



**California Department of Aging  
Hubs & Spokes Network for Aging & Disability Briefing  
April 20, 2022**

**Captioners Transcript**

13:00:28 >>> GOOD AFTERNOON, EVERYONE.

13:00:30 WE'LL GIVE IT ANOTHER MINUTE FOR

13:00:31 EVERYBODY AS THEY'RE COMING IN

13:00:38 TO OUR WEBINAR.

13:01:01 ONCE AGAIN, GOOD AFTERNOON.

13:01:03 WE'RE JUST GOING TO GIVE IT ONE

13:01:04 MORE MINUTE FOR FOLKS TO JOIN.

13:01:06 WE SEE A LOT OF FOLKS ARE STILL

13:01:08 COMING INTO THE WEBINAR ROOM

13:01:10 RIGHT NOW.

13:02:11 TO TRY SO WE

13:02:14 WOULD LIKE TO END IN WITH 90

13:02:15 MINUTES.

13:02:16 WE DON'T WANT TO KEEP YOU GUYS

13:02:17 HERE LONG.

13:02:19 SOME LOGISTICS.

13:02:23 ALL PARTICIPANTS ARE MUTED.  
13:02:26 YOU MAY USE YOUR RAISE HAND ICON  
13:02:29 TO REQUEST YOUR LINE BE UNMUTED.  
13:02:31 OR YOU ARE WELCOME TO INPUT YOUR  
13:02:33 QUESTION INTO THE Q&A BOX.  
13:02:34 CLOSED CAPTIONING IS ALSO  
13:02:35 AVAILABLE.  
13:02:36 YOU CAN ACCESS THAT BY CLICKING  
13:02:39 THE ICON AT THE BOTTOM OF YOUR  
13:02:39 ZOOM SCREEN.  
13:02:44 WHEN YOU JOIN US IN THE Q&A,  
13:02:46 SHARE QUESTIONS AND COMMENTS  
13:02:48 USING THE Q&A ICON.  
13:02:51 DO NOT PUT IT IN THE CHAT  
13:02:51 FUNCTION.  
13:02:53 IT DOES GET LOST IN THE CHAT  
13:02:54 FUNCTION IF YOU DO PUT IT IN  
13:02:55 THERE.  
13:02:56 THE PRESENTATION OR RECORDING  
13:02:57 WILL BE ARCHIVED.  
13:03:00 YOU'LL BE ABLE TO VISIT CDA'S  
13:03:01 YOUTUBE CHANNEL.  
13:03:04 IT SHOULD BE POSTED IN THE NEXT  
13:03:07 48 HOURS IF NOT SOONER.  
13:03:08 WE'LL TRY TO GET IT UP.

13:03:09 NEXT SLIDE.

13:03:10 WE HAVE A LOT TO COVER TODAY.

13:03:12 ON OUR AGENDA, WE'RE GOING TO GO

13:03:14 THROUGH THE OVERVIEW AND HOW WE

13:03:14 GOT HERE.

13:03:22 NEXT, WE'LL GO TO THE CSUS

13:03:23 OVERVIEW AND PURPOSE AND DATA

13:03:24 AND FINDINGS.

13:03:28 WE'LL GO TO THE CDA RESPONSE,

13:03:29 AND WHAT WE HEARD.

13:03:31 WE'LL HEAR FROM THE PARTNER

13:03:32 PERSPECTIVES.

13:03:34 THEN WE CAN DISCUSS AS A GROUP

13:03:35 WHAT THE NEXT STEPS WOULD BE.

13:03:37 I WOULD LIKE TO TURN IT OVER TO

13:03:41 OUR DIRECTOR SUSAN DEMORRIS.

13:03:42 >> THANK YOU, CONNIE.

13:03:43 GOOD AFTERNOON, EVERYBODY.

13:03:46 IT IS GREAT TO BE HERE TO

13:03:47 CONTINUE THIS CONVERSATION THAT

13:03:50 STARTED -- FIRST STARTED LAST

13:03:50 SUMMER.

13:03:52 AND WENT WELL INTO THE FALL.

13:03:56 SO, WE ARE RESUMING THE

13:03:56 DIALOGUE.

13:03:57 AND I SEE THERE ARE MANY  
13:03:58 FAMILIAR FACES WHO HAVE BEEN  
13:04:01 CONTRIBUTING TO THIS  
13:04:03 CONVERSATION FOR WELL OVER A  
13:04:03 YEAR.  
13:04:04 SO, THANK YOU FOR RETURNING AND  
13:04:05 BEING WITH US TODAY.  
13:04:07 AND A VERY SPECIAL THANK YOU TO  
13:04:10 CONNIE, WHO JUST OPENED US.  
13:04:12 WHO HAS BEEN LEADING THIS WITH  
13:04:15 HER COMMUNICATION'S TEAM AT CDA  
13:04:18 FOR ALL THE STAKEHOLDER  
13:04:19 ENGAGEMENT.  
13:04:20 WE REALLY APPRECIATE CONNIE'S  
13:04:21 GREAT WORK.  
13:04:22 I WANT TO SHARE WITH YOU A SLIDE  
13:04:24 THAT I HOPE IS FAMILIAR TO ALL  
13:04:28 OF YOU BY THIS TIME.  
13:04:30 IF NOT, THIS IS TO REMIND ALL OF  
13:04:32 US WHY WE'RE GATHERED HERE, TO  
13:04:34 TALK ABOUT OUR  
13:04:35 AGING & DISABILITY NETWORK.  
13:04:37 ITS STRENGTHS AND WEAKNESSES AND  
13:04:40 HOW WE ARE ALL PREPARING FOR  
13:04:45 2030, WHEN THINGS WILL LOOK VERY

13:04:48 DIFFERENT THAN THEY DO TODAY.  
13:04:50 DEPARTMENT OF AGING, MEETING  
13:04:52 WITH MANY OF YOU INDIVIDUALLY  
13:04:53 AND THROUGH OUR ORGANIZATIONS.  
13:04:55 I CAN TELL YOU, THIS IS NOT NEW  
13:04:57 INFORMATION TO ANYONE WHO IS IN  
13:04:59 DIRECT SERVICE PROVISION AND IS  
13:05:02 ALREADY SEEING THESE NUMBERS  
13:05:04 REACH THEIR DOORS, THEIR PHONE  
13:05:06 LINES, THEIR WEBSITES.  
13:05:09 SO, THIS IS FAMILIAR TO ALL OF  
13:05:11 US WHO WORK IN THE AGING AND  
13:05:12 DISABILITY COMMUNITY.  
13:05:14 AND IT REALLY STRUCK ME DRIVING  
13:05:14 HOME.  
13:05:16 WE'RE BACK IN THE CDA OFFICE.  
13:05:19 AND WHEN I THINK ABOUT ONE IN  
13:05:22 FOUR CALIFORNIANS BEING 60 OR  
13:05:26 OLDER IN 2030, WHAT THAT LOOKS  
13:05:27 LIKE WHEN YOU'RE SITTING IN  
13:05:28 TRAFFIC.  
13:05:28 EVERY FOURTH CAR HAS SOMEBODY  
13:05:31 WHO IS 60 OR OLDER, AND APPLY  
13:05:34 THAT TO OUR WORKFORCE, TO OUR  
13:05:35 SERVICE DELIVERY NETWORK AND OUR

13:05:36 COMMUNITIES.  
13:05:38 SO, THAT'S WHY WE'RE HERE TODAY,  
13:05:41 TO TALK ABOUT HOW WE PREPARE FOR  
13:05:42 2030 AS A STATE.  
13:05:47 NEXT SLIDE, PLEASE.  
13:05:49 THIS SLIDE IS ALSO FAMILIAR TO  
13:05:51 EVERYONE, I BELIEVE, WHO IS  
13:05:52 JOINING US TODAY.  
13:05:54 WE'RE NOW AT ABOUT 175  
13:05:56 PARTICIPANTS.  
13:05:57 WE KNOW THAT CALIFORNIA'S  
13:05:59 POPULATION, AS A WHOLE, IS  
13:06:01 INCREASINGLY DIVERSE.  
13:06:03 AND THE OLDER ADULT AND  
13:06:03 DISABILITY COMMUNITY IS  
13:06:06 REFLECTIVE OF THAT AS WELL.  
13:06:07 I ALSO KNOW THAT FROM TALKING TO  
13:06:09 SO MANY OF YOU OVER THE LAST FEW  
13:06:11 MONTHS, AND THROUGH ALL OF OUR  
13:06:13 STAKEHOLDER WORK AT THE  
13:06:15 DEPARTMENT OF AGING IS THAT OUR  
13:06:17 POPULATION ISN'T ONLY  
13:06:19 INCREASINGLY ETHNICALLY AND  
13:06:21 RACIALLY DIVERSE, BUT WE ARE  
13:06:24 SEEING A MORE COMPLEX, OLDER,

13:06:30 AND DISABLED POPULATION IN OUR  
13:06:31 SERVICES.

13:06:33 MORE MEDICALLY COMPLEX, MORE  
13:06:35 MENTAL AND BEHAVIORAL  
13:06:35 CHALLENGES.

13:06:37 CERTAINLY MORE HOUSING AND  
13:06:39 FINANCIAL LIMITATIONS WITH THE  
13:06:41 POPULATION THAT WE'RE SEEING  
13:06:41 TODAY.

13:06:44 AND THOSE TRENDS WILL CONTINUE  
13:06:46 THROUGH 2030 AS WELL.

13:06:51 NEXT SLIDE.

13:06:53 WE WANTED TO START BY FOCUSING  
13:06:55 ON SOME OF THE OPPORTUNITIES  
13:06:57 THAT EMERGED AT THE START OF  
13:06:59 THIS HUBS & SPOKES CONVERSATION  
13:06:59 LAST SUMMER.

13:07:02 AND SOME THAT ARE MORE NEW.

13:07:06 CERTAINLY THE COVID-19

13:07:07 ACCELERATOR, WE ARE CERTAINLY

13:07:13 VERY MUCH IN THE THROES OF

13:07:18 COVID-19 FOR OLDER ADULTS, THE

13:07:24 CONGREGATE SETTING, AND NOW IN

13:07:28 THE THIRD YEAR, IT HAS

13:07:36 DEMONSTRATED CHALLENGES AND

13:07:38 STRENGTHS IN OUR WORKFORCE.  
13:07:39 WRAPPING UP THE SECOND YEAR OF  
13:07:41 INITIATIVES, THE FIRST 132  
13:07:43 INITIATIVES THAT GREW OUT OF THE  
13:07:45 MASTER PLAN FOR AGING.  
13:07:47 MANY OF YOU JOINING US ON THE  
13:07:48 WEBINAR HAVE CONTRIBUTED  
13:07:50 SIGNIFICANTLY TO THE MASTER  
13:07:51 PLAN, TO THE LONG-TERM SERVICES  
13:07:53 AND SUPPORT SUBCOMMITTEE REPORT,  
13:07:55 TO THE EQUITY WORK GROUP AND TO  
13:07:56 THE STAKEHOLDER GROUPS THAT  
13:07:59 CONTINUE TO ADVANCE THAT WORK.  
13:08:01 WE ALSO HAVE SEEN HISTORIC  
13:08:02 INVESTMENTS.  
13:08:04 STATE-LEVEL INVESTMENTS.  
13:08:06 GENERAL FUND INVESTMENTS.  
13:08:07 FEDERAL FUNDING INVESTMENTS.  
13:08:10 THE AMERICAN RESCUE ACT.  
13:08:12 INFRASTRUCTURE DOLLAR ACTS.  
13:08:14 INFRASTRUCTURE DOLLAR ACT --  
13:08:16 INFRASTRUCTURE DOLLARS AND THE  
13:08:19 HBCS, HOME AND COMMUNITY-BASED  
13:08:20 SPENDING PLAN.  
13:08:22 SO, WE ARE NOW IN THE FIRST YEAR



13:08:24 OF THOSE HISTORIC INVESTMENTS.

