Area Agency on Aging (AAA) Interview Insights
Monday | July 24, 2023 | 9:00 a.m. – 10:15 a.m. (PT)
Zoom Auto-captioning transcript

0:12
hi good morning everyone happy Monday Welcome to our webinar this is the

0:18
second part of our three series of the ca2030.

0:23
um let's go to the next slide while we're waiting for some folks to come in, we'll go over some of the logistics and

0:28
housekeeping for today's meeting closed captioning and ASL interpreting services are available you can access that by

0:36
clicking the icons at the bottom of your Zoom toolbar participants are all muted

0:41
during presentations you may use your raised hand icon during our q a portion to request your line to be unmuted or

0:49
you can also join us in the Q&A you can submit your questions and comments using

0:54
the Q&A icon at the bottom of your Zoom toolbar as well today's webinar is also being recorded

1:00
both the presentation and recording will be archived you can visit CDA's YouTube

1:06
channel to view it or also come to our webpage and there will be a link there as well under our highlights

1:13
so again, um welcome everyone that has joined our presentation next slide please

1:20
um I will now turn it over to our director Susan DeMarois thank you Connie and good morning uh to

1:27
the die hards who are joining in the middle of July at nine in the morning on

1:32
a Monday um you share um our belief that this is very

1:37
important work and we appreciate you joining us today to hear what's what's happening in California's AAA

1:45
Area Agency on Aging network uh so thank you to our partners collaborative

1:50
Consulting for preparing this work I'm really excited uh for them to share it

1:55
with all of us today and we can go ahead and move to the next slide

2:02
and many of you were part of this uh our first installment and this is not new

2:08
new work to most of you but we did want to share with you an updated slide

2:14
that shows what's happening to California's population it's uh familiar

2:19
to all of us by now that by the year 2030 one and four Californians will be

2:25
age 60 or older and this slide shows what's happening

2:31
with our 65 plus population right there in the middle we've been talking about

2:37
this for years but you can see in 2023 there on the bottom the marker is 20 25

2:43
is where the 65 plus population really starts to take off

2:50
um next slide and at the same time are 18 to 64 and our zero under 18 populations

2:58
are both in a decline next slide

3:05
our AAA Network serves all 58 counties in every part of California we wanted to

3:12
share with you some of the regional demographics that are happening and

3:18
this takes us out through 2060 which you might think gosh you know do we really need to be looking that far out but next

3:25
year we celebrate 50 years as the Department of Aging so uh 2060 you know

3:32
we're really looking at the next 50-year Horizon for older adults people with disabilities and family caregivers

3:39
in our state and you can see here um the Inland Empire at the top of the

3:46
chart a 682 percent change in the population 65

3:51
and older and even the lowest number on this chart

3:57
the northern and Sierra counties are expected to see a 189 percent change
4:05
very dramatic growth next slide
4:11
so, we'll take you back quickly through the steps that brought us here today
4:16
um as you know Governor Newsom in June of 2019 issued an executive order calling on our
4:24
state to produce a master plan for aging and in that executive order uh there was
4:30
the first deliverable that the governor called for was a long-term services and
4:36
support subcommittee that was asked to produce a report even before the master
4:41
plan for aging was finalized and in that report, stakeholders identified five
4:48
objectives A system that all Californians can easily navigate so
4:54
navigation is key that is the first step access to ltss in every community
5:01
so, once you're once you're in the system and you're finding your way what's available to you and how do you
5:07
access it and then once you identify what you need what if you can't afford it
5:13
um or you're not eligible for it so looking at the affordability of choices and then all the services that
5:21
support individuals at home and in the community require a highly valued high quality
5:27
Workforce and we know we're in the midst of a Workforce crisis now that's projected to worsen
5:34
and then last this is really what we're talking about today streamline state and local administrative structures all of
5:41
the stakeholder input starting with the ltss subcommittee work really emphasized
5:48
what a maze this is for older adults people with disabilities and family
5:53
caregivers to navigate to know what's local what state what's
5:58
Federal how do they work together and it's really incumbent on us to make that system work

6:04
seamlessly for everyone all users next slide
6:12
following the ltss subcommittee report the governor released the official master plan for aging with five bold
6:19
goals 23 strategies and in the first iteration 132 initiatives
6:25
among those initial initiatives initiative number 101 called on the
6:32
Health and Human Services Agency to revisit local leadership structures
6:37
specific to the area agencies on Aging so this is a continuation of that work
6:44
next slide many of you also participated in the
6:51
hubs and spokeswork that the Department of Aging LED in 2020 to 2021 and you
7:00
provided feedback you were panelists presenters you wrote comments thank you for that our partner CSU Sacramento, Sac
7:08
State reported out to stakeholders on all of the findings of that hubs and
7:14
spokeswork and that is informing us today as well next slide
7:22
so, after we heard from Zach State about the work of hubs and spokes as well
7:27
as the ltss subcommittee report and the governor's master plan for aging we were
7:33
thrilled that we identified resources that allowed us to work with collaborative Consulting the team you'll
7:40
meet today if you haven't yet met them um to enter into a one-year contract that
7:46
started last win uh December November December of last year um and will take us through uh this
7:53
December and we asked collaborative Consulting to design a quantitative and
7:59
qualitative method to help us assess programs and services funding sources
8:05
and capacities key performance measures governance structure geography and
8:11
demographics and branding Communications and Outreach these were the key themes

