAVE TO INVEST IN BUILDING THE STRUCTURE, BUT, ULTIMATELY YOU ARE SAVING IN THE LONG RUN BY SUPPORTING COMMUNITY MEMBERS OPPOSED TO PUTTING THEM AT RISK.

14:54:37 >> THANK YOU, VERY GOOD POINT. LOOKS LIKE THE NEXT QUESTION, YOU HAVE KIND OF FLAGGED FOR POSING. I AM GOING TO ADD A SPOTLIGHT AND TURN IT OVER TO YOU.

14:54:48 >> WE HAVE A QUESTION HERE, SAYS, I WOULD LOVE TO HEAR FROM ELI AND VICTORIA WHAT EVALUATION TOOLS THEY USE FOR THEIR ORGANIZATIONS.

14:55:02 THEY ARE AMAZING LEADERS AND I AM INTERESTED TO HEAR HOW THEY ENSURE THE COMMUNITY IS ABLE TO GIVE FEEDBACK FOR THE SERVICES AND PROVIDE MORE SERVICES THAT THE COMMUNITY WOULD LIKE TO SEE PROVIDED.

14:55:04 >> DO YOU WANT TO START?



14:55:32 >> UMM, SURE. YOU KNOW, WE ARE REFINING OUR DATA TOOLS, WE HAVE HAD TRACKING SYSTEMS WE HAVE USED FOR YEARS AS AN INDEPENDENT LIVING CENTER AND LOOKING INTO DATA SYSTEMS, AND DEVELOPED ENCRYPTED E-MAIL EXCHANGE WITH THE COUNTY TO SHARE DATA BACK AND FORTH.

14:55:52 IN TERMS OF TRACKING OUR CORE SERVICES AS WELL AS OUTCOMES WE ARE EVOLVING ON THAT. WE HAVE HADDED PREAND POST WELLNESS TRACKER THAT MEASURES SOCIAL HEALTH COMING INTO SERVICES AND THEN GOING OUT OF SERVICES.

14:56:09 HONESTLY I WOULD SAY OUR DATA IS EVOLVING, WE WANT TO ENSURE WE ARE NOT ONLY MEASURING WHAT IS MANDATED AND REQUIRED BUT ALSO DEMONSTRATING POSITIVE HEALTH OUTCOMES FOR THE COMMUNITY MEMBERS THAT ARE ACCESSING THE ONE DOOR SERVICES.

14:56:29 >> FROM OUR PERSPECTIVE WE DO A LOT OF CUSTOMER SATISFACTION SURVEYS AND IN OUR CALL CENTER FOR OUR ADRC, ONE OF YOU KNOW, THEY DO POSTCALL SURVEYS.

14:56:53 WE ARE REQUIRED TO REPORT QUARTERLY TO THE CEO'S OFFICE SATISFACTION RESULTS FOR OUR PROGRAMS. AND THE COUNTY USES A STANDARD MEASUREMENT SO THAT YOU CAN ACTUALLY SEE ACROSS ALL AGENERAL SIS AND DEPARTMENTS WHERE WE ARE AT.

14:57:20 ALSO I THINK I HAVE A TREMENDOUS TEAM BEHIND ME THAT MAKES WHAT I DO LOOK EASY, THEY ARE CONSTANTLY COMING UP WITH NEW THINGS THAT MEASURE AND LOOK AT. HOW WE CAN BE MORE RESPONSIVE. ARE THE CONSUMERS GETTING WHAT THEY NEED. AND OTHER FEEDBACK IS ADVISORY COUNCIL.

14:57:26 THEY WILL BE THE FIRST TO TELL ME WE MISSED THE MARK AND CAN DO BETTER.

14:57:55 >> THIS IS KIM, I WILL SAY A CORE PART OF THE HUBS AND SPOKE CONCEPT IS WE LINK THE HUBS, WE LINK VICTORIA TO ELI, TO ANNI, SO THAT WE HAVE COMMON MEASURES AND

DASHBOARDS, AND COMMON COMPUTERS TO MAKE THAT EASY. SO THAT WE CAN ALL BE HELD ACCOUNTABLE FOR HOW WE ARE DOING. AND I SEE A QUESTION IN THE CHAT. SO, IF YOU MOVE WE KNOW YOU STILL.

14:58:16 YOU ARE NOT STARTING OVER. IF YOU MOM IS IN SAN FRANCISCO AND YOU ARE IN SANTA CRUZ YOU MOM CAN CALL WITH APPROPRIATE PERMISSION, WE ARE TRYING TO CREATE THAT BACKBONE BEHIND THE LEADERSHIP AND INNOVATION, TO PROVIDE COMMONALITY AND NETWORK CONNECTION BETWEEN US ALL.