13:08:26 MANY OF THEM ARE TIME LIMITED

13:08:28 OVER THE NEXT TWO YEARS.

13:08:33 AND, FINALLY, WE ARE ALL PART OF

13:08:39 THE MEDI-CAL TRANSFORMATION IN

13:08:42 CALAIM FOR PATH FUNDING FOR

13:08:44 COMMUNITY-BASED PROVIDERS, FOR

13:08:47 ENHANCED CARE MANAGEMENT, FOR

13:08:49 COMMUNITY-BASED SUPPORTS, AND

13:08:51 MUCH MORE.

13:08:53 MAY 1st, OLDER ADULTS OR

13:08:55 INDIVIDUALS 50 AND ABOVE WHO ARE

13:08:59 UNDOCUMENTED WILL BECOME

13:09:03 ELIGIBLE FOR FULL SCOPE MEDI-CAL

13:09:05 AND OUR OFFICE OF IMMIGRATION

13:09:06 AND INTEGRATION IS UP AND

13:09:09 RUNNING UNDER ANESTHESIA

13:09:10 DODDSON'S LEADERSHIP.

13:09:12 THESE ARE ALL AREAS THAT ARE

13:09:16 JUST HAPPENING IN MEDI-CAL

13:09:16 ALONE.

13:09:19 NEXT SLIDE, PLEASE.

13:09:20 SO, TO TAKE OUR FOCUS BACK TO

13:09:23 WHY WE'RE HERE TOGETHER TODAY,

13:09:27 WE ARE RECAPPING SOME TREMENDOUS

13:09:29 WORK THAT HAPPENED LAST SUMMER  
13:09:29 AND FALL.  
13:09:33 AND WE'LL HEAR FROM OUR PARTNERS  
13:09:38 AT CSUS.  
13:09:40 IN THEIR PRESENTATION AS FAR AS  
13:09:41 HOW MUCH DATA WAS COLLECTED, HOW  
13:09:43 MUCH INFORMATION WAS GATHERED.  
13:09:45 AND ALL OF THAT WAS AROUND A  
13:09:48 CONCEPT, AN IDEA, OR A NOTION  
13:09:49 CALLED HUBS & SPOKES.  
13:09:51 THIS WAS NOT A PROPOSAL.  
13:09:53 IT WAS A CONCEPTUAL FRAMEWORK, A  
13:09:55 FOUNDATION AND FRAMEWORK FOR  
13:09:58 EVERY LOCAL COMMUNITY TO ADOPT  
13:09:59 IN ORDER TO DELIVER  
13:10:02 PERSON-CENTERED, EQUITY-FOCUSED  
13:10:04 AND DATA-DRIVEN SERVICES AND  
13:10:06 OUTCOMES TO ALL CALIFORNIANS AS  
13:10:06 WE AGE.  
13:10:09 SO, TODAY WE'RE REVISITING THAT  
13:10:09 TOPIC.  
13:10:11 AND WE'RE EXCITED TO BE SHARING  
13:10:13 WITH YOU THE DATA AND FINDINGS  
13:10:15 THAT WERE PRODUCED FROM ABOUT  
13:10:18 SIX MONTHS OF COLLECTIVE WORK.

13:10:21 NEXT SLIDE.

13:10:23 AND HOW WE GOT HERE.

13:10:26 THE SUMMER AND FALL

13:10:28 HUBS & SPOKES TOWNHALLS AND

13:10:31 SURVEYS GREW OUT OF THE MASTER

13:10:32 PLAN FOR AGING.

13:10:34 AND WHEN THE MASTER PLAN FOR

13:10:36 AGING WAS OFFICIALLY RELEASED

13:10:38 AND LAUNCHED IN JANUARY 2021,

13:10:41 THERE WERE TWO INITIATIVES THAT

13:10:43 PROMPTED THIS WORK ON THE

13:10:44 HUBS & SPOKES PLAN.

13:10:47 THE FIRST WAS TO CREATE A

13:10:49 STATE-WIDE NO WRONG DOOR SYSTEM.

13:10:51 AND THE SECOND WAS TO REVISIT

13:10:52 THE STRUCTURE OF CALIFORNIA'S

13:10:53 AREA AGENCIES ON AGING.

13:10:57 FROM THAT GREW THE HUBS & SPOKES

13:10:57 IDEA.

13:10:59 AND THE PUBLIC GATHERINGS, TOWN

13:11:02 HALLS, AND SURVEYS THAT WE'LL BE

13:11:04 HEARING MORE ABOUT TODAY.

13:11:09 NEXT SLIDE.

13:11:12 WE WERE DELIGHTED AND CONTINUE

13:11:15 TO BE DELIGHTED TO PARTNER WITH

13:11:17 CSUS, OUR LOCAL UNIVERSITY HERE  
13:11:20 IN SACRAMENTO TO ANALYZE ALL THE  
13:11:21 FEEDBACK FROM THE TOWN HALLS AND  
13:11:23 THE SURVEYS AS WELL AS THE VERY  
13:11:25 THOUGHTFUL LETTERS THAT WERE  
13:11:27 SUBMITTED TO US BY A NUMBER OF  
13:11:28 ORGANIZATIONS.

13:11:31 AND TODAY THE CSUS TEAM WILL BE  
13:11:33 PRESENTING THEIR FEEDBACK AND  
13:11:35 FINDINGS TO ALL OF US.

13:11:37 TO HELP US MOVE FORWARD TO THE  
13:11:40 NEXT STEPS IN THIS PROCESS.

13:11:43 NEXT SLIDE, PLEASE.

13:11:47 AND BEFORE I TURN IT OVER TO THE  
13:11:50 STAR OF THE SHOW, THE CSUS

13:11:52 RESEARCH TEAM, I WANT TO THANK,

13:11:55 ONCE AGAIN, ALL THE TOWN HALL

13:11:57 PARTICIPANTS WHO TOOK THE TIME

13:12:01 LAST SUMMER AND FALL TO

13:12:01 PARTICIPATE.

13:12:03 ALL OF OUR PANELISTS AND

13:12:03 PRESENTERS.

13:12:05 EVERYONE WHO PROVIDED PUBLIC

13:12:07 COMMENT AND INPUT AT THOSE TOWN

13:12:08 HALL MEETINGS.

13:12:10 ALSO TO THE MORE THAN 500 PEOPLE  
13:12:11 WHO TOOK THE TIME TO RESPOND TO  
13:12:12 THE SURVEYS.

13:12:15 AND A VERY SPECIAL THANKS TO THE  
13:12:17 CSUS RESEARCH TEAM WHO HAS TAKEN  
13:12:20 ALL OF THIS INFORMATION DATA,  
13:12:21 ANALYZED IT.

13:12:24 AND MADE SENSE FOR ALL OF US  
13:12:25 TODAY.

13:12:26 I'M NOW PLEASED TO TURN THE  
13:12:31 PROGRAM OVER TO OUR PARTNERS AT  
13:12:34 SAC STATE, JONATHAN AND  
13:12:35 PENELOPE, WHO HAVE BEEN LEADING  
13:12:37 THIS WORK FOR THE PAST FEW  
13:12:37 MONTHS.

13:12:39 I'M PLEASED TO INTRODUCE THEM TO  
13:12:40 YOU AND TURN THE PRESENTATION  
13:12:41 OVER TO THEM.

13:12:44 THANK YOU SO MUCH.

13:13:00 >> GOOD AFTERNOON, EVERYONE.

13:13:02 I'M GLAD TO BE HERE TODAY.

13:13:04 MY NAME IS JONATHAN BELL.

13:13:06 PRESENTING WITH ME IS PENELOPE  
13:13:07 DANE.

13:13:11 WE'RE BOTH FROM SAC STATE AND

13:13:13 ARE EXCITED TO SHARE WITH YOU  
13:13:15 ALL WHAT WE FOUND TODAY.  
13:13:16 NEXT SLIDE, PLEASE.  
13:13:18 SO, THIS SLIDE IS HERE TO GIVE  
13:13:20 YOU A SENSE OF THE MATERIALS WE  
13:13:20 WERE ANALYZING.  
13:13:21 WE WATCHED AND READ THE  
13:13:23 TRANSCRIPTS OF ALL THE VIRTUAL  
13:13:24 STAKEHOLDER EVENTS.  
13:13:26 ABOUT 700 MINUTES.  
13:13:27 WE READ THROUGH THE LETTERS  
13:13:29 SUBMITTED BY STAKEHOLDER  
13:13:31 ORGANIZATIONS.  
13:13:33 THERE WERE 12 LETTERS.  
13:13:34 WE READ THROUGH THE RESULTS OF  
13:13:37 THIS SURVEY, WHICH WERE  
13:13:40 AVAILABLE ON THE CDA WEBSITE AND  
13:13:42 MENTIONED AT ALL THE TOWN HALLS.  
13:13:43 TO GIVE YOU A SENSE OF THE  
13:13:45 SURVEY, THERE WERE NINE  
13:13:46 CLOSE-ENDED QUESTIONS.  
13:13:48 FOUR MORE CLOSE-ENDED QUESTIONS  
13:13:50 THAT HAD OPEN-ENDED QUESTIONS.  
13:13:52 THERE WERE THREE OPEN-ENDED  
13:13:52 QUESTIONS.