8:16
that emerged in the ltss subcommittee report in the master plan for aging and
8:23
in the hubs and spokes stakeholder work and that's what we're talking to you about today and it's specific to the
8:29
area agencies on Aging our AAA Network next slide
8:37
we want to thank all of our steering committee members by Design the steering
8:43
committee is made up of the key leaders of the organizations that represent
8:48
aaa's in our state the California Association of area agencies on Aging
8:54
known as c4a the California Commission on Aging known as CCoA the California
9:02
Foundation of Independent Living centers CFILC the California State Association
9:09
of counties CSAC and the county Welfare Directors Association
9:15
CWDA we're just so grateful to all of the members of the steering committee who've given their time their expertise
9:24
their thoughts and ideas to this effort thank you all next slide
9:31
all right so we're now in year three of our master plan for aging this is a
9:36
10-year blueprint for our state that takes us through the year 2030 and in the most recent round of initiatives
9:44
under goal three strategy F there is a new initiative and this is what we're
9:50
laser focused on today initiative 74 and that is the focus of
9:56
this California 2030 initiative and our conversation today
10:01
next slide meanwhile our federal partner the
10:07
federal Administration on community living ACL released a notice of proposed
10:13
rulemaking last month asking for public input for the first time since 1988 on
10:19
the older Americans act we know that the federal government is also looking at
10:25

how aaa's are structured governed and Performing across the country and
10:33
um we're just delighted that we're in sync with ACL and that we're doing this work
10:40
parallel to ACL and this will inform our public comments that we're submitting
10:45
next month to ACL next slide
10:51
and you saw our Stellar steering committee all representing agencies and
10:56
organizations that are very influential in our AAA network but for
11:01
CDA and the Health and Human Services Agency it is critically important that this
11:07
work be person-centered and the first step in our design was to um
11:14
research and secure a contract with for the first time ever
11:19
the CASOA the community assessment survey for older adults it is now
11:25
underway this is a survey that is going directly to households in all 58
11:31
counties in multiple languages and it's also available online so this is how we
11:37
will elicit feedback direct feedback and input from older adults in every county
11:45
in the state next slide
11:50
all right so that's a brief background on what's what led to today and if she's
11:56
joined us I'd like to introduce all of you to one of our steering committee members Victoria jump who is your
12:05
title still director Victoria or has it been um it's now deputy director Aging and
12:14
Disability Services AAA director excellent Victoria's been leading a
12:20
major transfer transformation in Ventura County and um I suspected you had a
12:26
bigger title given the size and scope of your department within the agency so
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Victoria thank you for joining us and please share your thoughts on the California 2030 process
12:37
thank you um Susan and I would just on behalf of the area agencies on aging and

12:43
as a member of the California 2030 steering committee I'm really excited
12:49
but also thankful for the project and the process that we went through
12:54
to me this stakeholder process represents the most comprehensive examination of the AAA Network and
13:01
really nobody was left behind as AAA directors who were all interviewed and
13:06
we were also given the opportunity for staff and multiple levels within our organization to be interviewed
13:14
as a network you know to my knowledge for the last 20 plus years we've never really been asked
13:20
what we want as Triple A's where we see our net worth in the future how we can better serve the population that we
13:27
serve and really what we need to get there California 2030 is going to be
13:32
transformative for us and also for the people that we serve which you showed earlier we have some big numbers coming
13:38
at us and that we have to be prepared to serve them I'm also excited that the data that's
13:45
going to be collected will result in concrete actions that will prepare us for the future so thank you CDA the AAA
13:53
network was for to partnering with you as we make the 2030 Vision a reality
14:02
thank you so much Victoria and thanks for all the hours you're logging and we're not done yet so you've got more
14:08
hours ahead of you on this California 2030 initiative thank you very much and now I believe I'm turning it over to
14:15
Lori Peterson and the team at collaborative Consulting Lori welcome thank you Susan and uh
14:23
thank you everybody for joining uh like Susan said early on a Monday morning
14:29
um so the game plan uh for today is that we're going to give um a quick overview of the California
14:37

2030 project you've already heard a little bit about it from Susan and Victoria

14:43

um we're going to highlight the interview themes that from the aaa's AAA

14:48

interviews that we conducted over the spring and early summer and then we're going to provide an opportunity to open

14:55

it up to all of you for questions comments about the interview themes that you're going to hear in just a moment

15:01

and also the California 2030 project um but before we get started a few

15:08

things to consider so you're going to hear us talk a lot about the California

15:13

aging Network you'll probably hear us say uh Future Ready California aging

15:19

Network multiple times within the next 45 minutes uh when we're talking about

15:24

the California aging Network in the context of this project we're talking about the 33 area agencies

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on Aging so the 33 aaa's and CDA so that that's a bit of a just a definition in

15:39

terminology that we're using in this project um what we're offering today is one of

15:44

several pieces of research um which I will Spotlight in just a moment or I'll talk a little bit more

15:51

about in just a moment and it's a glimpse into the interview themes from

15:57

all 33 aaa's um these are ideas their perspectives

16:04

from the people that work in the local agencies they're not recommendations yet

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and they're not commitments yet so that's where we are within the project

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so with those few disclaimers let's go ahead and get started um so next slide Allison there we go

16:23

so the California 2030 the purpose of the project is to imagine and

16:29

design a Future Ready California aging Network that can serve a larger older

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and more diverse population of Californians um also navigate through probably what's

16:42

going to look like more complexity in the near future well and the near future and long-term future

16:49

to achieve the Project's purpose we designed a year-long project with 10

16:55

phases of work which really started with forming the steering committee as Susan mentioned and highlighted

17:02

um we have been very grateful for the guidance that the steering committee members have given us lots of points of

17:09

view lots of expertise and lots of wisdom that they're bringing to the

17:14

project the project approach also supports a really robust research and Discovery

17:21

phase which you're going to hear me point out in the next slide in a moment and then all of this work leads to kind

17:28

of these last few phases where we're going to be looking at different possibilities and different scenarios

17:33

that would need to be in place to materialize a future-ready California

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aging Network and then it ends with the kind of the final deliverable being actionable recommendations in the six

17:47

core operation operational and strategic Focus areas that Susan mentioned earlier

17:54

next slide so like I said the project supports a

18:00

really robust um Discovery research and Discovery phase and here you can see we started with

18:07

stakeholder perspectives we did do a webinar on June 23rd that's accessible

18:12

on the CDA website and these stakeholders were thought leaders

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researchers community-based organization other state leaders