14:58:38 >> GREAT FANTASTIC, I JUST WANT TO DO ONE MORE KIND OF ASK, IF ANYBODY HAS A QUESTION THEY WANT TO ASK, HAVE THEIR LINE OPEN, HIT THAT RAISE HAND AND WE WILL OPEN YOUR LINE. IN THE MEANTIME, 15 QUESTIONS IN THE Q AND A.

14:58:43 I WILL LET YOU PICK THE NEXT ONE I KNOW THERE ARE QUITE A FEW.

14:59:06 >> ONE ISSUE IS REMEMBERING WHERE AND WHEN SCOMB HOW TO DO THINGS, ANY PLANS IN HUBS AND SPOKES TO EXTEND REFERRALS TO SERVICES TO A CASE MANAGEMENT FORMAT THAT FOLLOW UP TO SEE IF IT ACTUALLY RECEIVED THE NEEDED SERVICES. I WOULD POSE TO VICTORIA ELI TO SEE IF THEY HAVE ANY CASE MANAGEMENT SERVICES.

14:59:37 >> I THINK ONE IS THAT THE ADRG, ONE OF THE CORE SERVICES, IS ENHANCED INFORMATION AND REFERRAL. SO, IT'S NOT JUST A SIMPLE PASS OFF, HERE IS THE PHONE NUMBER TO WHATEVER YOU WANTED TO GO. BUT YOU ALSO HAVE OPTIONS COUNSELING AND YOU HAVE YOUR SHORT TERM SERVICE COORDINATION, AS WELL AS CORE SERVICE. NOT JUST SIMPLY A REFERRAL SYSTEM.

15:00:27 MANY OF US THAT HAVE ADRCS ALSO PROVIDE YOU KNOW, AS AGENCY SOME TYPE OF LONG TERM CASE MANAGEMENT AS WELL. SO WE ARE YOU KNOW AS SOMEBODY WHO IS CALLING IN, WE ARE FOLLOWING UP WITH DID YOU GET WHAT YOU NEEDED. DID WE HELP YOU. KNOW, TRIPLEA AND

INFORMATION REFERRAL SERVICE WE ARE REQUIRED TO DO THAT AS WELL.

15:00:40 >> I AGREE, AND ADD THAT WE ALSO PARTNER WITH OTHER CASE MANAGEMENT PROVIDERS, COMMUNITY MENTAL HEALTH, VETERAN SERVICES, ADULT PROTECTIVE SERVICES.

15:00:47 SO MANY LEVELS OF CASE MANAGEMENT, RIGHT, ADRC MODEL, SHORT TERM, AS MENTIONED, MANY OF US ARE DOING LONGER TERM.

15:01:00 BUT, THEN THERE'S SPECIFIC BEHAVIORAL INTERVENTION. YOU KNOW, WORKING WITH THE IDB AND DUAL DIAGNOSIS COMPLEXITY.

15:01:12 I THINK ALL OF THE LEVELS OF CASE MANAGEMENT SHOULD BE LOOKED AT WHEN BUILDING OUT A COORDINATED MODEL.

15:01:27 >> GREAT, FANTASTIC, I SAW A QUESTION IN HERE, THAT WAS REALLY FOR ELI, FEELS LIKE A STRAIGHTFORWARD, I WILL ASK IT. HOW MANY PEOPLE ARE SERVED UNDER THE ADRC MODEL IN MARIN?

15:01:51 >> THAT'S A GREAT QUESTION, IF I HAD MY DATA PRINT I COULD ANSWER THAT, I ALSO HAVE A GREAT TEAM BEHIND ME, AND I AM NOT THE DATA GURU, BUT I KNOW THAT WE ARE DOING GREAT WORK ON AVERAGE, WE ALONE SERVE ABOUT 1500 HUNDRED CLIENTS EACH YEAR.

15:02:37 I KNOW THE COUNTY SERVES MANY MORE FOLD. WE ARE BEING HONEST AND CONFIDENT, TRYING TO MEASURE THE IMPACT OF ALL OF THE SERVICES AND COUNTY SERVICES AND INTERSECTION WITH THE ADRC, I DON'T HAVE A ANSWER FOR YOU RIGHT NOW, BUT YOU KNOW, IT IS DEFINITELY A REFINING PROCESS. AND I JUST SAY AGAIN, KIND OF LOOKING AT THOSE IMPACT MEASUREMENTS ON WHAT WE HAVE DONE WITH COVID. YOU KNOW, IF YOU LOOK AT THE BROADEST LEVEL OF SERVICE COORDINATION, IT'S IN THERE.

15:02:49 >> THANK YOU, I DON'T KNOW IF YOU HAVE A SENSE FROM YOUR PERSPECTIVE, THERE'S A QUESTION ABOUT

STAFFING, I WILL LOOK AT YOU AND SEE IF YOU WANT TO TAKE THAT ON.