13:13:54 AND THE SURVEY WAS AVAILABLE IN  
13:13:57 ENGLISH AND SPANISH.  
13:14:00 SO, JUST QUICK FEW NUMBERS WITH  
13:14:01 THE RESULTS.  
13:14:02 WE RECEIVED ONE RESPONSE IN  
13:14:05 SPANISH AND 512 RESPONSES IN  
13:14:06 ENGLISH.  
13:14:08 WITHIN THOSE RESPONSES, WE  
13:14:13 RECEIVED 232 OPEN-ENDED  
13:14:14 COMMENTS, RANGING IN LENGTH FROM  
13:14:16 A COUPLE WORDS ALL THE WAY TO  
13:14:19 MULTIPLE PARAGRAPHS.  
13:14:20 WHAT WE CAN SAY ABOUT THE PEOPLE  
13:14:23 WHO RESPONDED?  
13:14:25 68 OF THE PEOPLE WHO RESPONDED  
13:14:27 SAID THEY WERE A CAREGIVER, PAID  
13:14:30 OR UNPAID, WHO PROVIDE SERVICES  
13:14:31 TO SUPPORT ONE OR MORE  
13:14:33 INDIVIDUALS.  
13:14:35 54 PEOPLE SAID THEY WERE A  
13:14:37 REPRESENTATIVE OF AN AREA AGENCY  
13:14:40 ON AGING AND/OR AN AGING AND  
13:14:43 DISABILITY RESOURCE CONNECTION.  
13:14:45 168 PEOPLE SAID THEY WERE  
13:14:47 REPRESENTATIVES OF OR WORKING

13:14:50 FOR A LOCAL CITY OR COUNTY  
13:14:51 GOVERNMENT.  
13:14:54 71 PEOPLE SAID THAT THEY WERE A  
13:14:56 SERVICE PROVIDER SERVING OLDER  
13:14:58 ADULTS AND/OR PERSONS WITH  
13:15:01 DISABILITIES.  
13:15:03 46 PEOPLE SAID THEY WERE AN  
13:15:04 ADVOCATE.  
13:15:06 42 PEOPLE IDENTIFIED AS AN OLDER  
13:15:08 ADULT OR INDIVIDUAL WITH  
13:15:10 DISABILITIES WHO RECEIVED  
13:15:12 SERVICES THAT SUPPORT THEIR  
13:15:13 INDEPENDENCE.  
13:15:15 THREE SAID THEY WORKED IN  
13:15:16 ACADEMIA.  
13:15:19 FIVE IN PHILANTHROPY AND 55  
13:15:21 PEOPLE IDENTIFIED AS OTHER.  
13:15:24 SO, EVERYTHING WE SHARE WITH YOU  
13:15:26 TODAY, OUR FINDINGS, THE THEMES  
13:15:28 WE IDENTIFIED, THE QUOTES WE USE  
13:15:31 AND THE NUMBERS WE PROVIDE --  
13:15:32 ALL OF IT COMES FROM THIS  
13:15:36 COLLECTION OF INFORMATION.  
13:15:49 >> GOOD AFTERNOON, EVERYONE.  
13:15:52 NEXT TO ME IS THE SLIDE OF ALL



13:15:54 THE DIFFERENT EVENTS SO MANY OF  
13:15:56 YOU HAVE PARTICIPATED IN.

13:15:58 I WANT TO START WITH AN

13:15:59 ACKNOWLEDGEMENT THAT IT WAS A

13:16:01 REAL PRIVILEGE FOR JOHN AND I TO

13:16:03 GET TO WORK ON THIS PROJECT.

13:16:04 AGING AND DISABILITY TOUCH ALL

13:16:06 OF OUR FAMILIES.

13:16:08 SEEING THE PEOPLE WHO CARE FOR

13:16:11 US RECEIVED THE CARE THEY NEED

13:16:12 AND RECEIVE SOMETHING PERSONAL

13:16:13 FOR US ALL.

13:16:15 AS WE WATCHED THROUGH WEBINARS,

13:16:17 TOWN HALLS, READ THROUGH SURVEY

13:16:18 RESPONSES, WE WERE STRUCK BY

13:16:21 BOTH THE STUNNING COMMITMENT TO

13:16:23 PROVIDING CARE AND THE

13:16:25 STAGGERING NEED FOR CARE FOR THE

13:16:27 AGING AND DISABLED IN

13:16:28 CALIFORNIA.

13:16:30 LET ME BE CLEAR.

13:16:33 THE NEED FOR CARE IS A GLOBAL

13:16:35 AND NATIONAL ISSUE OF THE UTMOST

13:16:36 IMPORTANCE.

13:16:37 AND SEEING THIS CLOSE-UP FROM

13:16:40 THE VIEW OF CALIFORNIA'S DIVERSE  
13:16:44 VIEWPOINTS, EXPERIENCES AND  
13:16:46 ENGLISHer INGENUITY WAS REALLY  
13:16:58 SOMETHING.  
13:16:59 IN THE CASE OF STAKEHOLDER  
13:17:01 EVENTS, WE WERE LIMITED BY NOT  
13:17:03 KNOWING MUCH ABOUT THE  
13:17:03 ATTENDEES.  
13:17:05 WE DO NOT KNOW WHOSE VOICES WERE  
13:17:07 MISSING FROM THIS REPORT.  
13:17:08 AS RESEARCHERS WITHOUT  
13:17:10 DEMOGRAPHICS, WE CANNOT SPEAK AS  
13:17:14 TO WHETHER OR NOT THOSE VOICES  
13:17:15 SPEAK TO ALL OF CALIFORNIA OR  
13:17:17 WHETHER OR NOT IT CAN GENERALIZE  
13:17:18 TO ALL OF CALIFORNIA.  
13:17:20 WHAT WE DO KNOW IS WE HEARD SOME  
13:17:21 VERY CONSISTENT THEMES IN THE  
13:17:22 DATA.  
13:17:24 AS RESEARCHERS, WE KNOW THAT  
13:17:25 THESE TYPES OF STRONG THEMES  
13:17:29 OFTEN RE-EMERGE LATER IN LARGER  
13:17:30 REPRESENTATIVE STUDIES.  
13:17:32 A NOTE ABOUT THE FINE PRINT ON  
13:17:33 THE SLIDE.

13:17:34 FREQUENCIES REPRESENT HOW MANY  
13:17:36 TIMES A THEME APPEARED IN THE  
13:17:37 DATA.  
13:17:38 NOT HOW MANY PEOPLE MENTIONED  
13:17:39 THE THEME.  
13:18:01 THIS REMEMBER THAT REPRESENTS -- THE  
13:18:02 SAME PERSON MIGHT HAVE BROUGHT  
13:18:04 UP THE SAME ISSUE AT MULTIPLE  
13:18:13 YOU.  
13:18:14 >> IN THE NEXT SESSION, WE'LL  
13:18:16 EXPLORE ALL THE PATTERNS WE  
13:18:16 FOUND.  
13:18:18 BUT I WANT TO SAY SOMETHING  
13:18:21 ABOUT THE IMPORTANCE OF DIRECT  
13:18:22 QUOTATIONS.  
13:18:23 WE WANT TO SHARE WITH YOU ALL  
13:18:27 SOME GENERAL FINDINGS FROM EACH  
13:18:28 TEAM.  
13:18:29 AFTER WE DO THAT, WE'LL PROVIDE  
13:18:31 A FEW DIRECT QUOTATIONS FROM  
13:18:32 PARTICIPANTS.  
13:18:33 IT COULD BE FROM THE TOWN HALLS,  
13:18:36 THE OPEN-ENDED SURVEYS OR THE  
13:18:45 ORGANIZATIONAL  
13:18:48 LETTERS.

13:18:52 THIS NECESSITATES A KIND OF  
13:18:54 EDITING OF REVISING SOMEONE'S  
13:18:55 WORDS.  
13:18:56 WE BELIEVE THAT CENTERING THE  
13:18:59 VOICES OF ALL STAKEHOLDERS IN  
13:19:01 THIS PROJECT, THOSE WHOSE LIVES  
13:19:02 WILL BE IMPACTED BY THIS  
13:19:04 ENDEAVOR IS ESSENTIAL TO THE  
13:19:05 SUCCESS OF THIS PROJECT.  
13:19:06 BECAUSE OF THIS, WE'RE PROVIDING  
13:19:09 A MIXTURE OF SUMMARIZED FINDINGS  
13:19:11 AND DIRECT QUOTES.  
13:19:15 NEXT SLIDE, PLEASE.  
13:19:18 SO IN THIS SECTION, WE'RE GOING  
13:19:20 TO GO THROUGH THE PATTERNS WE  
13:19:20 FOUND.  
13:19:22 SO S AS PENELOPE AND I READ  
13:19:24 THROUGH ALL THE INFORMATION, WE  
13:19:26 INDEPENDENTLY LABELED AND  
13:19:28 GROUPED QUOTES.  
13:19:30 AFTER DOING THIS, WE SAT DOWN  
13:19:33 AND EXAMINED EACH OTHER'S  
13:19:34 RESULTS.  
13:19:36 IT WAS EVIDENT THAT MUCH OF WHAT  
13:19:39 WE FOUND COULD BE GROUPED INTO

13:19:41 SIX DIFFERENT BROAD CATEGORIES.  
13:19:43 THOSE ARE THE ONES ON THE GRAPH  
13:19:43 HERE.  
13:19:45 THE FIRST CATEGORY, OVERSIGHT  
13:19:47 AND ACCOUNTABILITY, HAD 212  
13:19:48 DIFFERENT QUOTES THAT WE  
13:19:51 IDENTIFIED WITHIN THAT THEME.  
13:19:53 EQUITY CONSIDERATIONS IN SHAPING  
13:19:55 HUBS AND SPOKES IS THE NEXT  
13:19:56 THEME.  
13:20:00 AND WAS QUOTED 498 TIMES.  
13:20:01 FUNDING IS THE THIRD.  
13:20:06 AND WAS CODED FOR 172 TIMES.  
13:20:08 CDA NEEDS TO BETTER UNDERSTAND  
13:20:12 STAKEHOLDER EXPERIENCE AS THE  
13:20:14 FOURTH THEME WITH 116 DISTINCT  
13:20:15 QUOTES.  
13:20:17 STAKEHOLDERS AND CUSTOMERS NEED  
13:20:21 MORE INFORMATION TO PARTICIPATE  
13:20:22 HAD 90.  
13:20:24 AND THE LABOR CRISIS, THE FINAL  
13:20:27 ONE -- I'M SORRY, THE WORKFORCE  
13:20:30 CRISIS HAD 39 DISTINCT QUOTES.  
13:20:32 JUST A QUICK NOTE ABOUT THOSE  
13:20:34 NUMBERS.