18:23

um associations multiple stakeholder perspectives I think we had around 80 80

18:29

voices in that piece of work the next is the AAA stakeholder perspective which is

18:35

the focus of today's webinar um all 33 like Victoria mentioned were

18:41

interviewed and I should mention that these were multi-our interviews and many

18:48

of them included us going on site and talking to the leader and the team members within the aaa's we're also

18:56

looking at some data CDA data AAA data that that's coming into a network

19:01

profile which is really the current state of the network more from that quantitative perspective

19:07

we're doing promising practices which is looking at what are other states doing what can we learn from other states what

19:14

might be replicable as we think about what we're going to do in this project in California

19:20

and then we're looking at Trends and projections and as Susan mentioned the

19:25

older adult needs assessment so that that is all the research again Focus today is on the Area Agency on Aging

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stakeholder perspectives now next slide Allison and here's just a glimpse of the

19:39

stakeholder depth which I've already referenced multiple times but when you see it on the slide 162 stakeholder

19:46

voices 33 AAA directors and 129 staff members it it's a decent representation

19:53

of AAA perspective for sure next slide

19:58

so here's what we wanted to here's what we wanted to learn from the Triple A's

20:04

and here here's a sampling of the questions that we asked so we wanted to hear uh their perspective on what's it

20:11

going to be like in 10 years um what will be some of the challenges and opportunities for the network but

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also for the people that the networks serve uh what trends do the Aging Network need to be paying attention to

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so we wanted to talk a little bit about what what's on the horizon we also wanted to hear their perspective

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on what's possible what would a future-ready California aging Network

20:36

look like what changes would need to be in place how would those changes occur
20:41
who would need to change what programs and services and policies would be
20:47
activated in that kind of future ideal State we got lots of ideas on that by
20:52
the way which are going to hear in a moment from Aaron and then we wanted to
20:58
hear from the aaa's priority prioritizing yeah there's a lot of ideas but what would the priorities need to
21:05
look like what would Partners what Partnerships and alliances would need to be in place and how would we measure a
21:12
successful future-ready California aging Network and then we wanted to hear about
21:18
how they see themselves currently so we could get a sense of the gap between how
21:24
they view themselves and the network currently and what's possible and we're going to
21:30
hear some about the current state perspective in a minute from Aaron as well so that's what we asked of
21:36
stakeholders and then we took all of that data and as
21:42
you can imagine it was a lot of interview data analyzed synthesized and
21:47
came up with kind of I'd say four primary overarching Trend categories uh
21:53
or I should say uh theme categories Trends current and emerging current
21:58
state the California aging Network today traits of a Future Ready California
22:04
aging Network and then action what are some ideas around action to achieving a
22:10
future-ready California aging Network so today we are only going to be able to
22:17
give you a glimpse of the interview themes um I'm going to talk a little bit about
22:22
the trends current and emerging and then I'm going to turn it over to Aaron and she's going to talk a little bit about
22:28
how the network sees themselves current state um ideal traits that they pointed out
22:35

and then also some of those ideas for action
22:40
I would highly recommend if any of this piques your interest the full report will be available on the CDA website if
22:49
it's not already there it will definitely be available after this webinar and so if any of this uh you'd
22:55
like to dive into it a little bit more in depth the report is available so with that uh we asked the Triple A's
23:05
what they thought would be the most pressing Trends now and into the future
23:10
um and although these Trends are reported as solo Trends
23:17
um when thinking about the convergence of Trends such as you know the planet is
23:23
reaching the so-called irreversible Tipping Point um older adults are becoming homeless at
23:31
higher rates than any other age group in California the state will be experiencing a
23:36
shortage in caregivers I think it's projected around 3.2 million in the next decade
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and technology is outpacing humans ability to process it it's really
23:48
essential to think about how the interconnectivity
23:53
of these Trends could significantly impact the Aging Network and the people
24:00
it serves so even though we are looking at these in kind of a solo Isil you know each
24:07
Trend I really want to encourage folks to think about um what does the what's the potential
24:13
impact of the interconnectivity of multiple Trends sweeping through the
24:19
state of California within the next decade so with that um a few a few bullet
24:25
points here from the AAA so there are more older Californians and they're living longer
24:31
um that that is pretty clear and Susan gave some great stats on that the Triple A's were talking about hey what does
24:38
that mean for the Dem this the demand of service um and will and how will we fill that
24:43

demand second Trend they talked about um racial ethnic and cultural diversity

24:49

of older Californians is expanding and they reflected on what does that mean

24:55

for the way they design and deliver their services or what will that mean for the way they design and deliver

25:01

their services in the future the housing shortage is already a crisis

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and could get worse um we heard a lot about this and I really think this

25:11

quote sums it up housing is the number one type of call we take we take 70 plus

25:18

calls a days on 70 plus calls a day on this it's all about affordable housing

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which is getting harder and harder to find gratefully

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um some aaa's that we talk to are already focusing in in this area they're

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putting efforts in place to increase advocacy they're looking at new programs

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and services as well paid an unpaid caregiving shortages will become more acute and aaa's talked a

25:48

little bit about a family member older adults needing to tap into family members more often because there's not

25:54

enough caregiver work paid caregiver Workforce the challenge with that is a

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lot of family members are not in the state for a variety of reasons and so

26:05

this is putting some pressure on aaa's to think about who to serve where to put

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their focus and then also how to engage family caregivers out of the state and

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maybe even out of the country and they think they'll see a lot more of that in the future service demand will grow Workforce

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challenges will deepen interviewees talked a lot about the special specialization that's going to

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be needed for complex care and how we already have a shortage of Specialists which goes hand in

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hand with the next Trend more adults will have mental and behavioral health challenges and so caregivers are going

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to need to specialize the way they deliver care and services and a lot of folks especially mentioned dementia

26:51

related services more older adults will face Financial vulnerability climate change will impact