15:03:07 >> SURE, I THINK LAST FISCAL YEAR, I WANT TO SAY WE SERVED LIKE, BETWEEN, THIS IS, SO, THESE ARE CORE PARTNERS, US AS A TRIPLEA, AND OUR INDEPENDENT LIVING CENTER. I THINK COLLECTIVELY WE HAD LIKE 55 THOUSAND CUSTOMERS.

15:03:14 CALLS THAT CAME IN.

15:03:25 >> YEA, THAT'S QUITE A BIT, SWINGING BACK AROUND TO THE STAFFING QUESTION, ABOUT HOW MUCH STAFF DO YOU BOTH HAVE TO SUPPORT THAT. MAYBE WE CAN START WITH VICTORIA AND JUMP BACK TO YOU.

15:03:30 >>

15:03:59 >> GREAT QUESTION, I AM DOING THE MENTAL MATH. ONE IS THAT ONCE YOU BECOME A DESIGNATED ADRC THERE'S STATE FUNDING TO SUPPORT YOUR OPERATIONS, SO, ON OUR PHONE LINES WE HAVE I THINK 6 FULL-TIME INDIVIDUALS WE HAVE A CALL CENTER MANAGER. I WANT TO SAY ASI WELL.

15:04:13 ADRC IS NOT JUST A CALL SYSTEM, BUT THE SYSTEM OF WHAT WE PROVIDE AS THE AGENCY, I WANT TO SAY WE HAVE ABOUT 65 PEOPLE ON STAFF. ALSO PROVIDE VARIOUS SUPPORTIVE SERVICES FOR THE ADRC. .

15:04:37 >> I AM THINKING, MAYBE IT'S SOMETHING WE CAN WORK ON WITH THE C 4A, AFTER EVERY TOWN HALL WE HAVE MORE REQUESTS FOR INFORMATION ABOUT THE AAA NETWORK, WE HAVE SYSTEM INFORMATION ABOUT THE NUMBER OF STAFF, OF COURSE APPLES TO ORANGES, BUT WE THINK WE COULD WORK WITH YOU TO PROVIDE VISIBILITY ON THAT. .

15:04:47 WE GOT OUR FUNDING POSTS AND REQUEST FOR THE LOCAL MATCH, AND REQUEST FOR STAFFING, WORK ON THE MOST USEFUL AND TRANSPARENT WAY TO DO THAT IS.

15:05:12 >> FOR US, WE HAVE HIRED 4 NEW POSITIONS SPECIFIC TO THE ADRC. THEN LIKE HER, WE HAVE MANY STAFF IN BOTH OF

OUR ORGANIZATIONS, COORDINATING AND INVOLVED IN ADRC SERVICE DELIVERY. THAT IS CLOSE TO 60.

15:05:20 >> THANK YOU. MAYBE I CAN TURN IT OVER TO PICK THE NEXT ONE.

15:05:38 >> SURE, THIS IS A GOOD FOLLOW ON QUESTION, DIRECTED AT BOTH. WHAT HAS MADE THE ADVISORY COUNCIL AN IMPORTANT PART OF DEVELOPING PROGRAMS AND SERVICES, HOW DO THEY PARTICIPATE AND DEVELOP PROGRAMS.

15:05:57 >> SURE, GREAT QUESTION, I LOVE MY ADVISORY COUNCIL. SO, THEY HAVE STANDING COMMITTEES. AND WE REALLY TALK ABOUT ISSUES, HOUSING COMMITTEE, TRANSPORTATION COMMITTEE, THEY WERE INVOLVED WITH THE SUB COMMITTEE DEVELOPING THE WHOLE ADRC, WE USED TO HAVE A LEGISLATIVE COMMITTEE.

15:06:16 WE HAVE A NUTRITION AND HEALTH COMMITTEE. OPTIMAL AGING, SO, WE REALLY LOOK AT THEM, BECAUSE THEY ARE IN THE COMMUNITY, THEY ARE OLDER ADULTS, I DON'T QUALIFY FOR SERVICES I ADMINISTER, SO, I CANNOT TELL YOU WHAT THE EXPERIENCE OF BEING AN OLDER ADULT AND WHAT THE NEEDS ARE.

15:06:36 I DON'T HAVE THAT LIVED EXPERIENCE YET. SO, WE ARE CONSTANTLY SEEKING THEIR FEEDBACK. WHAT THEY WANT TO WORK ON. WHAT THEY SEE AS LOCAL PROBLEMS IN THEIR COMMUNITIES. YOU KNOW, I HAD TO GIVE LIKE TWO EXAMPLES OF LIKE, WELL, ACTUALLY 3 EXAMPLES OF WHERE IT WORKS.