13:20:36 PENELOPE SAID THIS BEFORE, TOO.  
13:20:38 I'LL SAY AGAIN.  
13:20:39 WHILE THEY'RE VALUABLE IN  
13:20:40 POINTING US TOWARD THE  
13:20:42 PRIORITIES AND CONCERNS VOICED,  
13:20:44 THE DATA COLLECTION PROCEDURES  
13:20:46 DID NOT ALLOW US TO DETERMINE  
13:20:48 HOW MANY UNIQUE INDIVIDUALS MADE  
13:20:50 COMMENTS GROUPED INTO A  
13:20:53 PARTICULAR THEME.  
13:21:07 >> SO, OVERSIGHT AND  
13:21:08 ACCOUNTABILITY IS THE MOST  
13:21:10 FREQUENT THEME, AS JOHN  
13:21:13 MENTIONED.  
13:21:16 REALLY MADE CLEAR HOW AAAs  
13:21:18 REALLY ARE FOR MAKING UP FOR  
13:21:19 UNDERFUNDING.  
13:21:21 RURAL AREAS SPOKE UP ABOUT HOW  
13:21:22 HARD THEY WORKED TO COMBINE  
13:21:23 RESOURCES, BUILD RELATIONSHIPS  
13:21:25 AND BUILD VOLUNTEER POOLS.  
13:21:27 THEY WERE VERY CONCERNED THAT  
13:21:29 WHAT IS EFFECTIVE IN LARGER  
13:21:31 POPULATION AREAS, SUCH AS COUNTY  
13:21:32 OVERSIGHT, WOULD NOT BE

13:21:37 EFFECTIVE FOR THEM.  
13:21:42 THERE WAS CONCERN COUNTY  
13:21:45 OVERSIGHT COULD LEAD TO POOR  
13:21:45 CARE OUTCOMES.  
13:21:47 WHAT IS GOING TO HAPPEN TO THE  
13:21:49 EXISTING STRUCTURE MAPS AND WHO  
13:21:50 IS GOING TO MAKE THOSE DECISIONS  
13:21:53 WAS A KEY THEME IN THIS SECTION.  
13:21:55 MULTIPLE STAKEHOLDERS  
13:21:56 RECOMMENDED IN THEIR LETTERS  
13:21:58 THAT CDA NOT ENGAGE IN ANY  
13:22:00 OVERSIGHT REGARDING POTENTIALLY  
13:22:01 RESTRUCTURING.  
13:22:03 OTHER STAKEHOLDERS WANTED TO  
13:22:05 ENSURE THAT CDA STAYS  
13:22:06 ACCOUNTABLE TO CARE RECIPIENT  
13:22:07 NEEDS.  
13:22:09 THIS THEME RELATED TO THE SECOND  
13:22:10 MOST FREQUENT ONE WE HEARD.  
13:22:14 EQUITY AND INCLUSION.  
13:22:15 THIS PART OF EQUITY AND  
13:22:17 INCLUSION IS HOW STAKEHOLDERS  
13:22:19 ARE INCLUDED IN DECISION MAKING  
13:22:22 THAT INCLUDES THEM.  
13:22:24 EQUITY IS USED TO MEAN DIFFERENT

13:22:26 THINGS AT DIFFERENT TIMES.  
13:22:28 FOR THE PURPOSES OF THIS REPORT,  
13:22:31 EQUITY IS DEFINED AS FOCUSING ON  
13:22:33 ACHIEVING EQUITABLE OUTCOMES  
13:22:36 RATHER THAN THE EQUAL  
13:22:37 DISTRIBUTION OF RESOURCES.  
13:22:40 THE DATA OVERWHELMINGLY FOCUSED  
13:22:45 ON EQUITABLE OUTCOMES AND THAT  
13:22:47 AT TIMES STAKEHOLDERS POINTED TO  
13:22:50 EQUAL DISTRIBUTION AS GENERATING  
13:22:52 INEQUITY IN SERVICE DELIVERY.  
13:22:54 EQUITY IS OFTEN USED TO MEAN  
13:22:58 RACIAL EQUITY AS STAKEHOLDERS  
13:23:00 ADVANCE EQUITY AS IT RELATES TO  
13:23:03 RACE, DISABILITY, INCOME,  
13:23:05 HOUSING STATUSES, SEXUAL  
13:23:08 ORIENTATION, AND REGION WHEN WE,  
13:23:12 THE SACRAMENTO STATE RESEARCHERS  
13:23:14 TALK ABOUT EQUITY RELATED TO  
13:23:15 THESE EVENTS, WE'RE TALKING  
13:23:17 ABOUT EQUITABLE OUTCOMES FOR ALL  
13:23:18 THESE GROUPS.  
13:23:19 ONE WAY TO THINK ABOUT THE  
13:23:21 DIFFERENCE BETWEEN EQUAL  
13:23:23 RESOURCE DISTRIBUTION IN



13:23:25 EQUITABLE OUTCOMES IS WITH THE  
13:23:26 DINNER TABLE METAPHOR.  
13:23:28 SO, YOU'LL SEE THAT IN THE SLIDE  
13:23:58 THAT I HAVE UP RIGHTNOW.  
13:24:02 ONE DINER'S SEVERE FOOD ALLERGY  
13:24:03 COULD BE DEADLY.  
13:24:08 ONE PERSON MAY NEED ASSISTANCE  
13:24:12 TO CONSUME WHAT'S ON ONE'S  
13:24:12 PLATE.  
13:24:14 THE RESOURCES INVESTED INTO EACH  
13:24:16 PLATE OF FOOD MUST DIFFER BASED  
13:24:19 ON THE NEEDS OF WHO IS EATING.  
13:24:20 IF YOU LOOK AT THE IMAGE ON THE  
13:24:22 RIGHT, YOU SEE A REPRESENTATION  
13:24:24 OF EQUITABLE OUTCOMES.  
13:24:26 EVERYONE IS EATING DINNER.  
13:24:28 BUT WHAT IS ON THEIR PLATE IS  
13:24:29 DIFFERENT.  
13:24:44 IF THE MENU PLANNERS CAREFULLY  
13:24:45 CONSIDER THE NEEDS OF DIFFERENT  
13:24:47 GROUPS, PLAN A MENU, AND GIVE  
13:24:48 EVERYONE OPTIONS TO CHOOSE FROM,  
13:24:49 EQUITY AND REPRESENTATION HAS  
13:24:51 NOT BEEN ACHIEVED.  
13:24:52 REGARDLESS OF THE RESEARCH AND

13:24:53 GOOD INTENT OF THE MEAL  
13:24:55 PLANNERS, PREDETERMINED CHOICES  
13:24:58 MAY OR MAY NOT MEET THE DINER'S  
13:24:59 NUTRITIONAL NEEDS.  
13:25:01 BY THE TIME THE MENU CHOICES  
13:25:02 HAVE BEEN SENT OUT, IT IS TOO  
13:25:04 LATE FOR THOSE WITH LIVED  
13:25:07 EXPERIENCE, THOSE WHO NEED THE  
13:25:09 MEAL TO SURVIVE, TO SHAPE WHAT  
13:25:10 THE MEAL WILL LOOK LIKE.  
13:25:12 WITHOUT EQUITY AND  
13:25:13 REPRESENTATION IN PLANNING THE  
13:25:14 MEAL, IT WOULD BE DIFFICULT TO  
13:25:16 GATHER THE INFORMATION NECESSARY  
13:25:18 TO ENSURE AN EQUITABLE OUTCOME.  
13:25:33 THE SYSTEM USERS MUST BE PART OF  
13:25:34 THE DESIGN.  
13:25:42 CALLS FOR CDA -- MOST MENTION  
13:25:45 THE PROBLEM OF DIGITAL DIVIDE IN  
13:25:46 ACCESS AND SERVICES AND  
13:25:48 COMMENTERS ON THE SURVEY  
13:25:50 SUGGESTED CDA VENUES OTHER THAN  
13:25:52 THE INTERNET TO REACH THE AGING  
13:25:53 COMMUNITY, SUCH AS TELEVISION.  
13:25:55 THE DIGITAL DIVIDE IS ALSO A

13:25:58 BARRIER TO EQUITABLE PLANNING  
13:26:01 FOR HUBS & SPOKES.  
13:26:03 ALL THE EVENTS TOOK PLACE  
13:26:05 ONLINE, WHICH WAS ABSOLUTELY  
13:26:05 NECESSARY DUE TO THE PANDEMIC.  
13:26:07 AND IT MEANS THAT THOSE WITHOUT  
13:26:09 DIGITAL RESOURCES HAVE SO FAR  
13:26:10 OFTEN BEEN EXCLUDED FROM  
13:26:13 PARTICIPATING IN THE PLANNING  
13:26:17 PHASE ON THE MASTER PLAN IN  
13:26:17 AGING.  
13:26:20 MANY GROUPS IN CALIFORNIA NEED  
13:26:21 STABLE CARE.  
13:26:22 WE SUGGEST CDA INVEST IN  
13:26:24 DETERMINING SPECIFICALLY WHICH  
13:26:25 POPULATIONS ARE BEING MISSED.  
13:26:27 THE NEED FOR TWO GROUPS TO BE  
13:26:29 PART IN PLANNING -- TO TAKE PART  
13:26:31 IN PLANNING REALLY STANDS OUT.  
13:26:34 CARE RECIPIENTS AND FRONTLINE  
13:26:34 WORKERS.  
13:26:37 HOW CDA CONCEPTUALIZE GROUPS  
13:26:39 NEEDING CARE WILL HAVE AN IMPACT  
13:26:40 ON THE MATERIAL REALITIES OF  
13:26:46 THOSE RECEIVING CARE.

13:26:49 THIS IS A DIRECT QUOTE.  
13:26:53 I'M A LAOTIAN SENIOR.  
13:26:54 MY FAMILY HAS FIVE SENIORS.  
13:26:56 I, MYSELF, AM A SENIOR, 65.  
13:26:58 MY MOM IS 84.  
13:26:59 WE'RE AN INVISIBLE COMMUNITY.  
13:27:03 WE CAME HERE AS REFUGEES FROM  
13:27:05 SOUTH EAST ASIA MANY YEARS AGO.  
13:27:06 MANY OF OUR FIRST GENERATION  
13:27:08 SENIORS NEED LOTS OF HELP.  
13:27:09 WE DON'T REALLY HAVE ASSISTANCE  
13:27:11 AS WE ARE SUPPOSED TO.  
13:27:12 I JUST WANT TO TAKE THE  
13:27:13 OPPORTUNITY TO TELL THE  
13:27:17 POLICYMAKER PEOPLE THAT TRIED TO  
13:27:19 DEVELOP THE PROGRAM TO MEET THE  
13:27:21 NEED OF OUR DIVERSITY, IN THE  
13:27:23 ASIAN COMMUNITY, THERE'S MANY,  
13:27:24 MANY DIFFERENT ASIAN PEOPLE FROM  
13:27:26 DIFFERENT REGIONS OF THE ASIAN  
13:27:27 CONTINENT.  
13:27:30 SO, NOT ONE GROUP, NOT ONE ASIAN  
13:27:32 GROUP CAN REPRESENT ALL PEOPLE.  
13:27:36 NATIONAL DATA SUPPORTED THIS  
13:27:36 COMMENT.