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older Californians and the AAA interviewees talked quite a bit about what that meant for them as they're

27:05

planning around emergency preparedness um and then finally Advanced Technologies

27:13

offer a multitude of threats and opportunities for consumers and

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interviewees really acknowledge that the aaa's will need to become more Tech relevant in the way they manage their

27:25

operations in the way they engage the next Generations of consumers and

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um a variety of other things around technology came up in the interviews

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um with that next slide please Allison I am going to

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um not harp on this slide I'll give folks a moment to take it in and I'm going to turn it over to Aaron at this

27:51

point and like I said she's going to talk a little bit about how the AAA see themselves currently ideal traits and

27:59

then action ideas for action and then we'll open it up for questions so with that Aaron all yours hey thank you Lori

28:07

thank you everyone again for joining this morning I will uh as Laurie mentioned I'll start with the current

28:13

state and uh it's probably no surprise too I'll just make the statement now that there's certainly a lot of

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connection between the current state as well as the ideas for Action that we'll hear and I'll talk through in a moment

28:24

but not to get too far ahead of myself again let me highlight some of the themes that we heard um from the current

28:30
state of the California aging Network and we had nine theme that that really emerged here so the first a positive one

28:37
is that the California aging network has valuable strengths and assets to leverage what we heard resoundingly from

28:44
all the triple AIDS is that they're driven by their mission they have passionate staff that are committed to

28:50
those that they serve they have a deep connection and understanding of their communities some with really extensive

28:56
collaborations and Partnerships within their community and then another asset uh noted by many

29:02
is the strengthening Bond that's forming between the chair the Triple A's CDA and the State Association c4a which

29:10
really resulted in a lot of optimism that we heard through the interviews about the future of the network

29:16
the next thing that emerged about the current state is that the California aging network is receiving greater attention outside of the network first

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as we uh talked about earlier in the webinar is the California master plan

29:28
for aging or the MPA which has brought new attention and resources Statewide for Aging Services and support

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there was also the covet pandemic which was mentioned often it certainly brought about its challenges of course but the

29:40
conditions also led to Greater flexibility for aaa's they were able to take on new and expanded roles in their

29:45
Community um and that prevent presented some opportunities

29:51
also mentioned the new funding opportunities that are emerging through Medicaid policies where common Services

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often provided by Triple A's can be eligible for payment which is leading to new Contracting opportunities

30:02

but that leads to the next theme that emerged which is that funding is a constant concern there aren't enough local resources and infrastructure to

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care for all the basic needs for older Californians and this will only be exacerbated as we saw by the continued

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population growth and longer life expectancy this was especially a concern that we heard in rural areas where funding

30:21

challenges were cited for Staffing challenges which can lead to limited presence and impacts for their

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communities beyond the funding itself aaa's recognized that requirements surrounding

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funding are also a burden with a lot of reporting and fiscal requirements that are felt to take away from the time

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spent serving the community though Mission driven and committed to

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their communities another theme that emerged is that many Triple A's feel they are still hidden in their communities they feel they are not often

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the first point of contact for older adults and are often not found or known as a resource in their Community until a

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person is in crisis and needing the support at that time there isn't a widely recognized brand

31:03

triple names are not consistent and can vary significantly and many don't have

31:09

the resources dedicated to effective marketing they feel plus many also noted

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this uh this balance they struggle with where there are concerns as they improve their visibility improve their Outreach

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will they have enough resources to care for that demand the next thing that we heard was

31:28

about policies and practices they felt there are opportunities to make policies and practices within the aaa's more

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efficient and more effective with some today possibly even hindering their performance uh they noted that there are

31:41

administrative tasks and requirements that are burdensome that take up additional resources and

31:47
capacities and then the next thing we heard uh
31:52
pretty significantly is that there is significant variation across the California aging Network the network over all the years hasn't
32:00
been necessarily built from deliberate planning and a collective Vision instead the drivers of change have been shifts
32:06
in economies policies politics and as a result it has led to the significant
32:11
variation that that is seen throughout the network at the local level services are inconsistent throughout the
32:17
state the scope of the services can vary and the quality of the services can vary
32:22
greatly from AAA to AAA and geography and demographics uh more
32:28
specifically work uh one of the key drivers of that variation and uh you
32:33
know of course we heard from various perspectives here those in rural communities they struggle most with limited resources less vendors to work
32:41
with less staff limited capacities and capabilities and more challenges and
32:46
even reaching and serving their consumers those in Suburban communities most often recognize challenges
32:52
primarily with increased cost of living resulting in limited Financial liquidity
32:57
for the consumers they serve and consequently greater service needs those in urban aaa's face higher
33:02
concentrations of Demands wait lists and higher cost of living paired with significant housing shortages
33:09
and then regardless of geography all Triple A's face challenges in serving migrant and underserved communities they
33:14
noted lack of resources and competencies to remove cultural and language barriers to meet the consumer needs
33:21
and then further contributing to variation across the network Triple A's have different organizing and governance

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models which also resulted in differences that we heard so each AAA structure is seen

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as having both advantages and disadvantages and certainly heard a lot here but just to give a couple

33:37

highlights so non-profit aaa's for instance benefit feel they benefit from more adaptability and less internal

33:44

policies and restrictions non-profit joint power agreements or J are similar they felt they see more

33:50

flexibility more opportunity for fundraising government JPAs however have

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stronger collaborative ties in the county and can share data with government Partners more easily

34:00

and then government Triple A's have a beneficial safety net with their integration into the local government and often have greater coordination and

34:07

access to other resources and lastly the last theme that emerged and also related to variation is that

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Triple A's operating in multi-county PSAs also experience unique challenges and opportunities those that are

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multi-county aaa's are really uniquely positioned because they must balance the local County to the regional

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they want to consider and address the local needs and priorities of each County and Community individually but

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also want to try to find and maintain standards and processes across the entire region that they serve

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and figuring out funding um in in particular was unique for multi-county aaa's um and each seems