15:07:01 ONE IS THE RESPONSIVE SENIOR NUTRITION PROGRAM IS A DIRECT RESULT OF ADVISORY COUNCIL INVOLVEDNESS. YEARS AGO THE COUNTY AND OTHER AGENCY RAN IT. AND COUNTY DECIDED THAT THE COST WAS TOO EXPENSIVE. AND TOLD ME I HAVE 9 MONTHS TO FIEPD A NEW HOME. SO THE COUNCIL JUMPED IN AND GOT EVERY CITY TO AGREE TO YOU KNOW.

15:07:17 TO ACTUALLY PROVIDE SUPPORT FOR IT AND TO RUN THE SENIOR NUTRITION PROGRAM, WHERE CITIES COUNCIL NOT WE

HAD OTHER NONPROFIT AND GOVERNMENT PARTNERS THAT STOOD UP. THAT IS ONE EXAMPLE.

15:07:40 TWO, TRANSPORTATION IS ANNISH YOO U, WHY AREN'T WE DOING LIKE DOOR TO DOOR, THROUGH DOOR, CURB TO CURB DOES NOT WORK. WE WILL LOOK AT IT. NOW WE GET HALF A MILLION A YOOR TO RUN THE DOOR THROUGH DOOR SERVICE. ANOTHER ONE IS HOUSING, WE HAVE TO DO SOMETHING ABOUT HOUSING.

15:08:04 WHERE ARE ALL THESE PEOPLE GOING TO LIVE, INCREASED SENIOR HOMELESSNESS, ONE OF THE THINGS IS CAN WE HAVE A SHARED HOUSING PROGRAM. WE SAID WHY NOT, WE INVESTIGATED AND NOW THE COUNTY HELPS PROVIDE FUNDING FOR HOME SHARE PROGRAM. I THINK EVERY COMMUNITY HAS OLDER ADULTS WHO HAVE GREAT IDEAS, JUST YOU HAVE TO LISTEN.

15:08:30 >> TAG ONTO THAT. I WANT TO THANK THE COMMISSION ON AGING, WHICH OF COURSE, CONVENES THE STATEWIDE TAC KWAURT RLY, AND MEETING TOMORROW, WITH HUBS AND SPOKES ON THE ADA, MEET WITH THE STATEWIDE, AND EXPLORE, WHAT CAN BE ONGOING MECHANISM TIED TO THIS PROJECT WITH THE STATEWIDE.

15:08:37 I WELCOME IDEAS ON THAT AS WELL. THANK YOU TO THE COMMISSION.

15:08:52 >> I WILL GO WITH ANOTHER QUESTION, SO, HOW MUCH AND HOW OFTEN DO BOTH OF YOU COMMUNICATE WITH YOUR OTHER ADRC CORE PARTNERS, FOR EXAMPLE ELI WITH THE TRIPLEA AND VICTORIA WITH THE ILC.

15:09:15 >> I TALK TO MY BUDDY LEE EVERY WEEK, SOMETIMES MULTIPLE TIMES A WEEK. I THINK COMMUNICATION IS ABSOLUTELY KEY. OUR LEADERSHIP, LEE AND I TALK WEEKLY, OUR STAFF HAVE TALKS ON THE WEEKLY BASIS.

15:09:50 AND LEVEL ABOVE THE MANAGEMENT TEAM IS ALSO COORDINATING WEEKLY, WE HAVE A FORMAL KIND OF ALL HANDS ADRC LEADERSHIP MEETING WITH OUR ENTIRE TEAM ON A

MONTHLY BASIS AND YOU KNOW, WE USE ALL OF THOSE DIFFERENT YOU KNOW LEVELS OF MEETINGS AND COMMUNICATION TO TRY TO TRIAGE, NAVIGATE AND CALIBRATE OR SERVICES OR IF SOMETHING IS NOT WORKING OR NEEDS TO BE REFINED.

15:10:13 ADDRESSING THE ISSUES, I WANT TO STRESS, BUILDING YOUR COMMUNICATION, RECOGNIZING WE HAVE UNIQUE CULTURES WITHIN AAA AND CBO'S LIKE INDEPENDENT LIVING CENTERS.

15:10:35 OTHER PROVIDERS AND WE HAVE SO MUCH TO SHARE AND TEACH EACH OTHER, YOU KNOW, AS LEADERS AND ADVOCATES, HEARING FROM OUR COMMUNITY. SO, HAVING THOSE REGULAR CHECK INS. IT'S REALLY ESSENTIAL TO BUILDING A BETTER SERVICE MODEL.

15:10:49 >> I WOULD AGREE, I THINK THE COMMUNICATION HAPPENS ON MULTIPLE LEVELS, UNDERSTAND THAT IT'S NOT JUST ME PICKING UP A PHONE, AND TALKING WITH THE EXECUTIVE DIRECTOR OF OUR INDEPENDENT LIVING CENTER.