13:27:38 THE AVERAGE POVERTY RATE AMONG  
13:27:43 ALL ASIANS IN THE U.S. IS 10%.  
13:27:46 2019 DATA FROM THE PEW RESEARCH  
13:27:48 CENTER SHOW THAT IT VARIES  
13:27:51 GREATLY AMONG ASIAN GROUPS, WITH  
13:27:57 HMONG/BURMESE POVERTY RATE AT  
13:27:59 25%, AND INDIAN POVERTY RATE AT  
13:28:01 6%.  
13:28:02 WHEN TAKING DEEP DIVES INTO  
13:28:05 DIFFERENCES BOTH BETWEEN AND  
13:28:08 WITHIN GROUPS OFTEN VIEWED AS  
13:28:11 HOMOGENOUS, AS THE SPEAKER  
13:28:11 MENTIONED.  
13:28:14 USING 10% POVERTY RATE AS A  
13:28:15 BASELINE FOR CALCULATING NEED  
13:28:16 FOR ASIAN COMMUNITIES IN  
13:28:18 CALIFORNIA WOULD NOT PROVIDE  
13:28:19 ENOUGH RESOURCES IN AREAS WITH  
13:28:25 PRIMARILY HMONG/BURMESE  
13:28:26 RECIPIENTS OR OTHER GROUPS  
13:28:27 LISTED ON THIS SLIDE.  
13:28:29 THE DATA SUPPORTING THE  
13:28:30 SPEAKER'S COMMENT ALLUDE TO THE  
13:28:32 IMPORTANCE OF USING DATA IN A  
13:28:34 WAY THAT WILL DRIVE EQUITABLE

13:28:35 OUTCOMES.  
13:28:36 BASING FUNDING ALLOCATION  
13:28:38 DECISIONS ON DATA GROUPS THAT  
13:28:40 ARE TOO BROAD, SUCH AS ALL ASIAN  
13:28:42 COMMUNITIES, ALL LATINX, ALL  
13:28:45 BLACK, ALL URBAN, ALL RURAL  
13:28:47 COMMUNITIES, ALL DISABLED  
13:28:49 COMMUNITIES, OR ALL UNMOUSED  
13:28:51 UNHOUSED  
13:28:53 COMMUNITIES WILL LIKELY MEAN  
13:28:55 THAT INEQUITABLE OUTCOMES WILL  
13:28:56 CONTINUE.  
13:28:58 THE NEED FOR CDA TO CAREFULLY  
13:29:01 ASSESS THIS NEED AS TRAINING IN  
13:29:05 SUCH DIVERSE GROUPS SUCH AS  
13:29:07 ASIAN CAN HAVE DEVASTATING  
13:29:08 RESULTS FOR PEOPLE NEEDING CARE.  
13:29:09 PEOPLE WITHIN THE GROUPS  
13:29:11 MENTIONED HAVE VARYING NEEDS.  
13:29:13 MORE RESEARCH IS NEEDED TO  
13:29:14 DETERMINE WHAT RESOURCES IT WILL  
13:29:16 TAKE TO MOVE TOWARD EQUITABLE  
13:29:19 OUTCOMES.  
13:29:21 PLACE AND GEOGRAPHY WAS A FACTOR  
13:29:23 OF EQUITY FOR CALIFORNIA THAT

13:29:25 EMERGE IN THIS DATA.  
13:29:28 AS SOME SPEAKERS FROM RURAL  
13:29:30 AREAS NOTE THEY FIND AN OLDER  
13:29:32 AMERICAN ACTS FUNDING FORMULAS  
13:29:34 BASED ON POPULATION ARE NOT  
13:29:36 SERVING THEIR NEEDS OR TAKING  
13:29:38 INTO ACCOUNT ADDED COST OF  
13:29:41 DISASTER RESPONSE, MEAL DELIVERY  
13:29:42 AND COST OF LIVING.  
13:29:44 OTHER COMMENTERS NOTED THE COST  
13:29:46 OF LIVING AND SERVICES IS NOT  
13:29:48 ACCOUNTED FOR IN THE OLDER  
13:29:53 AMERICANS ACT AND URBAN AREAS.  
13:29:56 THE ORGANIZATIONAL LEADERSHIP OF  
13:29:58 THE HUB MUST INCLUDE DISABLED  
13:30:01 INDIVIDUALS WITH LIVED  
13:30:02 EXPERIENCE AS WELL AS OLDER  
13:30:04 ADULTS AND SERVICE PROVIDERS  
13:30:08 WITH RELEVANT EXPERTISE.  
13:30:09 AS I MENTIONED WITH THE DINNER  
13:30:11 TABLE SLIDE, EQUITY IN THIS DATA  
13:30:14 WAS ABOUT OUTCOMES AND DESIGN.  
13:30:17 MANY RESPONDENTS SPOKE TO THE  
13:30:18 IMPORTANCE OF CENTERING LIVED  
13:30:20 EXPERIENCE TO ENSURE EQUITABLE

13:30:21 OUTCOMES.  
13:30:23 SOME ADDITIONAL EQUITY  
13:30:25 CONSIDERATIONS THAT EMERGED ARE  
13:30:27 THINGS LEADING TO EQUAL OUTCOMES  
13:30:30 AND RECEIVING AND DELIVERING  
13:30:32 CARE ARE LISTED HERE.  
13:30:35 RACE, ETHNICITY, DIGITAL DIVIDE,  
13:30:38 ELIGIBILITY CRITERIA FOR  
13:30:40 RECEIVING SERVICES, A LACK OF  
13:30:43 PROVIDER SUPPORT,  
13:30:45 INACCESSIBILITY, BEING UNHOUSED.  
13:30:47 AS JOHN WILL COVER NEXT IN THE  
13:30:49 FUNDING THEME, CALIFORNIA'S ROLE  
13:30:51 IN MAKING RECOMMENDATIONS ON THE  
13:30:53 NATIONAL STAGE IS AN IMMENSE  
13:30:56 OPPORTUNITY TO LEAD THE NATION  
13:31:02 ORIENTING RESOURCES FOR  
13:31:05 EQUITABLE OUTCOMES IN AGING  
13:31:10 CARE.  
13:31:12 >> THE NEXT THEME WE IDENTIFIED  
13:31:15 IN THE DATA IS ABOUT  
13:31:16 FUNDING-RELATED CONCERNS.  
13:31:18 WE DECIDED TO START WITH THIS  
13:31:19 QUOTE BECAUSE IT CAPTURES BOTH  
13:31:20 THE CHALLENGES AND OPPORTUNITIES



13:31:24 ASSOCIATED WITH FUNDING.  
13:31:26 QUOTE, THE EMERGENCY RELIEF  
13:31:27 FUNDING THAT HAS COME THROUGH IN  
13:31:29 RESPONSE TO THE PANDEMIC HAS  
13:31:30 BEEN A TRUE BLESSING.  
13:31:32 WE HAVE PROVEN TO OURSELVES AND  
13:31:34 OTHERS THAT GIVEN SUFFICIENT  
13:31:36 FUNDING, WE CAN AND DO  
13:31:40 ACCOMPLISH INCREDIBLE THINGS,  
13:31:41 END QUOTE.  
13:31:43 NEXT SLIDE, PLEASE.  
13:31:47 WELL, IT MAY NOT BE SURPRISING  
13:31:50 THAT FUNDING WAS A MAJOR  
13:31:50 CONCERN.  
13:31:51 HERE ARE SOME OF THE DIFFERENT  
13:31:53 TYPES OF CONCERNS THAT EMERGED  
13:31:55 WITHIN THIS THEME.  
13:31:57 WE FOUND CONCERNS ABOUT THE  
13:31:59 ONGOING LACK OF FEDERAL FUNDING  
13:32:01 TO SUPPORT PROGRAMS FOR OLDER  
13:32:02 ADULTS.  
13:32:04 WE FOUND QUESTIONS AND  
13:32:06 FRUSTRATION AROUND FUNDING  
13:32:08 FORMULAS THAT SOME BELIEVE ARE  
13:32:10 TOO RELIANT ON POPULATION

13:32:11 DENSITY.

13:32:13 WE HEARD PROVIDERS, AS THEY

13:32:15 SPOKE ABOUT THE CONFLICT BETWEEN

13:32:18 ADMINISTRATIVE COSTS AND SERVICE

13:32:20 DELIVERY THEY OFTEN EXPERIENCE.

13:32:22 AND, LASTLY, WE FOUND MUCH

13:32:25 CONCERN THAT UNDER-RESOURCED

13:32:28 AAAs AND ADR Cs WILL INCUR

13:32:29 THE INCREASED ADMINISTRATIVE

13:32:32 COSTS OF RESTRUCTURING WITHOUT

13:32:33 RECEIVING ANY ADDITIONAL FUNDING

13:32:36 OR OTHER SUPPORT.

13:32:38 NEXT SLIDE, PLEASE.

13:32:44 SO THE GRAPH ON THIS SLIDE IS

13:32:46 SHOWING HOW NATIONAL FUNDING FOR

13:32:48 OLDER ADULTS HAS NOT KEPT PACE

13:32:50 WITH THE GROWTH AND THE

13:32:52 POPULATION OF PEOPLE OVER THE

13:32:54 AGE OF 60.

13:32:58 NEXT SLIDE, PLEASE.

13:33:00 THIS IS JUST A BIT MORE ABOUT

13:33:02 THE DWINDLING NATIONAL FUNDING.

13:33:04 AS WE SAW IN THE GRAPH, THIS

13:33:06 FUNDING IS NOT KEEPING PACE WITH

13:33:07 THE GROWTH AND THE NUMBER OF

13:33:10 ADULTS OVER THE AGE OF 60.  
13:33:11 WHEN YOU TAKE INFLATION INTO  
13:33:14 ACCOUNT, FUNDING IN 2019  
13:33:19 DECREASED BY 16% SINCE 2001.  
13:33:20 WHILE THE POPULATION OF OLDER  
13:33:24 ADULTS HAS INCREASED BY 63% IN  
13:33:25 THAT SAME PERIOD OF TIME.  
13:33:28 A FEW CAVEATS.  
13:33:29 FIRST IS THAT IT DOES NOT  
13:33:32 ACCOUNT FOR COVID-19 FUNDING  
13:33:34 INCREASES OR ANY OTHER  
13:33:35 POST-COVID CHANGES.  
13:33:36 AND, SECONDLY, THE FUNDING  
13:33:38 FORMULAS FOR DISABILITY SERVICES  
13:33:45 WERE UNCLEAR FROM THIS REPORT.  
13:33:53 >> OUR FOURTH THEME WAS CDA  
13:33:54 NEEDS TO BETTER UNDERSTAND  
13:33:55 STAKEHOLDER EXPERIENCE.  
13:33:59 IT'S A QUOTE FROM A TOWN HALL.  
13:34:01 THE SYSTEM USERS NEED TO BE PART  
13:34:02 OF THE DESIGN.  
13:34:06 THE SURVEY ADMINISTERED -- CDA  
13:34:08 ADMINISTERED AS JOHN MENTIONED  
13:34:09 EARLIER PROVIDED INSIGHT TO  
13:34:11 BARRIERS TO CARE.

13:34:12 THESE SLIDES ARE HERE FOR FOLKS  
13:34:14 TO LOOK AT WHEN THIS IS POSTED  
13:34:15 TO THE WEBSITE.

13:34:16 OR WE ARE HAPPY TO REVIEW THEM  
13:34:19 IN THE Q&A, IF PEOPLE WANT TO  
13:34:20 DISCUSS TODAY.

13:34:24 THESE ARE TWO SLIDES FROM THE  
13:34:27 SURVEY.

13:34:31 BUT LOOKING AT THE BARRIERS TO  
13:34:32 CARE, NOT RECEIVING INFORMATION  
13:34:34 FROM A SINGLE SOURCE IS ONE  
13:34:36 CLEAR BARRIER TO CARE.

13:34:38 THERE ARE ADDITIONAL CHALLENGES  
13:34:40 THAT STAKEHOLDERS MENTION THAT  
13:34:42 CAN PREVENT PEOPLE FROM  
13:34:46 ACCESSING SERVICES.

13:34:47 OVERALL FROM THIS THEME, THE  
13:34:50 DATA POINTED TO CDA TO GIVE MORE  
13:34:52 INFORMATION TO ADEQUATELY  
13:34:54 ADDRESS MULTIPLE BARRIERS TO  
13:34:59 CARE.

13:35:07 >> OKAY.