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to take a different approach to how they distribute funding and resources some choose to follow the interstate funding

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formula that's used at the state level others choose to take a more flexible approach to try and allocate resources

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less stringently based on each County and community's needs so those are the key themes that emerge

35:02

from the aaa's perspectives again of the current state as you can see there are strengths to leverage and build upon

35:08

there are opportunities for improvement and focus and again this is going to be reflected as we transition to ideas that

35:14

the Triple A's had for achieving a successful future-ready California aging Network

35:19

so as we transition to that part I'll first start by summarizing that Future Vision and I'll share the ideal traits

35:27

or descriptors that emerged of what a Future Ready California aging Network would look like or would be and then

35:33

I'll go through again some ideas and actions that the Triple A's had related to each of these traits

35:39

so just to take a moment here and read these out loud the traits that we heard that came through the interviews be

35:45

visible and accessible be collaborative and integrated be efficient and streamlined

35:52

be Equitable and sustainable be consistent and flexible be responsive and proactive be age

36:00

friendly all right so now I'll explain I'll give a little more descriptor for each of

36:06

those and then share some of the actions or the ideas that we heard from the Triple A's for each

36:12

so first to be visible and accessible a network that that reaches and represents all California's

36:19

all Californians easily found and recognizable before a person is in

36:24

crisis and again some of the ideas that we heard from the Triple A's included first a seamless entry point for the

36:30

state having consistent Communications branding and marketing that's considerate of different cultures

36:36

languages and abilities and then a few additional actions that we heard to Foster this first to fund and support

36:43
local Outreach efforts and what was great is that we heard some current examples as we go through these ideas of

36:50
actions of what they want to see more of and one example for instance here was that Triple A's felt it's been very

36:55
valuable to have communication toolkits that come from CDA that can be used and

37:01
leveraged at the local level and so to see more of efforts like that that allow

37:06
for more efficiency and more collaboration across the state and then also Minnie mentioned having

37:11
new funding streams for dedicated staff or Liaisons that can focus on informing and training Community Partners

37:18
establishing a universally recognized brand was another idea possibly renaming the network to reflect Services better

37:25
and minimize confusion having consistent logos and easily remembered phone number and a central resource directory

37:32
and then also to develop Statewide campaigns so having State light effort state-led efforts provide branding

37:38
materials and guidelines again enhancing program disability at the state level

37:44
and then for the next trait so be collaborative and integrated so having a well-connected network both

37:51
within the network and with external Partners reducing barriers strengthening ties with key allies and stakeholders at

37:57
every level local Regional State national all the way

38:03
so the first idea that within the network so strengthening ties within the

38:08
California aging Network many had ideas for establishing more defined channels for collaboration and interaction

38:14
amongst the aaa's such as a digital Forum having a resource exchange or a

38:20
platform for sharing or having a library of new ideas promising practices best

38:26
practices case studies and other ways of sharing information
38:32
some had the idea for developing models for shared resources and systems uh so
38:37
for a couple examples having shared office staff or infrastructure to build some efficiencies uh for uh particularly
38:45
uh for rural areas in the state or possibly having joint Contracting with vendors with the belief that that would
38:52
provide potential benefits and having lower unit costs greater consistency and again another example that that came up
38:59
here was the Statewide needs assessment that was mentioned earlier that's underway there was a lot of excitement
39:06
about this and the belief that this could be a practice ongoing that would allow for the same shared resources and
39:13
systems the next idea was around building and expanding local and state
39:19
level Partnerships AAA saw that it would be ideal that there'd be greater state level integration and collaboration
39:26
across agencies and departments integrating systems for whole person care
39:31
or many called you know brought up the no wrongdoor philosophy and then many saw that there would be an
39:37
opportunity then after the state level to replicate that at the local level and
39:42
saw that achieving greater public awareness stronger referral networks and the ability to see service gaps and
39:48
have a greater presence overall and then lastly I what came out as an
39:54
action item or an idea here was to continue to improve the CDA and Triple A relations again as I mentioned in the
40:00
current state there's a lot of positivity around this a lot of hopefulness and that extended here as
40:06

well of the potential relations uh um in the future based on the current efforts to provide additional support

40:14

um and transparency between the Triple A's and CDA

40:19

for the next trait so be efficient and streamline so having a network that's continuously looking for ways to improve

40:26

the use of resources and the consumer experience that could be process Improvement technological advancements

40:32

advancements and others and a few ideas that we heard here one was uh Triple A's

40:38

in particular had ideas for simplifying the contract process um some specific ideas were

40:44

reducing the number of contracts through multi-year Contracting having timely or release and completion of contracts such

40:50

as something as specific as adopting digital signatures as a potential approach uh many thought that leveraging

40:57

technology to enhance Service delivery and reach was an opportunity uh for instance developing Statewide virtual

41:04

programs to expand access to services at the same time combating some of the

41:09

challenges felt across the network around social isolation or being able to remotely monitor their consumers

41:17

and then uh one other idea was around data collection so improving collection

41:23

improving data sharing and just approving the way that data is used and analyzed to better manage and deliver

41:29

services so many felt that there was an opportunity to adopt or create a new

41:34

data system Statewide that would completely redefine how the network collects and uses data allowing for most

41:42

importantly the capture of data into a single system and uh they took this further and expanded on that it

41:49

would include new measures to collect including outcomes measures not just output

