CA2030 STAKEHOLDER ENGAGEMENT INTERVIEW INSIGHTS

Collaborative Consulting & The California Department of Aging | June 23, 2023

COLLABORATIVE CONSULTING
Where ideas evolve into action

Logistics

- This Webinar is being Recorded

- Participants are muted during presentations
  - Use 'Raise Hand' icon during Q&A portion to request your line be unmuted

- Closed captioning and ASL interpreting is available
  - Access by clicking the icons at bottom of your Zoom screen

- Join us in the Q&A
  - Submit your questions and comments using the Q&A icons on the Zoom toolbar

- Presentation & recording will be archived
  - Visit CDA's YouTube channel to access
  - CA2030 webpage: aging.ca.gov/CA2030

California Department of AGING

HOW WE ARRIVED AT CA2030

A Timeline

California Population by Age Group

California Population by Age Group
1980 - 2060

Source: California Department of Finance
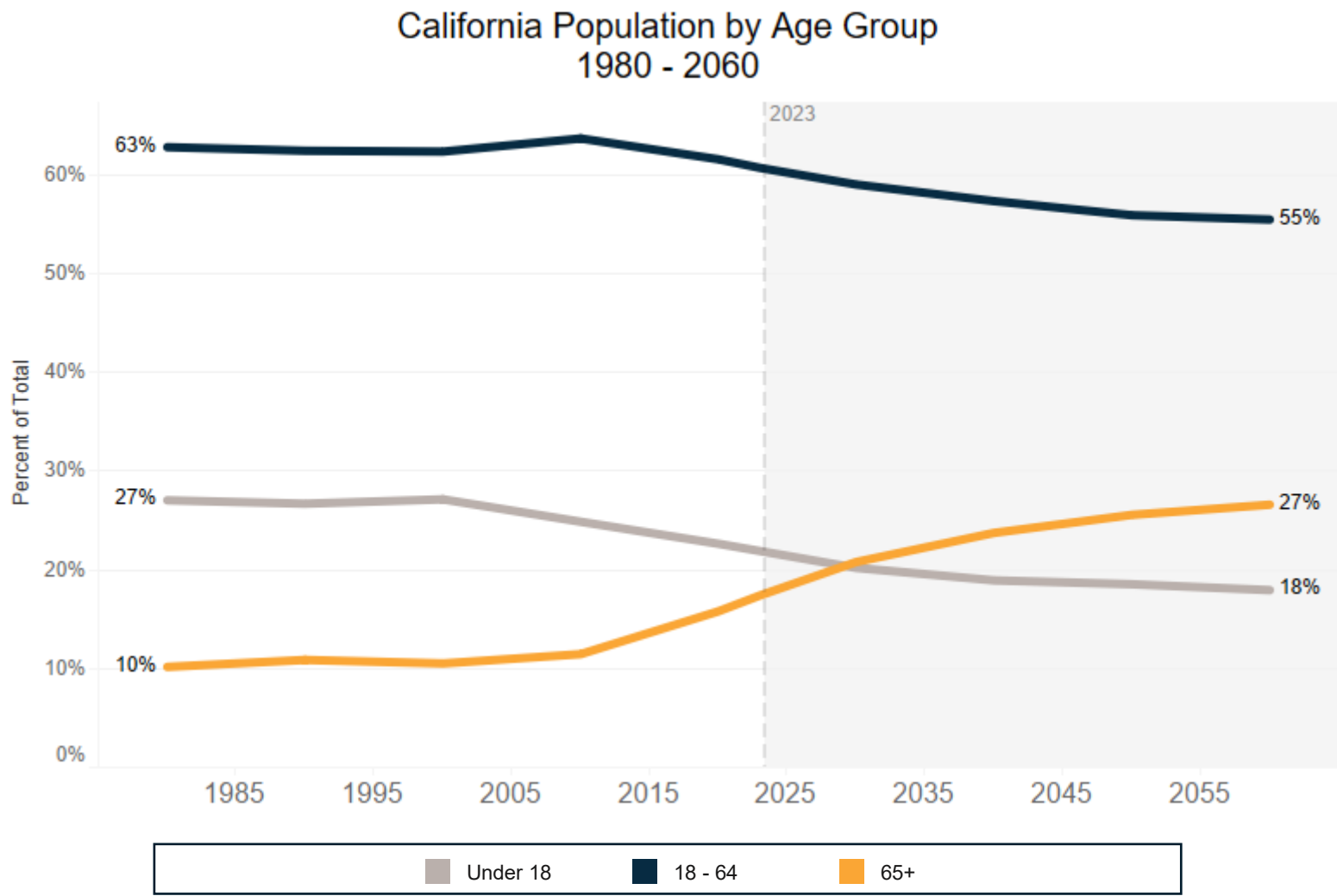
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Age 65+ Population Growth by Region