13:35:10 THE NEXT THEME WE IDENTIFIED IS  
13:35:12 STAKEHOLDERS NEED MORE  
13:35:13 INFORMATION TO PROVIDE

13:35:15 MEANINGFUL FEEDBACK AND  
13:35:16 RECOMMENDATIONS.

13:35:17 ON THIS SLIDE, WE HAVE THE  
13:35:20 RESULTS OF A POLL THAT WAS TAKEN  
13:35:22 DURING ONE OF THE TOWN HALL  
13:35:22 EVENTS.

13:35:24 PARTICIPANTS WERE ASKED, DO YOU  
13:35:26 FEEL LIKE YOU HAVE ENOUGH OF AN  
13:35:28 UNDERSTANDING OF HUBS & SPOKES  
13:35:29 AFTER TODAY'S TOWN HALL TO GIVE  
13:35:31 MEANINGFUL FEEDBACK AND  
13:35:33 RECOMMENDATIONS?

13:35:36 YOU CAN SEE THE PERCENTAGES FOR  
13:35:39 EACH RESPONSE HERE.

13:35:41 NEXT SLIDE, PLEASE.

13:35:46 BUT WHAT WE FOUND REALLY  
13:35:48 SIGNIFICANT HERE IS THAT ONLY  
13:35:49 28% OF THE RESPONDENTS FELT THAT  
13:35:53 THEY HAD ABSOLUTELY ENOUGH  
13:35:55 INFORMATION TO PROVIDE FEEDBACK  
13:35:56 AND IDEAS.

13:36:00 NEXT SLIDE, PLEASE.

13:36:02 IN GENERAL, WE FOUND THAT PEOPLE  
13:36:03 REALLY WANT TO PARTICIPATE IN  
13:36:05 THIS PROCESS.

13:36:07 THEY ARE INTERESTED, EXCITED,  
13:36:10 AND READY TO SHARE IDEAS.  
13:36:12 BUT, THAT SAID, THEY'RE CONFUSED  
13:36:14 ABOUT THE METAPHOR AND THE  
13:36:15 GENERAL DIRECTION OF THE  
13:36:16 PROJECT.  
13:36:18 IN THE MIDST OF THIS CONFUSION,  
13:36:20 WE FOUND MANY CONCERNS VOICED.  
13:36:22 ABOUT THINGS LIKE CHANGES IN  
13:36:24 STRUCTURE, LOSS OF FUNDING, AND  
13:36:27 INCREASED WORKLOADS.  
13:36:29 NEXT SLIDE, PLEASE.  
13:36:32 WE HAVE A COUPLE OF QUOTES THAT  
13:36:35 REFLECT THIS DESIRE FOR MORE  
13:36:36 INFORMATION AND GREATER CLARITY.  
13:36:38 FIRST ONE HERE IS, QUOTE, IF  
13:36:41 THERE IS AN ADRC IN PLACE AND A  
13:36:43 AAA IN PLACE, WHERE DOES THE  
13:36:44 CLIENT GO FIRST?  
13:36:48 IT SEEMS A BIT DUPLICATIVE.  
13:36:49 WHICH ONE IS THE HUB?  
13:36:51 WHICH ONE IS THE SPOKE?  
13:36:53 IT SEEMS CONFUSING DESPITE THE  
13:36:54 OVERVIEW.  
13:36:56 NEXT SLIDE.

13:36:58 THE SECOND ONE WE HAVE IS,  
13:37:00 QUOTE, YOU SPOKE IN METAPHORS  
13:37:01 REGARDING THE IDEA OF WHAT THE  
13:37:03 FUTURE IS IN SERVING OLDER  
13:37:06 ADULTS IN CALIFORNIA.  
13:37:07 ONE DOOR, A HOUSE WITH MANY  
13:37:08 ROOMS.  
13:37:09 CAN THERE BE MORE DEFINITION AS  
13:37:12 TO WHAT THIS VISION IS?  
13:37:14 WILL IT BE AN ACTUAL LOCATION  
13:37:17 WHERE THE PUBLIC CAN GO TO  
13:37:18 IN-PERSON AND THERE WILL BE  
13:37:19 REPRESENTATIVES FROM THE VARIOUS  
13:37:21 SERVICE ORGANIZATIONS?  
13:37:22 WILL THIS BE VIRTUAL?  
13:37:24 WILL IT BE OVER THE PHONE?  
13:37:28 WILL THERE BE PILOT PROGRAMS?  
13:37:30 NEXT SLIDE.  
13:37:31 THIS IS A CHALLENGE.  
13:37:32 PEOPLE WANT TO PARTICIPATE.  
13:37:35 BUT THEY NEED MORE CLARITY TO  
13:37:38 ALLEVIATE UNNECESSARY CONCERN.  
13:37:42 NEXT SLIDE.  
13:37:44 SO, THIS IS A LIST OF KEY  
13:37:46 QUESTIONS THAT EMERGED AS WE

13:37:48 ANALYZED THE DATA.  
13:37:52 THESE QUESTIONS ARE IMPORTANT,  
13:37:54 THIS IS NOT AN EXHAUSTIVE LIST.  
13:37:56 PEOPLE ARE WONDERING, WHAT IS  
13:37:56 THE PLAN?  
13:37:57 WHICH DECISIONS HAVE ALREADY  
13:37:58 BEEN MADE?  
13:38:00 HOW WILL FUTURE DECISIONS BE  
13:38:01 MADE, AND BY WHOM?  
13:38:03 HOW AND WHEN WILL STAKEHOLDERS  
13:38:06 BE INVOLVED?  
13:38:09 HOW WILL FUNDING BE ASSESSED?  
13:38:11 HOW WILL THIS BE PAID FOR?  
13:38:12 WHAT ARE HUBS?  
13:38:15 AND WHERE WILL THEY BE LOCATED?  
13:38:17 HOW ARE HUBS DIFFERENT FROM  
13:38:19 ADRCs?  
13:38:23 WILL THE NEW MODEL BE  
13:38:24 INDEPENDENT CONTROL OR COUNTY  
13:38:30 BASED?  
13:38:32 TOO MANY THINGS TO TAKE AWAY  
13:38:33 FROM THIS THEME IS, FIRST, THAT  
13:38:35 MUCH OF THE FEEDBACK THAT WAS  
13:38:36 GIVEN APPEARED TO BE SHAPED BY  
13:38:38 WORRY AND CONFUSION.



13:38:40 AND, SECOND, THAT TRANSPARENCY  
13:38:42 AROUND THE DECISION-MAKING  
13:38:44 PROCESS THAT CDA UTILIZES WITH  
13:38:46 REGARDS TO THIS PROJECT IS  
13:38:48 ESSENTIAL TO ENGAGE AND  
13:38:50 COLLABORATE WITH STAKEHOLDERS AS  
13:38:59 THIS PROJECT MOVES FORWARD.  
13:39:01 OUR LAST THEME IS THE WORKFORCE  
13:39:01 CRISIS.  
13:39:03 ONE ASPECT IS CAPTURED IN THIS  
13:39:03 MAP.  
13:39:04 THE AREAS OF THE MAP THAT ARE  
13:39:06 DARKER BLUE ARE PROJECTED TO  
13:39:09 HAVE A SIGNIFICANT, UNMET NEED  
13:39:12 FOR HOME HEALTH AIDES.  
13:39:15 PART OF A GROWING TREND IN THE  
13:39:16 U.S.  
13:39:17 THIS IS PART OF A LARGER  
13:39:18 RESEARCH STUDY THAT FOUND THAT  
13:39:20 ACROSS THE COUNTRY, DEMAND FOR  
13:39:23 HEALTH CARE WORKERS WILL OUTPACE  
13:39:25 SUPPLY BY 2025.  
13:39:30 NEXT SLIDE, PLEASE.  
13:39:33 PART OF THIS THEME, OF COURSE,  
13:39:35 IS THE NEED FOR MORE WORKERS.

13:39:37 IN ADDITION, THOUGH, WE FOUND A  
13:39:39 FEW OTHER IMPORTANT THINGS.  
13:39:42 ADEQUATE TRAINING IS ALSO  
13:39:42 ESSENTIAL.  
13:39:44 THE RETENTION OF THE CURRENT  
13:39:47 WORKFORCE IS ALREADY A  
13:39:47 CHALLENGE.  
13:39:50 ONE THAT IS ONLY MAGNIFIED, I  
13:39:52 SUSPECT, IN OUR CURRENT CONTEXT.  
13:39:53 AND FINALLY WE HEARD OVER AND  
13:39:55 OVER AGAIN THAT MORE  
13:39:56 ADMINISTRATIVE WORK IS ONLY  
13:39:57 GOING TO MAGNIFY THE ALREADY  
13:40:00 PRESSING DEMAND FOR MORE  
13:40:01 WORKERS.  
13:40:03 NEXT SLIDE, PLEASE.  
13:40:05 IN THESE NEXT TWO SLIDES, WE  
13:40:07 HAVE A COUPLE OF QUOTES IN WHICH  
13:40:08 CONCERNS ABOUT RETENTION ARE  
13:40:10 RAISED.  
13:40:12 THIS FIRST PERSON NOTED, QUOTE,  
13:40:14 HAVING A STABLE HOME CARE WORKER  
13:40:17 WORKFORCE, PRIVATE OR PUBLIC, IS  
13:40:19 ESSENTIAL TO HELPING PEOPLE STAY  
13:40:24 SAFE IN THEIR HOME, END QUOTE.

13:40:26 THIS PERSON HAD SIMILAR

13:40:26 CONCERNS.

13:40:29 THEY SAID, QUOTE, WILL CDA USE

13:40:31 ITS POWER TO ENSURE THE LOCAL

13:40:33 AAAs USE THE ADDITIONAL FUNDS

13:40:34 TO RAISE THE WAGES OF THE

13:40:36 SERVICE PROVIDERS?

13:40:38 IF THE GOAL IS TO IMPROVE AND

13:40:41 ENHANCE THE CONSUMER'S

13:40:45 EXPERIENCE, IT IS PARAMOUNT THAT

13:40:47 WE REDUCE THE HIGH TURNOVER OF

13:40:48 PROGRAM MANAGERS AND KEY STAFF.

13:40:52 NEXT SLIDE, PLEASE.

13:40:57 FINALLY, THIS QUOTE THAT SPEAKS

13:40:59 TO TRAINING CONCERNS.

13:41:01 QUOTE, I WANT TO SPEAK TO THE

13:41:02 TREMENDOUS LABOR FORCE

13:41:04 CHALLENGES THAT CALIFORNIA HAS

13:41:07 IN ORDER TO ENSURE THAT WE HAVE

13:41:09 ADEQUATE CARE FOR THE OLDER

13:41:11 ADULTS THAT WE'RE SERVING.

13:41:13 MOST OF THE PEOPLE THAT WORK

13:41:15 WITH OLDER ADULTS ARE WOEFULLY

13:41:17 UNTRAINED TO DO THE WORK THAT

13:41:18 THEY'RE DOING.

13:41:20 THEY'RE WOEFULLY UNTRAINED TO  
13:41:21 WORK WITH PERSONS WITH  
13:41:22 DISABILITIES.