41:54

having standardized directions on how to collect data so that it's uniformly
42:00
collected across the state and then on the back end having tools
42:05
and processes available to effectively use the data saw this as an opportunity to share feedback to local aaa's but
42:14
also to use it outside of the network and potentially use it to demonstrate the value of the network
42:20
and then for the fourth trait be consistent and flexible so a Network that has a standard level
42:26
of access and quality across AAA programs and services but also flexibility and planning and design to
42:32
meet the community's specific needs uh and to do that to say that more specifically uh establishing a set of
42:38
services with optional programs that address local needs so Triple A's
42:43
thought it would be a collaborative effort that would identify the programs and services that would be available
42:49
across all aaa's and communities there would be consistent quality standards
42:54
but then additionally the Triple A's would be empowered to tailor those offerings to meet the unique needs of
43:00
their community and then developing outcome measures and monitoring performance so moving again
43:07
as I just briefly mentioned related to data move from output Focus to outcome
43:13
focused which again would reflect the effectiveness and the impact of
43:18
agencies and their programs for uh for California and we heard a lot about the specific
43:25
measures or ideas for areas of focus for these outcomes but just to name a few that came up often consumer
43:33
satisfaction and impact quality of life as well as health outcomes or even just
43:38
public awareness and now to move to the to the next trait
43:43

be Equitable and sustainable so being a Network that has the resources necessary to meet the growing and

43:50

changing needs of Californians um having re having resources managed and allocated in a manner that is

43:57

Equitable and reach for all consumers and uh there were a lot of

44:02

ideas you can see here for this traits um and just to focus on a few of

44:08

those here so to invest in person-centered models first uh so the opportunity to have an

44:14

integrated Service delivery model that takes a holistic approach of more specific ideas would be a standardized

44:20

intake and assessment process to determine eligibility and need having a universal gateway program and

44:27

user-friendly technology again serving as entry points to coordinate a single delivery of services

44:34

uh to deliver programs and services that are culturally competent uh it was felt that additional resources and training

44:40

would help to ensure that Service delivery is sensitive to the needs and desires of diverse consumers

44:46

uh Triple A's felt the policies and funding channels should be evaluated looking for ways to dedicate more

44:52

funding for administrative functions and to better support perhaps rural A's

44:58

it was also felt to be important to think Beyond short-term one-time funding opportunities and to focus more on

45:03

reliable ongoing sources such as grants from other state agencies and federal entities looking at Community

45:10

foundations the Cal aim Medi-Cal contract opportunities and aaa's felt

45:16

that CDA could play a role in providing guidance in this area and again having some consistency across the state

45:24

they also want to advocate for a larger state level allocation to the AAA particularly in the form of a proactive

45:31
proposal to expand the budget of the California aging Network to maintain services and expand programs and
45:37
services and then aaa's recognized there are some restrictions with how funding pools can
45:45
be used which is driven by federal guidance and restrictions there but still saw an opportunity that at the
45:52
state level could create more flexible long-term funding streams that would that would complement this and looking
45:59
for opportunities there and then lastly strengthening the workforce so prioritizing and building
46:04
effective leadership through training perhaps mentorship opportunities plus continued education and professional
46:11
development for all staff within the network for the next trait be responsive and
46:17
proactive so a network with the capacity to understand and anticipate the changing needs of the community to
46:24
find solutions that address them equitably and creatively uh so some of the ideas that we heard here some of the
46:30
actions uh so first embracing being the local aging experts uh Triple A is of
46:35
course experiencing experience challenges with capacities and practices but they still felt they are the local
46:41
experts in aging and felt the need to further Embrace and demonstrate that role uh they uh felt giving more
46:49
attention to mental Behavior behavioral and cognitive Health was important so uh playing a role in raising awareness and
46:56
building understanding within the network and Beyond but also to possibly develop Supportive Services or
47:02
at least more formally refer to specialized Services already available and the next idea the NX action really
47:09
similar was around older adult homelessness which we heard as a trend
47:14

that that certainly emerged and determining their role in addressing that
47:20
um so again similar exploring ways in which to become more integrated make more referrals to existing services or
47:26
systems and even Explore developing their own supportive programs to support this need such as a co-housing
47:33
model and then lastly for this trait a desire to review all current programs for the
47:41
potential to modernize and update to be better aligned with the current needs
47:46
and expectations of their consumers uh and just to give a couple of specific examples that emerged here modernizing
47:52
and expanding nutrition services to offer more flexible options removing the need for the socialization requirements
47:59
that may deter some from utilizing those Services another was to expand evidence-based health promotion programs
48:06
across the state for Equitable access improving Transportation such as through
48:11
Statewide public-private Partnerships that would ensure older adults have access to essential services to remain
48:18
independent and then that takes us to our last trait so be age friendly so a network
48:26
that works to understand combat and prevent the negative stereotypes that
48:31
are associated with aging while also promoting age-friendly practices policies and understanding again with
48:37
their partners and even more broadly so a few ideas here many felt that CDA and
48:43
the Triple A's should be the ones to take the lead in combating negative stigmas associated with aging and disability so again raising awareness
48:50
promoting help seeking and proactive behaviors and fostering a culture that that values older adults in aging
48:57
uh many had the ideas around fostering intergenerational connections across
49:02

programs so this was seen as an opportunity uh specific ideas for program programming that came about

49:09

included intergenerational housing programs technology education programs and

49:15

volunteer programs that brought the two generations together and some even raised potential for and incorporating

49:22

an incentive for this such as a property tax credit and then lastly advocating for policy

49:30

changes at the state and federal levels uh Triple A's felt that there should be a greater push to educate and regularly

49:36

brief elected officials and state and policy makers on aging and aging services

49:43

including the challenges faced by older adults sharing that Triple A's also like the idea of putting more focus on

49:50

working with and partnering with other organizations that are focused on advocating for older adults

49:56

such as AARP was an example that was raised so that takes us to our last trait and

50:03

again highlighting some just some of the actions and ideas that we heard from the

50:08

the AAA perspective just in summary I would say aaa's had a lot of positivity

50:13

a lot of ideas for the future network they felt the network should be more known but more equipped for that better

50:21

tools infrastructure and more so that concludes again our highlights

50:26

our presentation and so at this time I will uh I'll turn it over to Connie to

50:31

moderate uh the question and answer session

50:38

thank you Aaron um so now we are going to go into our question and answer session

50:45

um so if you'd like to answer a call or sorry answer if you'd like to ask a question live please feel free to click