15:11:06 AND I YOU KNOW, ANY TIME, YES, WE ARE AVAILABLE TO EACH OTHER, BUT, IT'S MORE IMPORTANT I THINK, ONCE YOU ARE UP AND RUNNING, IS THAT THE STAFF WHO ACTUALLY ANSWER THE PHONE, HAVE TO HAVE THAT RELATIONSHIP. BETWEEN BOTH AGENCIES.

15:11:27 SO, THERE'S A LOT OF COMMUNICATION, WE DO COTRAININGS. THERE'S MONTHLY MEETINGS, BETWEEN THOSE STAFF. MY DEPUTY DIRECTOR IS IN FREQUENT COMMUNICATION WITH THE STAFF PERSONS OVER THE ADRC AND SUCH.

15:11:39 >> I DO SEE WE HAVE A HAND RAISED FROM RON ALD LEE. I WILL OPEN YOUR LINE YOU WILL HAVE TO UNMUTE BUT WE WOULD LOVE TO HEAR FROM YOU.

15:11:49 >> AND IT'S DIANA, BUT I COULD NOT GET THE LINK, SO RON SHARED WITH ME THE LINK.

15:12:07 I AM FROM MONTEREY COUNTY, SO, MY FIRST THOUGHT ABOUT THIS NEW FRAMEWORK, REMINDS ME A LOT ABOUT THE

CAL WORKS 2.0 MODEL THAT WAS IMPLEMENTED FOR CAL WORKS FAMILIES AND CREATING A HOLISTIC APPROACH IN SERVING THE NEEDS OF FAMILIES.

15:12:39 THAT WENT ABOVE AND BEYOND JUST SAFETY NET SERVICES LIKE CAL FRESH AND WORKS AND MEDI-CAL, AND EXPAND TO LIKE WHAT ARE THE HOUSING AND COUNSELING NEEDS AND ALL OF THE SUPPORT NEEDS FOR THE FAMILIES, TO HELP THEM BE SUCCESSFUL, AND, SECOND PIECE IS TO BREAK THE CYCLE OF POVERTY, SECOND GENERATION, KIND OF REMINDS ME, IN MY BRAIN, I COME FROM THE C WEST WORLD.

15:12:55 AND ANY WAY, THIS REMINDS ME OF THAT, REALLY LOOKING AT THE HO RISIC WAY TO SERVE THE NEEDS OF ELDER IN THE COMMUNITY AND INDIVIDUALS WITH DISABILITIES SO THEY DON'T HAVE TO TELL THEIR STORY A THOUSAND TIMES TO ALL THESE DIFFERENT AGENCIES.

15:13:15 YOU KNOW, I AM RELATIVELY NEW TO AGING AND ADULT WORLD, BUT I AM STILL OVER C WEST, BUT, LEARNING MYSELF TRYING TO NAVIGATE THE WORDS, WHAT DOES THIS MEAN.

15:13:32 WE ARE TRIPLE A COUNTY RUN, AND AN EMERGING ADRC AT THE SAME TIME, AND TO BE HONEST I WAS STRESSED ABOUT THIS CHANGE, JUST TRYING TO GET THE BASICS NOW, BUT, WHAT STRESSED ME OUT, THERE WAS SO MUCH DIFFERENT TERMS BEING USED.

15:14:02 OKAY, LIKE ARE WE GOING TO HAVE TO REINVENT THE WHEEL AND MAKE A NEW SYSTEM, IT'S NOT ABOUT THAT, IT'S ABOUT ENHANCING WHAT WE DO, AND CREATING A HOLISTIC APPROACH. SIMILAR TO THE OTHERS, BUILDING ON WHAT WE HAVE TO CREATE BETTER, I THAT YOUR WORD, FIELDING BETTER OR SOMETHING LIKE THAT. .

15:14:17 THAT KIND OF EASED SOME OF MY STRESS, BUT, AS A COUNTY RUN TRIPLE A AND NOW ADRC, ONE OF THE CHALLENGES I FIND IS THERE'S NOT THE FUNDING MONEY, REALLY OFTEN WE ARE GETTING ALL KINDS OF NEW MONEYS.



15:14:41 BUT I ONLY HAVE ONE TRIPLE A STAFF MEMBER. SO I AM HAVING TO PULL ON ALL KIND OF STAFF TO TAKE ON MORE ROLES AND RESPONSIBILITIES THAT ARE NOT PAID THROUGH AT ALL FROM THE FUNDING WITH AAA, WE PASS THAT MONEY THROUGH THE PARTNER AGENCIES FOR SERVICES.

15:14:59 YET, MY STAFF AND I WERE HAVING TO DO THE STATE REPORTING, WHICH IS MASSIVE, I LOVE THE IDEA, OF WHERE YOU ARE GOING ON STREAMLINING THE REPORTING, AND JUST WHEN WE THINK WE ARE DONE WITH A CONTRACT. THERE'S AN AMENDMENT AND NEW MONEY, AND START OVER.

