

**Q&A from Webinar 3: CA 2030 PSA and AAA Designation Processes and Criteria**

*The responses below are based on the Department's best position at the time the statement was made and do not necessarily constitute the final position of the Department.*

**PSA Designation Process****1. *If a third-party entity wants to run a AAA in another county or expand PSA boundaries, what will happen to the rights of the existing AAA providers who are already serving those areas?***

An eligible 3<sup>rd</sup> party entity could apply to run a AAA or change a PSA boundary through a public process which gives impacted entities (including the current AAA) the opportunity to be heard. CDA would decide whether to approve the PSA boundary change and whether to keep the existing AAA.

CDA is exploring adding an element to the process that allows for open and fair competition, similar to an RFP process. CDA expects the incumbency of existing AAAs to play a role and does not anticipate many applications for PSA boundary changes. Other states have this process (e.g., Georgia and Texas). Georgia has had a similar process in place for 20 years and has only received two applications (one denied, one approved).

**2. *If a new PSA is designated and a county receives the right of first refusal, do counties also need to meet application criteria?***

Under current federal regulations, CDA or state units of aging can only approve AAA providers, whether they are units of government (including counties), non-profits, or other entities, if they meet the criteria for serving as AAA providers. If CDA has concerns that the county cannot effectively serve as the AAA provider, then CDA could deny the application (e.g., a county is on the brink of bankruptcy). That application would be denied, and a nonprofit would stay in place or open it up for other nonprofits to compete.

**3. *Could an organization successfully apply to create a new PSA, but not successfully be selected as the AAA?***

This could happen. An organization could apply for a PSA boundary change, but CDA would not make the boundary change until a new AAA provider was in place. It's possible that the organization that sought the PSA boundary change – either an existing AAA provider or a new entity – may not be the top applicant as the AAA provider for the redrawn PSA.

**4. *Can a city apply to be a AAA and ask for the PSA map to be redrawn to create a PSA covering that city, mirroring the City of Los Angeles model?***

Under current law, this is permitted and could happen. A city can apply to be its own PSA. However, one recommendation CDA proposes under the new process is to restrict it to only California's 58 counties instead of broadening to 482 incorporated cities and towns. CDA is concerned with dramatically increasing the number of PSAs and AAAs and sees close alignment between county structures and AAA services.

### AAA Designation Criteria

5. ***Regarding the updated facilities criteria around site locations, do the service locations need to provide access to AAA services, or do they need to provide access to specific statewide services?***

The proposed updated criteria are meant to ensure that service locations (for any given service) are conveniently located near populations served, whether the services are provided directly by the proposed AAA or through contracted providers. It does not expect that any service location should provide access to all AAA services.

6. ***Similar to Community Health Workers (CHWs) and thinking of different ways to reach our population, what about employing those with lived experience? Would that be considered in the certification and training programs as well?***

If an applicant with lived experience applied to work at your organization, CDA would consider that favorable.

7. ***How about the employment of older adults within the agency as criteria for determining adequate AAA workforce?***

Absolutely. We could add detail to the criteria (we already acknowledge education experience) and consider whether we call this out specifically in regulations, as it may be an impediment to hiring in some areas, and CDA wants AAAs to have maximum flexibility in hiring.

8. ***We already follow most of these requirements as best we can within the funding allocations received. Current monitoring looks at a lot of this. Is this an increased standard over our current required standards?***

CDA imagines that most AAAs meet these criteria (e.g., relevant education experience is considered when the AAA hires staff). This is not over and above what is already expected of AAAs.

9. ***Does CDA feel the visibility of the AAA's administrative office/operations is equally important to AAA's point of entry, such as Senior I&A, ADRC, etc.?***

CDA is looking for the ability to provide I&A services, but it also wants to ensure that the services are highly visible, easily accessible, and reachable. In addition, information on the organization's operational functions, such as budget, operational challenges, sharing information on new grants, etc., should be posted and available to the public.

10. ***Would CDA expect any new AAAs to deliver the same OAA services at the same or higher levels?***

Yes. If CDA is selecting a new provider, it wouldn't want to see a degradation in service. The bar would be the current levels, but ideally at higher levels.

**11. *If a shift in election structure results in a different board of supervisors, and the new board flips the role of that AAA director so they don't have a voice anymore or any independent authority, is there a process by which a nonprofit could then apply to take over or become the designated AAA (in response to the current AAA not being able to meet the criteria)?***

Yes. When CDA talks about the application process, it's open to any entity. So, if a nonprofit had concerns about a county's ability to effectively run a AAA according to federal and state requirements, it could put in an application and make a case for a change. Then the County, similar to a nonprofit in the same situation, would have the opportunity to submit a counter application to prove they meet the requirements.

### Miscellaneous

**12. *Is greatest economic need based on a 200% Federal Poverty Level? Can you remind me how the greatest social need is determined?***

In CDA's current draft State Plan, "greatest economic need" is defined as "the need resulting from an income level at or below 125% of the poverty level established by the US Department of Health and Human Services".

**13. *Will the chat comments/questions be considered written comments, or should we also send them to the official email address CDA has provided?***

These are considered written comments and will be during this process.