50:52

on the raise your hand icon at the bottom of your screen and we will unmute your microphone so you can ask your

50:58

question live so we'll just wait a couple minutes as folks may be tapping
51:03
on the raise hand icon we'll go over to the Q a chat and take a look at what questions that we may have in queue
51:10
right now and a lot of them look like housekeeping questions um there is one asking about where they
51:16
would be able to find the slide presentation and all of this will be available on CDA's website if you go to
51:22
our home page you will see under highlights there is a link that says ca2030 and you can click on there and
51:28
the presentation and today's video will be available um on that page
51:34
there was also a question about uh who
51:39
had said specific quotes um but these quotes I believe are Anonymous in the presentation it's a
51:46
collective uh effort I guess amongst the display networks so
51:51
um the uh quote I guess the person that made the
51:56
quote is not uh going to be um identified okay let's go over to the
52:05
participants let's see if there's any hands raised
52:10
I see Tatiana we're going to unmute your microphone and you can ask your question live
52:20
the many uh areas I work with high cap
52:25
throughout this presentation I have heard the workforce need and adaptation
52:31
and so forth has the study or will the study look at
52:37
the unique um experiences and types of
52:43
personalities that the various Generations have come forth with because
52:49
employers are having a hard time with I either
52:55
keeping employees or adapting or having the employees adapting to the culture or
53:02

the needs of the particular Agency for whom they are working so for example
53:07
there has been a lot of talk in my circle is that for example the Gen z's
53:14
are not are not loyal to their employers they're only looking for the money so
53:19
I'm just putting in another layer of consideration and how to adapt
53:26
potential uh employees and how to deal with that those different generations of
53:33
employees thank you
53:40
thank you Tatiana okay let's see we have another hand
53:46
raised Gloria Sanchez I'm going to unmute your microphone and if you'd like to ask your question like
53:53
foreign
54:03
can you hear us
54:09
okay we'll come back to Gloria in a few minutes am I on oh yep you are on
54:17
okay my question was regarding the survey if it is now being uh sent out by
54:24
our local Triple A's to the different senior centers for that to be going out
54:30
to our seniors and the other question I had was did the committee ever considered a three-digit
54:37
uh number very similar to our
54:42
uh 4-1-1 or our 2-1-1 so that they can our seniors can remember a three-digit
54:49
instead of remembering the long phone number [Music]
54:55
thank you for those questions thank you Nakia do you mind jumping in to talk about the survey really quick yes thank you Connie good morning
55:02
everyone and good morning Gloria regarding the question about the Cassel survey
55:08
um right now it has started to go out to various regions um where several of our aaa's are
55:14
located in regards to the aaa's our um individuals being able to take the
55:20

survey to local senior centers and administer that that will not be able to happen until we are at the portion of
55:26
open participation and um according to our timeline regarding open
55:31
participation of the survey that is expected in or around August 14th and so
55:38
at that time um those who have the survey will have the opportunity if they choose to
55:43
meaning such as our Triple A's and AAA directors to take the survey to senior
55:49
centers Etc to um promote that open participation in the survey we have been
55:54
notified that some of the aaa's do intend to do exactly that so again that
56:00
will come during the open participation stage of the survey right now it's at the random sampling distribution portion
56:06
of the survey thank you thank you Nikia
56:12
and also thank you Gloria for that feedback on the number it's definitely noted
56:17
um let's see let's go so again if you want to ask a question
56:24
live all you have to do is click on your raise hand icon at the bottom of your screen so feel free to ask any questions
56:30
pertaining to anything that has been presented today um going over to the Q a for questions
56:38
that have been submitted it looks like there's still some
56:44
housekeeping questions the presentation will be made available again you'll find the link on our home page under
56:50
highlights it'll be under ACA 2030 link just real quickly because one of the
56:57
questions is also about the report that I mentioned which will also be available with the presentation I think the
57:03
question is it's not there yet but it will be the full interview synthesis report will be available on the website
57:09
too okay thank you Lori
57:18

okay let's go to Diane Lawrence we'll unmute your microphone
57:24
good morning and this was this was a wonderful presentation my question
57:29
dovetails with glorious what's the publicity around the survey
57:35
um you know maybe I missed something but I haven't heard that much about it and
57:41
I've you know been participating in a lot of this so I'm just curious so that
57:47
um we can make sure that we get as brought a cross-section of representation as we
57:54
can I think it's a great idea I can't wait to fill it out um so I'm just hope I just want to know
58:01
so I can let my advisory Council know that it's coming to be on the lookout
58:06
and to talk to their constituencies about it thank you
58:12
thank you Diane regarding the survey we've done several um pushes towards
58:17
advertisement or our promotion of the survey um in every presentation that CDA has
58:23
done um throughout the past couple several months we've made a uh effort to
58:29
promote the survey um keeping in mind that again the initial portion of the survey will be random participation and
58:36
so with the random sampling of participation it has gone out and will continue to go out to our various AAA
58:43
regions um the vendor that we're working with for the survey Poco that is the name of the vendor they have done
58:50
regular meetings with all of our aaa's um they do check-in meetings as well as just meetings indicating timelines Etc
58:58
and so a lot of the meetings have been directly with our Triple A's just to advise them that within their regions
59:04
the surveys will be going out additionally when it comes to the open participation we have also done
59:10
newsletters um some missions with related to CDA we've also done other efforts in regards
59:17

to like I said um presentations and really getting the word out that way additionally

59:23

um I've presented at the um Cala Association and so during that

59:29

presentation the survey was also promoted um for participation but again that's

59:35

related to the open participation portion of it the random sampling is where we're going where we're at now the

59:42

the portion of the survey and the promotion so a lot of that has been done directly with our Triple A's since it

59:47

will be going out in their regions thank you and this is uh Mark I'm the chief deputy director for the department

59:53

and it can remind me the open participation that starts August 14th is

59:59

that right that's correct in around August 14th so if you have any suggestions about additional Outreach um