15:15:31 AND IT'S VERY TIME CONSUMING, WHEN WE HAVE ENOUGH TO PAY FOR ONE STAFF I HAVE TO PULL ANALYSTS FROM THEIR JOBS TO HELP WITH THIS, AND THERE IS NOT SUFFICIENT ADMINISTRATIVE FUNDS TO RUN THESE PROGRAMS, I FEEL LIKE WE HAVE BEEN PUTTING OUT FIRES, WHAT I WOULD LOVE TO DO IS BUILD THE AGING AND ADULT SERVICES MODEL LIKE THIS, BUT, WE HAVE BEEN VERY SUCCESSFUL TO BUILD THE HOLISTIC APPROACH, NUMBERS ARE HIGH.

15:16:00 FAMILIES ARE EATING, WE ADDED MENTAL HEALTH, AND LEGAL SERVICES FOR FAMILIES AND HOUSING, ALL KINDS OF OTHER THINGS I WOULD LIKE TO DO THAT HERE, BUT, I REALLY DON'T HAVE ADMINISTRATIVE SUPPORT TO DO THAT. AND THEN, ADD TO THAT, WE ARE STILL LEARNING, ADD TO THAT THE COMPLEX REPORTING AND JUST LIKE, WHEN WE THOUGHT WE GOT IT, WE DID NOT, AND, THEN SOME STATE REP IS CALLING ABOUT SOMETHING WE DID NOT DO OR NEED TO DO. AND THAT IS VERY COMPLEX.

15:16:04 ALL JOKING ASIDE, I WANT TO SHARE MY THOUGHTS ON THAT.

15:16:05 >> THANK YOU.

15:16:25 >> IF I COULD, THAT IS EXTRAORDINARILY HELPFUL ANALOGY FOR THOSE WHO ARE FROM THE CAL WORKS 2.0, WE CALL THIS CDA 2.0. AND ALSO TALK ABOUT ACCOUNTABILITY AND OUTCOME, THREE POINTS YOU MADE THAT RESONATED AWAY TO CALL OUT. .

15:16:37 YOU ARE ABSOLUTELY RIGHT, WHEN CAL WORKS MOVED TO THE SYSTEM, OUTCOMES AND ABILITY AND COMMON CORE, THAT DID COME WITH NEW RESOURCES, I THINK YOU ARE NOT WRONG TO RAISE THAT QUESTION.

15:17:04 IF WE ARE TALKING ABOUT MORE CARE COORDINATION, AND ACCOUNTABILITY, OUTCOMES THAT TAKES PEOPLE. THAT TAKES SYSTEM, AND RESOURCES, SO, RESOURCES IS ABSOLUTELY A WELCOME PART OF THE QUESTION. SECOND, I THINK THE ONE THING THAT WE ARE TRYING TO DO HERE IS ALSO CALM THE FOUNDATION QUESTION, THE REASON WE ARE SAYING- I THINK YOU ARE WORKING ON YOUR FOUNDATION AND HOME.

15:17:16 I HAVE TO LAUGH. IF YOU ARE GOING TO BUILD THIS FRAMEWORK, YOUR FOUNDATION HAS TO BE STRONG, WE WANT TO INVITE PEOPLE TO LOOK AT YOUR TRIPLEA, AND, CBO AND COUNTY RELATIONSHIP. EVERYONE HAS A DIFFERENT ONE.

15:17:34 SO, LA CONTY AND CITY ARE LEADING THE WAY, AND LOOKING AT THEIRS. AND WE ARE WORKING TO SUPPORT THEIR EFFORT AND WE INVITE EVERYONE TO DO THAT, IS YOUR FOUNDATION WHERE YOU NEED IT TO BUILD THE FRAMEWORK ON TOP OF IT IN THE WAY THAT WORKS WITH YOUR COMMUNITY.

15:18:01 THAT IS PART OF WHY IT'S CALLED HUBS AND SPOKES, BOTH FOUNDATION AND FRAMEWORK, AND THIRD THING I HAVE TO SAY, I GOT TO SAY IT. THE TERMS, AND ADRC, ILC, AAA, CONFUSING TO US AND PEOPLE WE SERVE. IT'S ABSOLUTELY A PUBLIC FACING PART OF THIS, AND SO MANY OTHERS HAVE CALLED FOR THIS.

15:18:34 WE COME UP WITH A PUBLIC BRAND, YOU HAVE THE ONE DOOR, OTHERS HAVE--YOUNG CHILDREN HAVE FIRST FIVE, MINNESOTA CALLS IT LINKAGES WITH AGE CAPITALIZED BUT A TAG LINE THAT EVERYONE KNOWS, GOES TO LOCAL PARTNERS, BUT ONE IDENTITY SO PEOPLE KIND US EASILY, NO MATTER WHERE THEY ARE. MULTIPLE LANGUAGES AND ACCESSIBLE OEFK.