Region	1980 Population Age 65+	2060 Population Age 65+	Percent Change
Inland Empire	188,724	1,476,126	+682%
Sacramento Area	106,426	728,994	+585%
Orange County	161,348	914,839	+467%
San Joaquin Valley	211,468	1,101,413	+421%
San Diego Area	200,662	967,858	+382%
Greater Bay Area	533,805	2,516,355	+371%
Central Coast	153,082	642,540	+320%
Los Angeles County	742,478	3,064,289	+313%
Northern and Sierra	121,071	350,083	+189%

Source: California Department of Finance

May 2020

January 2021

April 2022

November 2022

January 2023

June 2023

July 2023

The Master Plan for Aging LTSS Subcommittee submits a Report with five bold objectives:

1. A system that all Californians can easily navigate

2. Access to LTSS in every community

3. Affordable LTSS choices

4. Highly valued, high-quality workforce

5. Streamlined state and local administrative structures

California Department *of* AGING

April 2022

November 2022

January 2023

June 2023

July 2023

Governor Newsom releases the Administration's Master Plan for Aging with five bold goals, 23 strategies and 132 initiatives

- MPA 2021-22 Initiative #101 called on CalHHS Agency to revisit California's AAA local leadership structures - including local area map, funding formulas, and designations - via California's Federal Older Americans Act State Plan 2021-2024, to meet growing and changing needs and continue to advance equity.

April 2022

November 2022

January 2023

June 2023

CDA, in consultation with CSU Sacramento, reports out to stakeholders on feedback solicited from a series of "Hubs & Spokes" webinars and townhalls.

July 2023

November 2022

January 2023

June 2023

July 2023

CDA engages Collaborative Consulting in a one-year contract to lead statewide CA2030 project & steering committee, a focused effort to examine the AAA/aging network in six core areas:

1. Programs and services
2. Funding sources and capacities
3. Key performance measures
4. Governance
5. Geography and demographics
6. Branding, communications, and outreach

CA2030 Steering Committee Members

C4A - Michael Costa, Aneliza Del Pinal, Victoria Jump, Pam Miller

CCOA - Karol Swartzlander, Rita Saenz

CFILC - Eli Gelardin, (Executive Director vacant)

CSAC - Justin Garrett, Supervisor Rosemarie Smallcombe

CWDA - Diana Boyer, Deborah Martinez

January 2023

June 2023

July 2023

Governor Newsom releases 2023-24 Master Plan for Aging Initiatives

Goal 3, Strategy F, Initiative 74:

"Ease consumer navigation and streamline state and local structures for service delivery by thoughtfully examining the statewide Area Agencies on Aging (AAA) network and making recommendations on AAA governance, geographic boundaries, funding opportunities, core services, performance measures, and shared marketing/branding."