13:41:24 AND WE NEED TO START PAYING  
13:41:26 ATTENTION TO THE INVESTMENT THAT  
13:41:28 WE HAVE TO MAKE IN OUR HUMAN  
13:41:29 RESOURCES TO BE ABLE TO MAKE  
13:41:32 SURE THAT THEY ARE ABLE TO  
13:41:34 PROVIDE THE SERVICES THAT OUR  
13:41:36 CLIENTS NEED.

13:41:41 LASTLY, WE JUST WANT TO TAKE A  
13:41:43 MOMENT TO HIGHLIGHT AN EXAMPLE  
13:41:45 OF THE TYPES OF EXCITING IDEAS  
13:41:48 THAT CAN EMERGE WHEN YOU PUT  
13:41:49 COMMITTED STAKEHOLDERS TOGETHER  
13:41:51 IN A SPACE AND GIVE THEM THE  
13:41:53 CHANCE TO CONVERSE, LEARN, AND  
13:41:56 COLLABORATE.

13:41:58 THIS IDEA, ONE OF MANY, EMERGED  
13:42:00 DURING A DISCUSSION AROUND  
13:42:02 WORKFORCE CONCERNS.

13:42:04 THIS PERSON SAID, QUOTE, SO MY  
13:42:06 THOUGHT IS DEVELOPING THE  
13:42:09 WORKFORCE WITHIN THE COMMUNITY  
13:42:11 ITSELF, TO CARE FOR AND PROVIDE

13:42:12 ASSISTANCE TO THE COMMUNITY.

13:42:14 DOES THAT MAKE SENSE?

13:42:16 PROVIDING STATE FUNDING, FEDERAL

13:42:18 FUNDING, TO DEVELOP A DIRECT

13:42:21 CARE, DIRECT SERVICE WORKFORCE

13:42:22 IN THE COMMUNITY TO CARE FOR

13:42:23 THEIR OWN.

13:42:25 RURAL COMMUNITIES, TYPICALLY,

13:42:26 ARE VERY, VERY PROUD OF THEIR

13:42:28 STRENGTHS AND HOW THEY COME

13:42:30 TOGETHER.

13:42:31 TO BE ABLE TO USE DOLLARS TO

13:42:33 HELP ITS OWN WORKFORCE TO

13:42:34 SUPPORT ITS OWN COMMUNITY, I

13:42:38 THINK, WOULD BE PHENOMENAL.

13:42:47 NEXT SLIDE, PLEASE.

13:42:49 SO AS WE CONCLUDE OUR

13:42:50 PRESENTATION, I WANT TO SPEND A

13:42:53 MINUTE TO THINK ABOUT WHAT IS

13:42:54 MISSING.

13:42:54 NEXT SLIDE.

13:42:56 TO DO THIS, I'M GOING TO USE

13:42:57 ANOTHER METAPHOR.

13:42:59 WE'RE TAKING THIS APPROACH,

13:43:01 BECAUSE METAPHORS ARE USEFUL.

13:43:03 THEY HELP US UNDERSTAND  
13:43:04 SOMETHING IN TERMS THAT ARE  
13:43:05 FAMILIAR.  
13:43:07 AS WE TRIED TO WRAP OUR HEADS  
13:43:09 AROUND THIS PROJECT, WE FOUND  
13:43:10 THIS COMPARISON USEFUL.  
13:43:12 WE IMAGINE THIS PROJECT IS LIKE  
13:43:14 A BUSINESS OWNER COMING INTO A  
13:43:15 COMMUNITY AND BUILDING A  
13:43:16 SUPERMARKET.  
13:43:19 IN THIS COMMUNITY, LET'S IMAGINE  
13:43:20 THAT PEOPLE MUST DRIVE ELSEWHERE  
13:43:22 TO GET WHAT THEY NEED.  
13:43:24 TOWN X IS ONLY TEN MILES AWAY  
13:43:27 AND HAS A SMALL GROCERY STORE.  
13:43:29 BUT RESIDENTS HAVE TO GO EVEN  
13:43:31 FURTHER TO CITY Z TO GET ALL THE  
13:43:34 SUPPLIES THEY NEED.  
13:43:35 THIS COMMUNITY WOULD BENEFIT  
13:43:37 MUCH IF THERE WAS A PLACE  
13:43:39 EVERYONE COULD GO TO GET THE  
13:43:41 VARIOUS ITEMS THEY NEED.  
13:43:43 TO PREPARE FOR THIS NEW MARKET,  
13:43:45 THERE IS MUCH THE BUSINESS OWNER  
13:43:48 MUST DO TO BEGIN THE PLANNING

13:43:50 PROCESS, VARIOUS FOOD PROVIDERS  
13:43:52 ARE CONSULTED TO BETTER  
13:43:53 UNDERSTAND WHAT THEY HAVE TO  
13:43:54 OFFER AND WHICH PRODUCTS THEY  
13:43:57 CAN STOCK REGULARLY.  
13:43:58 SIMILARLY, GROCERY STORE  
13:44:00 OPERATORS IN OTHER SMALL TOWNS  
13:44:02 ARE CONTACTED TO GAIN INSIGHT  
13:44:06 INTO THEIR BEST PRACTICES AND  
13:44:07 THE CHALLENGES THEY FACE.  
13:44:08 THE BUSINESS OWNER IS TEMPTED TO  
13:44:10 OPEN THE SUPERMARKET AT THIS  
13:44:10 POINT.  
13:44:13 THE BUSINESS OWNER KNOWS WHAT IS  
13:44:14 AVAILABLE AND HAS AN IDEA HOW  
13:44:15 SUPERMARKETS ARE RUN.  
13:44:17 BUT THE BUSINESS OWNER IS THEN  
13:44:19 SURPRISED TO MEET RESISTANCE  
13:44:21 FROM THE TOWN FOLK.  
13:44:23 EVEN THOUGH IT SEEMS OBVIOUS  
13:44:24 THEY NEED THIS STORE.  
13:44:26 PEOPLE WORRY ABOUT DISRUPTIONS  
13:44:28 TO THEIR ROUTINE AND HAVE  
13:44:30 ESTABLISHED PATTERNS IN THEIR  
13:44:33 LIVES THAT ARE CONSISTENT,

13:44:34 APPLICATABLE, AND KNOWN.  
13:44:35 THEY AREN'T CONVINCED THEY NEED  
13:44:47 PREDICTABLE AND KNOWN.  
13:44:49 THEY ATTEMPT TO REACH OUT TO ASK  
13:44:50 WHAT THEY NEED.  
13:44:52 THE PEOPLE FROM THE TOWN ARE  
13:44:53 FULL OF IDEAS.  
13:44:55 WHILE SOME ARE UNREALISTIC,  
13:44:59 HIGH-END CAVIAR FROM THE CASPIAN  
13:45:00 SEA.  
13:45:01 WHAT THE BUSINESS OWNER  
13:45:02 DISCOVERS IS THAT THROUGH  
13:45:05 CONVERSATION WITH FUTURE  
13:45:06 CUSTOMERS, A BETTER  
13:45:08 UNDERSTANDING OF THEIR NEEDS AND  
13:45:10 WANTS BEGINS TO FORM.  
13:45:13 IT IS IN THE SYNTHESIS OF THIS  
13:45:16 KNOWLEDGE, IN COMBINING WHAT THE  
13:45:17 COMMUNITY NEEDS AND WANTS WITH  
13:45:18 WHAT IS AVAILABLE AND POSSIBLE  
13:45:20 THAT THE BUSINESS OWNER IS ABLE  
13:45:22 TO OPEN A STORE THAT NOT ONLY  
13:45:24 SERVES THE TOWNPEOPLE, BUT IS  
13:45:27 WELCOMED, VALUED AND INTEGRATED  
13:45:30 INTO THE COMMUNITY.



13:45:40 >> SO THIS LAST SLIDE IS THE  
13:45:42 CORE SOLUTIONS THAT WE SAW  
13:45:45 EMERGE FROM ALL OF THE DATA AND  
13:45:47 STAKEHOLDER SUGGESTIONS.  
13:45:48 PEOPLE WANTED MORE INVOLVEMENT  
13:45:50 FROM AND COLLABORATION WITH  
13:45:51 OLDER ADULTS, PEOPLE WITH  
13:45:53 DISABILITIES, FAMILY CAREGIVERS  
13:45:56 AND FRONTLINE WORKERS.  
13:45:58 THEY URGED CDA TO CONTINUE TO  
13:46:01 WORK WITH AGENCY PROVIDERS.  
13:46:02 AND POINTED THAT STRONG  
13:46:04 STAKEHOLDER ENGAGEMENT OVERLAPS  
13:46:06 WITH EQUITY.  
13:46:07 IT WAS A REAL PRIVILEGE FOR JOHN  
13:46:11 AND ME TO GET TO DIVE INTO ALL  
13:46:12 THIS INFORMATION AND WORK WITH  
13:46:14 CDA TO SEE WHAT STAKEHOLDERS  
13:46:15 SAID ABOUT THE MASTER PLAN ON  
13:46:16 AGING.  
13:46:19 WE APPLAUD CDA FOR THEIR BRAVERY  
13:46:21 OF INVITING RESEARCHERS IN AND  
13:46:24 LETTING US PRESENT OUR FINDINGS.  
13:46:26 AND WE LOOK FORWARD TO FOLLOWING  
13:46:28 CDA'S PROGRESS WITH THE MASTER

13:46:39 PLAN ON AGING GOING  
13:46:42 FORWARD.  
13:46:44 >> THANK YOU VERY MUCH, PENELOPE  
13:46:45 AND JONATHAN.  
13:46:46 THANK YOU FOR SHARING THE DATA  
13:46:48 THAT WAS PRODUCED BY OUR AGING  
13:46:50 AND DISABILITY NETWORK, UP AND  
13:46:52 DOWN THE STATE.  
13:46:54 MANY OF WHOM ARE ON THIS CALL.  
13:46:55 AND THANK YOU FOR THE  
13:46:57 SUGGESTIONS AND SOLUTIONS, AND  
13:46:59 SHORTCOMINGS THAT YOU  
13:47:00 ILLUMINATED THROUGH YOUR REPORT.  
13:47:04 WE VERY MUCH APPRECIATE IT.  
13:47:07 SO WHERE WE ARE NOW, AFTER  
13:47:09 FOCUSING ON THE OUTREACH AND  
13:47:11 ENGAGEMENT LAST SUMMER AND FALL,  
13:47:14 AND GIVING CSUS THE TIME TO  
13:47:17 PROCESS AND ANALYZE THE DATA, WE  
13:47:20 ARE -- WE FIND OURSELVES, ALL OF  
13:47:23 US, AT A NEW LAUNCHING POINT.  
13:47:26 AT OUR NEXT LAUNCHING POINT.  
13:47:28 AND WHAT WE'LL BE FOCUSING ON,  
13:47:30 DRAWING ON THE DATA, THE  
13:47:31 SOLUTIONS AND SUGGESTIONS THAT