1:00:05

as Ikea said we have been working with closely with our AAA Partners on uh marketing and Outreach locally of the

1:00:12

survey but if you have any additional ideas you'd like to share with us we would be more than happy to hear those

1:00:18

so um either drop in the Q a um portion or I think that we've got

1:00:23

contact information where you can email us as well I'll check back with my triplet with the

1:00:30

staff and I may just have missed it in so many of the presentations but I think

1:00:36

it's a great idea excellent thank you

1:00:44

okay once again if you'd like to ask a question you can click on the raise hand icon at the bottom of the screen and

1:00:50

we'll unmute you um going through the Q a it looks like there's quite a few questions asking

1:00:56

about if there's recommendations on specific topics and I was thinking Lori maybe

1:01:02

um if you could uh walk us through again on in terms of the three-part webinar

1:01:08

series and what we're covering and then how I don't think we're at the stage of the recommendations yet so if you can
1:01:13
walk everyone through that process again yeah I certainly will um and in response to one of the
1:01:20
questions about ideas or recommendations I will say that I wouldn't recommend to
1:01:26
read the full interview synthesis because there's a lot of ideas that were given and there were also examples I
1:01:33
think we inventory different examples from Triple A's that we're responding to for example
1:01:39
um the housing the housing issues so that that's one again ideas
1:01:45
um we have a few more pieces of research the promising practices to
1:01:50
finish up we want to incorporate the consumer assessment data
1:01:56
um we're working on some quantitative data around the network profile and then
1:02:01
all of that including the previous interview synthesis and this synthesis
1:02:07
and then by the way we've been working with the CDA team on a weekly basis and
1:02:12
the steering committee on a monthly basis so all of that data gets kind of
1:02:17
brought together and that's when we start looking at um where the different themes across
1:02:24
multiple research sources and that gets compiled into what are the different
1:02:30
possibilities or scenarios and then we move into recommendations that that will
1:02:36
be a result of all of this research and Discovery towards the end of the year so
1:02:42
be on the lookout for one more web webinar around the promising practices which would close the research and
1:02:49
Discovery phase then we move into you know working with all of the data
1:02:54
decision making and prioritizing we'll likely have another webinar in the fall let you know how we're doing and then at
1:03:02
the end of the year will be the set of recommendations in those six Focus
1:03:08

areas that Susan highlighted earlier Connie does that get to the question
1:03:14
okay thank you Lori okay let's go over to will tips now
1:03:21
we're going to unmute you and if you'd like to ask your question thank you good morning just want to
1:03:27
offer a commentary here on the differences between agencies on
1:03:34
Aging across the state and you know to me it's sort of like saying
1:03:40
um how come the California Department of Education doesn't have the same
1:03:46
standards across all colleges in California how come USC isn't the same
1:03:54
as Fresno State or Sac City College and the reason of course is that USC has
1:04:03
uh loads and loads of private dollars coming in and a city college does not
1:04:09
have that the same Dynamic is true with agencies on Aging in a place like San
1:04:15
Diego where you have the older Americans act money coming in is the
1:04:21
minority of money that that AAA is using to provide all kinds of programs and
1:04:28
services so I think the discussion should not be you know how can we all look like the San Diego AAA or how could
1:04:36
all colleges look like USC because that's not realistic it's not appropriate
1:04:42
um that that's important I think for um collaborative consultant Consulting
1:04:49
to understand is how much private money that's beyond the scope of the
1:04:55
Department of Aging tips the scales and um makes some aaa's look far bigger and
1:05:04
more successful and more impactful than others
1:05:14
thank you for that comment and feedback bro foreign
1:05:24
all you have to do is click on the raise tab icon at the bottom of your screen
1:05:29
going through the chats I'm not seeing any other questions that are coming so
1:05:36

we'll just give it another quick minute if anybody wants to ask a question like I can click on the raise Camp icon at

1:05:42

the bottom or you can put your question into the Q a section as well

1:05:48

[Music]

1:06:15

thank you Nelson for dropping that link in there's a direct link to the ca2030

1:06:21

page that links off of our highlights on the CDA page and that's the page where you will find all the information of the

1:06:28

past webinar and also today's webinar will also be posted shortly on that page from the presentation and the video

1:06:37

okay seeing that there are no additional questions uh to be asked live uh or in

1:06:42

the Q a um we'll now go to the closing

1:06:48

and let's see Lori would you like to close us off

1:06:53

yeah thanks Connie and thank you everybody um for the questions and the input

1:06:58

um very much appreciated and I believe I've already mentioned this but I'll just Spotlight it one more time that the

1:07:06

final webinar in this series which closes out again the research and

1:07:12

Discovery phase of the project is Thursday August 24th from 12 to 1 15.

1:07:17

it's on promising practices we have been interviewing different states we've been researching different

1:07:24

states and we got pretty specific around those six Focus areas so

1:07:30

hopefully you will be able to join us in August for the promising practices

1:07:36

webinar and in the meantime if you have other questions that come up if once you take a look at the presentations and the

1:07:42

reports and so on don't please don't hesitate to reach out um we'd love to engage in the

1:07:49

conversation about this project so thanks everyone and have a great week ahead

1:07:55

Susan did you want to say anything um I wanted to say thank you to our
1:08:01
collaborative Consulting team and then in the chat I just I really want to underscore
1:08:06
um this is Quite a feat that every single Area Agency on Aging contributed equally to this work and we have 100
1:08:14
participation uh so thank you every one of you at all levels of your
1:08:19
organization um that helped produce what we just shared at a high level with you and
1:08:25
you'll be able to see much greater detail in the months ahead as we Post all of this to our website so thank you
1:08:31
to our AAA partners and to collaborative Consulting and to the CDA team as you
1:08:37
heard we've been meeting weekly on this um and it's a high priority for our
1:08:42
executive team and staff so thank you to the CDA team as well everybody have a great week
1:08:48
thanks