June 2023

July 2023

The federal Administration on Community Living (ACL) releases Notice of Proposed Rulemaking calling for public input for the first time since 1988 on the Older Americans Act (OAA).
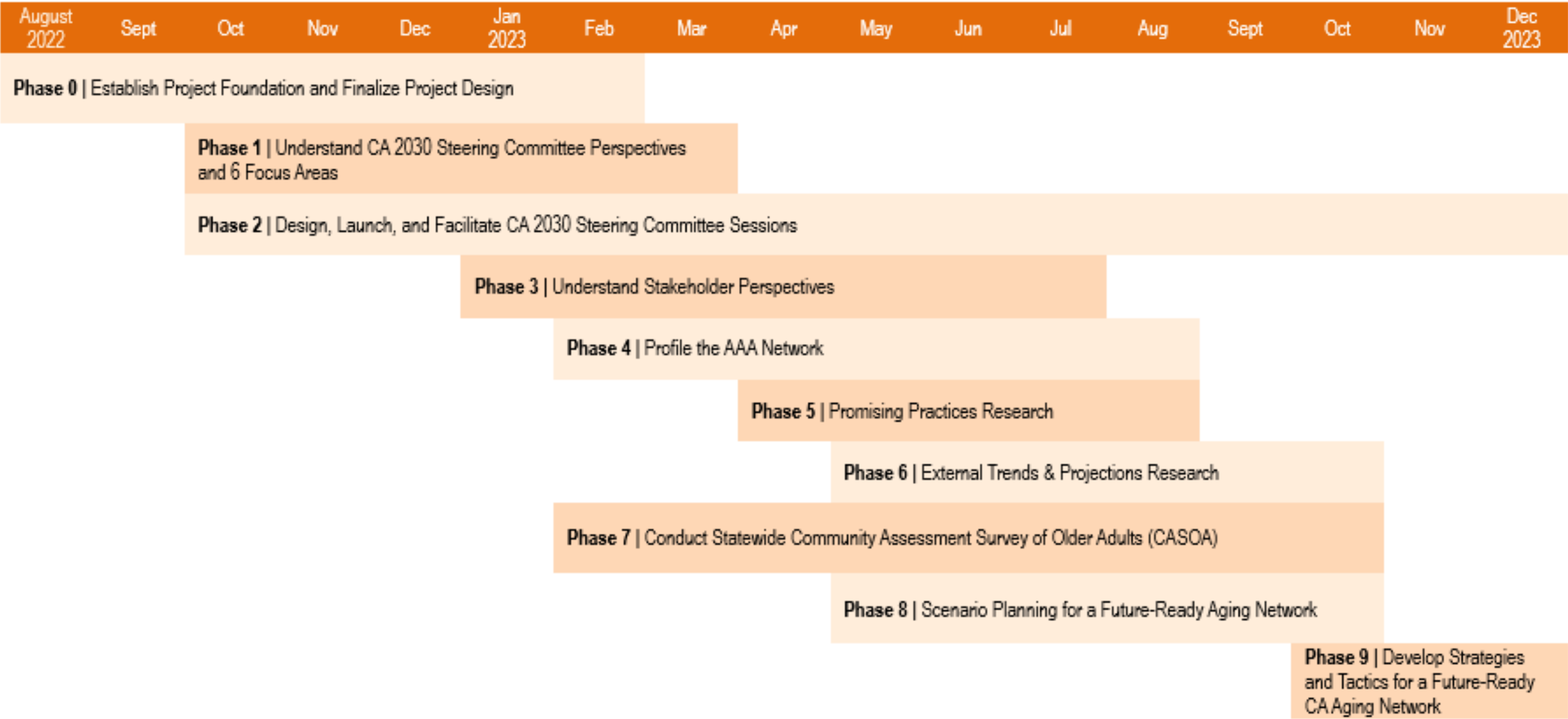
July 2023

CDA launches California's first-ever Community Assessment Survey for Older Adults (CASOA) in multiple languages in all 58 counties in partnership with AAAs and CBOs.

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Perspectives from a Steering Committee Member/Stakeholder Interviewee

Michael Costa, Executive Director, California Association of Area Agencies on Aging (C4A)

CA 2030 PROJECT DESIGN & TIMELINE

August 2022	Sept	Oct	Nov	Dec	Jan 2023	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec 2023

Phase 0 | Establish Project Foundation and Finalize Project Design

Phase 1 | Understand CA 2030 Steering Committee Perspectives and 6 Focus Areas

Phase 2 | Design, Launch, and Facilitate CA 2030 Steering Committee Sessions

Phase 3 | Understand Stakeholder Perspectives

Phase 4 | Profile the AAA Network

Phase 5 | Promising Practices Research

Phase 6 | External Trends & Projections Research

Phase 7 | Conduct Statewide Community Assessment Survey of Older Adults (CASOA)

Phase 8 | Scenario Planning for a Future-Ready Aging Network

Phase 9 | Develop Strategies and Tactics for a Future-Ready CA Aging Network

MULTIPLE PHASES AND METHODS OF RESEARCH

RESEARCH:

- **Stakeholder Perspectives** (TODAY'S FOCUS)
  - **AAA Stakeholder Perspectives**
    - **CDA & AAA Data**
    - **Promising Practices**
  - **Trends & Projections Data**
- **Older Adult Needs Assessment (CASOA)**