15:18:49 THAT IS ONE PART WE HAVE NOT TALKED ABOUT, HUB AND SPOKES NETWORK IS HAVING A CLEAN EASY WAY TO FIND FOLKS, AS WE BRANCH AND BRANCH DOWN TO THE PEOPLE WHO

ARE RIGHT THERE TO MEET THEIR NEEDS, BUT MAKE THAT EASIER TO FIND.

15:19:03 SO MUCH WAS LIFTED UP, THANK YOU FOR YOUR EXPERIENCE, AND THINGS WE CAN LEARN THAT AGING AND DISABILITY IS UNIQUE, THANK YOU FOR RAISING THAT, LESSONS TO LEARN FROM OTHERS EFFORTS.

15:19:06 >> GREAT, DO YOU WANT TO TAKE THE NEXT ONE? .

15:19:31 >> I THINK WE CAN PROBABLY DO A COUPLE MORE QUESTIONS, LOOKS LIKE WE HAVE ABOUT 10 MINUTES LEFT. THIS IS A GOOD ONE. AND I GUESS IT WOULD BE KIM OR VICTORIA OR ELI. IN THIS MODEL IS THE HUB THE ADRC, OR TRIPLEA OR

15:19:53 >> WE ARE BOTH HUBS, IT'S LIKE ONE, YEA, WE ARE PARTNERS IN THE MIDDLE OF THE HUB. IN DIFFERENT COUNTIES AND COMMUNITIES, AND THE TRIPLEA MIGHT BE, OR INDEPENDENT LIVING CENTER.

15:20:03 KEY IS WE COME TO THE TABLE AS PEERS AND EQUAL POSITION MAKERS AND COLLECT TILY BUILDING OUT OUR ADRC AND HOW THE CORE SERVICES GET DELIVERED.

15:20:20 SO, I WOULD SAY THE HUB IS BOTH PARTNERS AND THEN THE SPOKES ARE ALL OF THE EXTENDED SERVICE PROVIDERS. WITHIN THE NETWORK WE ARE WORKING WITH.

15:20:25 THE CORE SERVICES CONNECT TO THOSE PARTNERS AS WELL.

15:20:45 >> I DON'T WANT TO SPEAK FOR ANYONE. I ALSO PICKED UP TALKING ABOUT THE SAN FRANCISCO, THE LOCAL SENIOR CENTERS ARE NEIGHBORHOOD HUBS, PHYSICAL HUBS THAT PROVIDE THAT SERVICE.

15:21:03 YOU ARE RIGHT, THE WORD IS USED IN A COUPLE OF WAY TOS TRY TO CAPTURE THE SPIRIT OF OR PLACE WHERE YOU START AND GET EVERYTHING, ALSO, EVERYBODY HAS A ROLE TO PLAY ACROSS THE COMMUNITY.

15:21:24 >> GREAT. HERE IS AN INTERESTING QUESTION. IS THERE ANY DREAM OF EXPANDING THIS LOCAL UP TO FEDERAL?

15:21:47 >> I THINK MANY OF US ARE REFLECTING ON EXPERIENCE OF THE PANDEMIC, IN MANY WAYS. AND THERE ARE MANY LESSONS TO BE LEARNED. BECAUSE THERE'S NO QUESTION THAT THE PARTNERSHIP BETWEEN THE POWER OF GOVERNMENT AND REACH OF OUR NONPROFITS HAVE BEEN ESSENTIAL TO WHATEVER SUCCESS WE HAD.

15:21:54 AT VACCINATION EFFORTS OR PPE EFFORTS OR OTHER ESSENTIAL LIFE SAVING EFFORTS.

15:22:08 SO, THAT IS ABSOLUTELY A DREAM OF MINE, WE AT AGING AND DISABILITY CAN MODEL THAT FOR THE REST OF GOVERNMENT AND NONPROFIT THAT WE DON'T NEED TO BE RIVALS OF EACH OTHER.

15:22:28 AND WE DON'T HAVE TIME TO FIGHT WITH EACH OTHER, WE BOTH BRING UNIQUE AND ESSENTIAL ASSETS TO THE TABLE THAT PEOPLE NEED US TO DO VERY INSIGHTFUL BUT THAT IS MY DREAM WE ARE CREATING A NEW MODEL.

15:22:37 MAYBE NOT NEW, BUT REINVIGORATING AND STRENGTHENING AND AGAIN WITH EQUITY AND CONSUMERS AT THE CENTER.

15:22:44 IF YOU HAVE COMMUNITY GROUPS AND MEMBERS AT THE CENTER AS PEERS AS SAID.