STAKEHOLDER BREADTH & DEPTH

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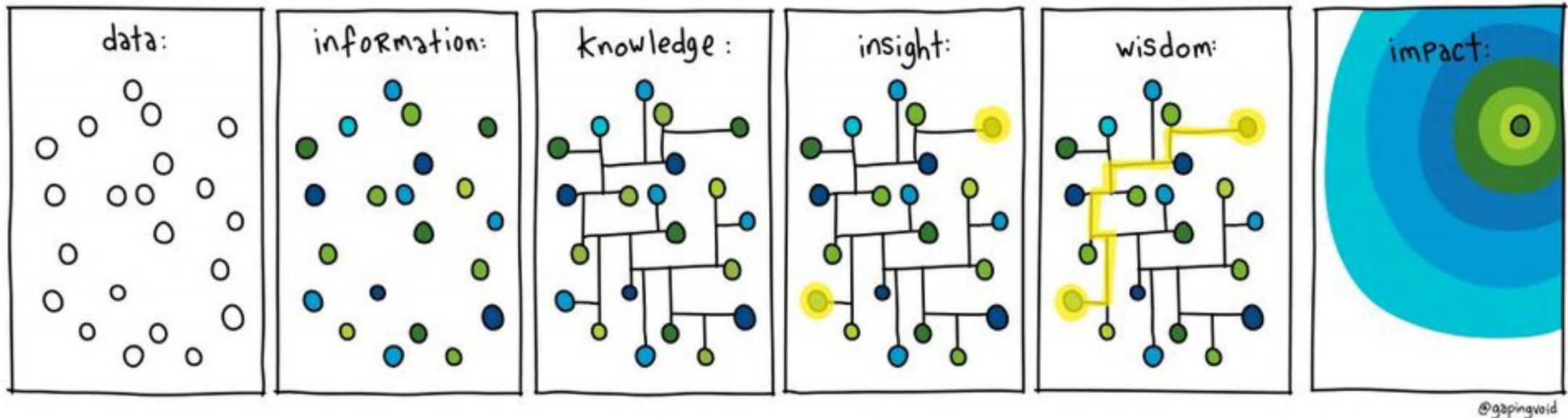
80 Stakeholder Voices:

13 Associations

11 Community-based Organizations

17 Consumer Advocacy Groups

4 Funders

7 Historians

3 Researchers

5 Thought Leaders

20 State Government Officials

Anticipating (the Probable)

- *What will California be like ten years from now?*
- *What are the 2-3 most pressing trends the aging network should be paying attention to and why?*
- *What challenges and opportunities will older adults, people with disabilities, and caregivers experience in ten years?*
- *How will the desires and needs of older adults, people with disabilities, and caregivers change?*

Creating (the Possible)

- *What does a future-ready CA aging network look like? How is this version of the network different from today?*
- *What services, programs, and practices are in place? What policies are in place?*
- *How have the roles of the various stakeholders (e.g., AAAs, government agencies, funders, advocates, etc.) changed?*

Strategizing (the Preferable)

- *What is needed to achieve a future-ready aging network?*
- *What strategic and operational priorities should be focused on and why?*
- *What partnerships and/or alliances will be needed?*
- *How should we define the success of the aging network? How should we measure the success of the aging network?*

Learning (Past and Present)

- *Are there any resources, promising practices, or innovations you recommend we learn from to inform the design of a future-ready California aging network?*

WHAT WE LEARNED FROM STAKEHOLDERS

- **TRENDS** Current and Future

- **VISION** An Age-Friendly California

- **IDEALS** Traits of a Future-Ready CA Aging Network

- **ACTION** Achieving a Future-Ready CA Aging Network

TRENDS

- **California is becoming older and more diverse.**

- *"California has one of the highest longevity rates of any state. We have an increasing proportion of our population that are older adults, and older adults include a growing group of the oldest old. That group of 80 and older could have very different interests, goals, technical abilities."*

TRENDS

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- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

> *I think we're going to have a sicker population. If you look at trends that are happening to people under 65, there's no reason to believe that we're not going to have increasing comorbidities."*

TRENDS

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- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

"Because of technology and medical improvements, people are living longer, so people with disabilities are aging in a way that they hadn't in the past."

TRENDS

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- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

- **There are greater social and health vulnerabilities.**

"Aging and poverty go together – the aging network needs to recognize this."