15:23:04 AT THE TABLE AS WAS SAID. CHANGES HOW GOVERNMENT DELIVERS THAT POWER AND RESOURCES AND BACKBONE, SO, YES THAT IS MY BIG DREAM WE ARE DOING, AND ALREADY YOU ARE SEEING IT, SOMETHING DIFFERENT THAT CAN BUILD OUT OF THE PANDEMIC AND TRULY BUILD BACK BETTER.

15:23:12 >> FANTASTIC I SEE WE HAVE A HAND RAISED.

15:23:15 >> YOUR LINE HAS BEEN OPEN BUT YOU NEED TO UNMUTE.

15:23:32 >> MAYBE HIT BY ACCIDENT. THERE'S A QUESTION HERE, I THINK THAT CAME UP A COUPLE OF DIFFERENT TIMES. ARE HUBS AND SPOKES GOING TO INCLUDE VILLAGES.

15:23:47 FOLKS WHO ARE NOT FAMILIAR, VILLAGES PROVIDE INFRASTRUCTURE FOR SOCIAL CARE, AND SERVICES THAT ADDRESS HEALTH FOR OLD R ADULTS THROUGH THE STATE. 50 VILLAGES IN CALIFORNIA, AND 350 NATIONWIDE.

15:23:56 SO I AM WONDERING IF KIM AND ELI AND VICTORIA HAVE ANY THOUGHTS ABOUT THAT.

15:24:14 >> THE VILLAGES NETWORK IS STRONG HERE, AND THEY PLAY A LEADING ROLE IN PART OF OUR ADVOCACY AND SERVICE COORDINATION COALITION. I MENTIONED THE AGING ACTION INITIATIVE, AND AGING AND DISABILITY ACTION INITIATIVE AS I LIKE TO CALL IT.

15:24:38 THEY ARE VERY MUCH INVOLVED AS AN EXTENDED PARTNER IN THAT CONTEXT. AND YOU KNOW, WHILE THEY ARE NOT KIND OF CONTRACTED PARTNERS AS OF TODAY I THINK THAT IS CERTAINLY SOMETHING TO THINK ABOUT FOR FUTURE PLANNING. BECAUSE THEY PLAY A IMPORTANT AND EMERGING ROLE AND INFORMATION SHARING AND PEER NETWORKING AGAIN.

15:24:46 YOU KNOW, PEER TO PEER NETWORKING AND PEER TO PEER SUPPORT FOR ALL OF OUR COMMUNITIES.

15:25:02 >> FOR US, TOO. WE HAVE A STRONG RELATIONSHIP WITH OUR ONE VILLAGE ORGANIZATION AND COUNTY, AND THEY SHARE INFORMATION WE SHARE WITH OUR COMMUNITY AND THEY CONNECT THEIR MEMBERS TO OUR SERVICES AS WELL.

15:25:16 SO, IT'S A GREAT RELATIONSHIP.

15:25:32 >> LOOKS LIKE WE ARE COMING CLOSE TO TIME. BEFORE I TOSS IT OVER TO COMMISSIONER. I WANT TO WRAP REALLY QUICK. CAN WE GO BACK TO SLIDE 3, OKAY, YEA. WEBSITE IS FINE, OKAY, FINE.

15:25:41 I GUESS GO DOWN. I JUST WANT TO BRING TO YOUR ATTENTION AGAIN.

15:25:50 YOU FIND THE HUBS AND SPOKES INFORMATION. RESOURCES THERE, AND PREVIOUS TOWN HALL AND KICK OFF, ALSO FIND A LINK TO THE SURVEY.

15:26:24 AND WE ALSO HAVE A WEBINAR, THAT WILL TAKE PLACE TOMORROW, WE WILL BE SPEAKING ABOUT TRACKING PROGRESS WITH THE TRIPLE A, AND ALSO THROW THAT LINK IN THE CHAT AS WELL. AND WITH THAT I LIKE TO TOSS IT TO COMMISSIONERS. IF YOU HAVE CLOSING WORDS.

15:26:34 >> THANK YOU VERY MUCH FOR EVERYONE, YOUR INPUT AND COMMENT AND QUESTIONS WILL BE VERY HELPFUL TO ALL OF US ON THE COMMISSIONER'S ROLE ON THE STAFF LEVEL.

15:26:47 I HAVE TO SAY THAT HAVING YOU KNOW LIKE A WITNESS WE PUT THE SENIORS IN THE CENTER OF OUR UNIVERSE.

15:27:08 THAT IS THE STARTING POINT AND HUBS AND SPOKES OF THE ADRC WILL BE SENIOR CENTERED AND PROBABLY ALWAYS LEAD TO GOOD OUT COMES, THANK YOU VERY MUCH EVERYONE.