TRENDS

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Where ideas evolve into action

- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

- **There are greater social and health vulnerabilities.**

- **Consumer desires and preferences are evolving.**

"Younger generations are not going to tolerate the way care is delivered [today]. They're going to want more convenience, transparency, and navigation. They're going to expect the integration of technology into their whole experience."

TRENDS

COLLABORATIVE CONSULTING
Where ideas evolve into action

- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

- **There are greater social and health vulnerabilities.**

- **Consumer desires and preferences are evolving.**

- **The eldercare and caregiving crises are growing.**

"With the aging of the population and the dearth of caregivers, there's going to be likely a lot more people in need of services even than we see today."

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- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

- **There are greater social and health vulnerabilities.**

- **Consumer desires and preferences are evolving.**

- **The eldercare and caregiving crises are growing.**

- **The integration of health and social services is growing.**

"We should be paying attention to the integration of healthcare and social services because that's going to happen regardless of what any of us do [and] that's where the funding is going to be."

TRENDS

- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

- **There are greater social and health vulnerabilities.**

- **Consumer desires and preferences are evolving.**

- **The eldercare and caregiving crises are growing.**

- **The integration of health and social services is growing.**

- **Challenges in accessing services will persist.**

"The systems are so complex. There's the message to go to the AAA for services, but then the reality is that often, you're met with a waiting list, or you're met with eligibility guidelines that are confusing."

TRENDS

- **California is becoming older and more diverse.**

- **Care needs are increasing in complexity.**

- **The intersectionality of aging and disability is growing.**

- **There are greater social and health vulnerabilities.**

- **Consumer desires and preferences are evolving.**

- **The eldercare and caregiving crises are growing.**

- **The integration of health and social services is growing.**

- **Challenges in accessing services will persist.**

- **Preparation for the aging demographic has strong political and public will.**

"We have the ability in California to envision a different future, partly because of the leadership within the state; but also, the aging population will demand this of us."

- **The vision of successful aging is living an independent and self-defined life.**

"We should be looking at building communities, where services can go in and help a lot of people, all in one location, but also preserving people's dignity."

VISION FOR CALIFORNIA

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- **The vision of successful aging is living an independent and self-defined life.**
- **Intentional communities are created for optimal aging.**

"The vision is that an older adult or person with a disability, whatever their need, can go to one place and be connected to everything that they need."

VISION FOR CALIFORNIA

- **The vision of successful aging is living an independent and self-defined life.**

- **Intentional communities are created for optimal aging.**

- **Ideal care ecosystems are designed for older adults.**

"We need to change our expectations about where we're building and how we're building to have more resilience in terms of flood risk and fire risk. We need to think about how we respond to climate change and how we build communities that are safe for seniors."

TRAITS OF A FUTURE-READY CA AGING NETWORK

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Be **consumer-driven** and **relevant**.

"More person-centered care as well. [Focus] on individual needs instead of a one size fits all approach. More individualized. Adjust your care and all the services to meet the individual's own personal goals and needs."

TRAITS OF A FUTURE-READY CA AGING NETWORK

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Be **consumer-driven** and **relevant**.

Be **equitable** and **inclusive**.

"Go to the people who aren't using the system, go into the community in a different way than what has always been done to figure out what it is that is missing. Then, create a system that works for the population intended to be served."

TRAITS OF A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Be <u>consumer-driven</u> and <u>relevant</u>.

Be <u>equitable</u> and <u>inclusive</u>.

Be <u>visible</u> and <u>accessible</u>.

"A future-ready network is well-known and easy to find; it is the one place to go, with universal assessments for programs."

TRAITS OF A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Be **consumer-driven** and **relevant**.

Be **equitable** and **inclusive**.

Be **visible** and **accessible**.

Demonstrate **consistency** across the state

"People move and the AAAs are all different, no cohesion whatsoever. There must be some level of consistency within the AAAs. I don't think a consumer should have to figure out how the state and Older Americans Act work."

TRAITS OF A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Be **consumer-driven** and **relevant**.

Be **equitable** and **inclusive**.

Be **visible** and **accessible**.

Demonstrate **consistency** across the state.

Serve as the **backbone** for aging services.

"AAAs need to get smarter in their coordination of direct services; they need to find ways to make the connections between the services available in their communities."

TRAITS OF A FUTURE-READY CA AGING NETWORK

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Be **consumer-driven** and **relevant**.
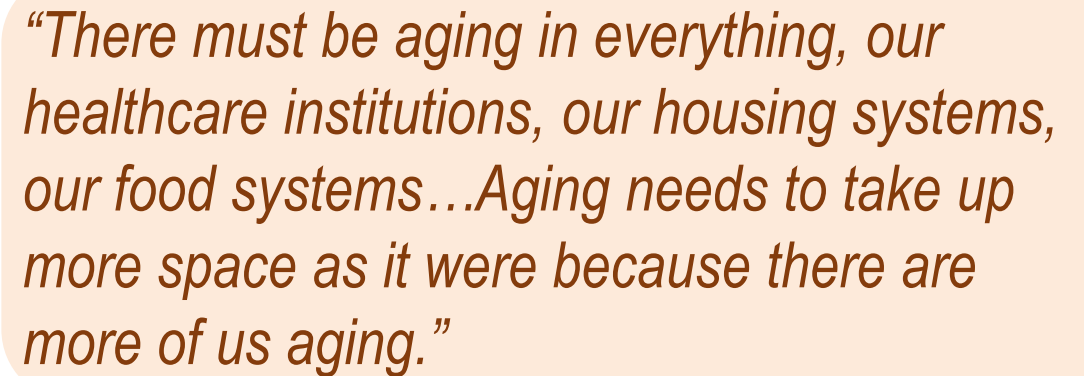
Be **equitable** and **inclusive**.

Be **visible** and **accessible**.

Demonstrate **consistency** across the state.

Serve as the **backbone** for aging services.

Cultivate **partnerships**.

"There must be aging in everything, our healthcare institutions, our housing systems, our food systems…Aging needs to take up more space as it were because there are more of us aging."

TRAITS OF A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Be **consumer-driven** and **relevant**.

Be **equitable** and **inclusive**.

Be **visible** and **accessible**.

Demonstrate **consistency** across the state.

Serve as the **backbone** for aging services.

Cultivate **partnerships**.

Be **performance-based**.

"Data is becoming really important –greater and greater value will be placed on data that can measure consumer outcomes."

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- **Address the need for change.**

"The HCBS system that [AAAs] consider themselves the heart of is going to be funded heavily through health plans. [AAAs] need to be positioning themselves to be either a community care hub, or hub partner. They can continue to be very nice small non-profits that deliver meals. But they won't be the center of aging."

ACHIEVING A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Address the need for change.

Improve workforce capacities and

capabilities.

"You have a network where some partners lack the capacity to be anything other than what they are now. I think money, structure, guidance, and training are needed."

ACHIEVING A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Address the need for change.

Improve workforce capacities and capabilities.

Assess local AAA governance structures.

"For the AAAs to become more effective we must identify capacities and capabilities and organizational structures that will help them be more effective."

ACHIEVING A FUTURE-READY CA AGING NETWORK

COLLABORATIVE CONSULTING
Where ideas evolve into action

Address the need for change.

Improve workforce capacities and capabilities.

Assess local AAA governance structures.

Foster greater CDA-AAA collaboration.

"CDA and the AAAs could work together to demonstrate their economic value to their consumers, as well as the LTSS and healthcare systems."

Address the need for change.

Improve workforce capacities and capabilities.

Assess local AAA governance structures.

Foster greater CDA-AAA collaboration.

Diversify and increase funding resources.

"The big issue is diversification of funding sources. I think it's going to be very hard to thrive with just Older Americans Act funding. That means partnerships and probably some risk-taking and engagement in conversations and partnerships they never were involved in before."

Address the need for change.

Improve workforce capacities and capabilities.

Assess local AAA governance structures.

Foster greater CDA-AAA collaboration.

Diversify and increase funding resources.

Enhance advocacy activities.

"Everybody needs to be aligned on the ultimate North Star aim. What are we trying to accomplish? Making sure that AAAs and the Aging Network are all clear about direction… about change and making sure that they're prepared for that."

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Webinar #2: Findings from AAA Interviews

DESCRIPTION:
A forthcoming report summarizing interviews and focus groups with directors and staff from every AAA in California.

DATE & TIME:
Monday, July 24th | 9:00 – 10:15 AM PT

Register here

THANK YOU

Learn more: aging.ca.gov/CA2030

Questions & Comments: lori@collaborativeconsulting.net