13:47:35 WERE PROVIDED FOR US TO RESUME  
13:47:36 THE CONVERSATION AND TO CONTINUE  
13:47:40 THE DIALOGUE AND ENGAGEMENT.  
13:47:43 WHAT CAN WE BE DOING NOW IN 2022  
13:47:48 TO STRUCTURE OUR SYSTEM FOR  
13:47:48 2030?  
13:47:51 SO THE WORK THAT STARTED IN 2021  
13:47:54 CONTINUES THIS YEAR AND NEXT, AS  
13:47:56 WE'RE BUILDING OUT THAT SYSTEM  
13:47:58 THAT IS STRONGER AND CAN REACH  
13:48:02 MORE PEOPLE WITH MORE COMPLEX  
13:48:05 NEEDS WITH A FOCUS ON EQUITY AND  
13:48:06 INCLUSION.  
13:48:09 AND WHAT WE HEARD STRONGLY --  
13:48:14 AND I HAVE THE RARE PRIVILEGE OF  
13:48:16 WHILE THE HUBS & SPOKES OUTREACH  
13:48:17 WAS HAPPENING, I WAS A  
13:48:18 STAKEHOLDER REPRESENTING  
13:48:20 INDIVIDUALS AND FAMILIES WITH  
13:48:22 THE ALZHEIMER'S ASSOCIATION.  
13:48:24 WHAT I HEARD LOUD AND CLEAR AND  
13:48:26 PERSONALLY COMMITTED TO, IS TO  
13:48:27 DEEPENING OUR ENGAGEMENT WITH  
13:48:29 OLDER ADULTS, PEOPLE WITH  
13:48:30 DISABILITIES, AND FAMILY

13:48:32 CAREGIVERS FOR THIS NEXT PHASE  
13:48:33 THAT WE'RE EMBARKING ON.  
13:48:37 NEXT SLIDE, PLEASE.  
13:48:38 SO, WHAT WE HEARD.  
13:48:40 WE HEARD WHAT YOU JUST HEARD IN  
13:48:41 THE SLIDES.  
13:48:43 FIRST AND FOREMOST, CONFUSION.  
13:48:45 CONFUSION ABOUT WHAT IS THE  
13:48:46 PLAN.  
13:48:49 WHERE IS CDA HEADED?  
13:48:50 IS THERE MORE TO THIS THAN MEETS  
13:48:52 THE EYE?  
13:48:54 AND CONFUSION ABOUT TERMINOLOGY,  
13:48:55 LANGUAGE, AND THE METAPHOR THAT  
13:48:57 WAS USED FOR HUBS & SPOKES.  
13:48:59 SO, WE HEARD THAT LOUD AND  
13:48:59 CLEAR.  
13:49:01 WE UNDERSTAND THE CONFUSION.  
13:49:03 WE EXPERIENCE IT OURSELVES.  
13:49:06 AND WE -- IT'S CONFUSING TO US  
13:49:06 AS WELL.  
13:49:09 AND WE KNOW THAT WE'RE PART  
13:49:10 OF -- WE CONTRIBUTE TO THAT  
13:49:10 CONFUSION.  
13:49:13 SO, THAT MESSAGE WAS DELIVERED

13:49:14 LOUD AND CLEAR.  
13:49:17 WE HEARD ABSOLUTELY STRONG  
13:49:18 PUBLIC NEED AND DEMAND.  
13:49:21 AND, PENELOPE, THANK YOU FOR  
13:49:22 SAYING IT'S A PRIVILEGE TO WORK  
13:49:23 ON THIS PROJECT.  
13:49:28 THAT CAME THROUGH VERY STRONG.  
13:49:31 THAT A VERY IMPORTANT REMINDER  
13:49:33 ABOUT ANY -- IF THERE ARE  
13:49:35 CHANGES, ANY CHANGES WOULD BE TO  
13:49:36 BENEFIT THE PUBLIC.  
13:49:39 TO BETTER MEET PEOPLE'S NEEDS  
13:49:41 AND TO MEET DEMAND FOR MORE  
13:49:42 SERVICES.  
13:49:44 WE HEARD ABOUT SYSTEM  
13:49:45 CHALLENGES, ABSOLUTELY.  
13:49:47 THERE ARE MANY OF THEM.  
13:49:48 ALSO WE HEARD ABOUT SYSTEM  
13:49:50 STRENGTHS.  
13:49:52 THE STRENGTH OF OUR NETWORK.  
13:49:54 THE STRENGTH OF OUR PERSONNEL.  
13:49:55 THE DEEP COMMITMENT BY  
13:49:57 INDIVIDUALS WHO ARE WORKING IN  
13:49:58 THE AGING AND DISABILITY  
13:49:59 NETWORK.

13:50:01 WHETHER THEY'RE WORKING AT AAA,  
13:50:03 AN INDEPENDENT LIVING CENTER, A  
13:50:08 COUNTY, AT JPA, OR A CBO THAT IS  
13:50:11 PART OF THE NETWORK.

13:50:12 ABSOLUTELY THE DEEP, DEEP  
13:50:14 COMMITMENT AND EXPERTISE IN OUR  
13:50:17 NETWORK.

13:50:18 WE HEARD OPPORTUNITIES FOR  
13:50:21 REFORM THAT GO WELL BEYOND WHAT  
13:50:23 HAS HAPPENED.

13:50:26 OPPORTUNITIES FOR ADDITIONAL  
13:50:27 REFORM.

13:50:31 LEANING IN TO THE MEDI-CAL  
13:50:31 TRANSFORMATION.

13:50:34 LEANING IN TO THE MASTER PLAN ON  
13:50:34 AGING.

13:50:36 LEANING INTO OTHER INITIATIVES  
13:50:37 THAT ARE HAPPENING LOCALLY,  
13:50:39 REGIONALLY, STATEWIDE AND AT THE  
13:50:40 FEDERAL LEVEL.

13:50:43 AND, FINALLY, THE ADAGE NOTHING  
13:50:45 ABOUT US WITHOUT US WAS  
13:50:47 MENTIONED SEVERAL TIMES.

13:50:50 AND THAT WAS SOMETHING THAT I  
13:50:52 HOLD DEAR.

13:50:55 AND THE TEAM AT CDA HOLDS VERY  
13:50:56 CLOSE TO OUR WORK.  
13:50:57 WE HEARD THAT, TOO.  
13:50:59 THIS IS ABSOLUTELY SOMETHING  
13:51:01 THAT WE WILL BE DOING  
13:51:04 SHOULDER-TO-SHOULDER GOING  
13:51:04 FORWARD.  
13:51:09 AND SOMETHING THAT WE DID DO.  
13:51:11 THE TOWN HALL MEETINGS AND THE  
13:51:13 SURVEY WERE REALLY INTENDED TO  
13:51:15 NOT PROCEED WITHOUT ANYONE.  
13:51:17 AND IF WE MISSED THE MARK ON  
13:51:19 THAT, WE WILL DO BETTER GOING  
13:51:21 FORWARD.  
13:51:28 NEXT SLIDE, PLEASE.  
13:51:31 WHAT WE'RE COMMITTED TO DURING  
13:51:33 THE NEXT PHASE OF THIS WORK IS  
13:51:35 TO BE PERSON CENTERED.  
13:51:37 REALLY, AS CDA TAKES STOCK OF  
13:51:39 THIS DATA, LOOKS AT OUR WORK  
13:51:42 PLANS AND TIMELINES, OUR  
13:51:46 RESOURCES AND OUR ROLE IN THE  
13:51:48 CAL HHS AGENCY, FIRST AND  
13:51:51 FOREMOST IS THAT WE WILL BE  
13:51:52 PERSON CENTERED.

13:51:53 EVERYTHING WE DO WILL LEAD WITH  
13:51:57 WHO IS THE BENEFICIARY OF THIS  
13:51:57 WORK.  
13:51:58 THE OLDER ADULT.  
13:52:00 THE PERSON WITH DISABILITY.  
13:52:01 THE FAMILY CAREGIVER.  
13:52:02 AND WE WILL BUILD OUT FROM  
13:52:03 THERE.  
13:52:07 WE RENEW OUR COMMITMENT TO  
13:52:08 ENGAGEMENT.  
13:52:10 FORMAL AND INFORMAL ENGAGEMENT.  
13:52:11 WE WILL MAKE THIS PART OF OUR  
13:52:13 STAKEHOLDER ENGAGEMENT  
13:52:14 COMMITTEES, OF WHICH THERE ARE  
13:52:15 SEVEN.  
13:52:17 WE WILL EXPAND THE REACH TO  
13:52:20 OTHERS THAT ARE OPERATING BY  
13:52:21 OTHER AGENCIES AND THROUGHOUT  
13:52:25 THE CAL HHS AGENCY.  
13:52:26 SO, WE WILL TRY TO POPULATE  
13:52:27 OTHER WORK WITH THIS.  
13:52:30 AND WE WILL BE JOINING GROUPS  
13:52:31 AND ORGANIZATIONS FOR THEIR  
13:52:35 MEETINGS TO ENGAGE DIRECTLY.  
13:52:37 AND THEN WE WILL ALSO HAVE A



13:52:39 SERIES OF INFORMAL MEETINGS AND  
13:52:41 COMMUNICATIONS THAT MANY OF YOU  
13:52:42 WILL BE PART OF.

13:52:44 WE WELCOME ANY INVITATIONS TO  
13:52:45 JOIN YOU, COMMUNICATE, TO HAVE  
13:52:46 MEETINGS.

13:52:48 SO, YOU'LL BE SEEING MORE ABOUT  
13:52:51 OUR ENGAGEMENT STRATEGY IN THE  
13:52:53 NEXT SIX WEEKS OR SO.

13:52:56 PARTNERSHIP?

13:52:58 AS YOU HEARD IN THE  
13:52:59 PRESENTATION, THERE'S A LOT OF  
13:53:02 EXCITEMENT, ENTHUSIASM,  
13:53:04 INNOVATION, IDEAS, AND SOLUTIONS  
13:53:05 IN OUR NETWORK.

13:53:07 WE ARE ABSOLUTELY COMMITTED TO  
13:53:09 PARTNERSHIP WITH OUR VAST AGING  
13:53:12 AND DISABILITY NETWORK IN ALL  
13:53:13 PARTS OF OUR STATE.

13:53:15 AND, FINALLY, BUT NOT FINALLY,  
13:53:18 OUR COMMITMENT TO EQUITY IS AS  
13:53:20 STRONG AS EVER.

13:53:22 TO ENSURE THAT WHEN WE ARE  
13:53:23 PERSON CENTERED THAT WE ARE  
13:53:26 LOOKING AT ALL CALIFORNIANS AND

13:53:29 HOW WE STRUCTURE, BUILD AND  
13:53:32 DESIGN A SYSTEM FOR THE FUTURE.  
13:53:34 ON THIS SLIDE, YOU SEE A LINK TO  
13:53:36 THE CALIFORNIA HEALTH AND HUMAN  
13:53:38 SERVICES AGENCY GUIDING  
13:53:39 PRINCIPLES.  
13:53:41 AND THESE GUIDE ALL OF OUR WORK.  
13:53:44 SO, WHETHER IT'S ON THIS TOPIC  
13:53:48 OR ANY OTHER TOPIC, THAT  
13:53:50 INFLUENCES OUR THINKING TO BE  
13:53:52 PERSON CENTERED, EQUITY FOCUSED  
13:53:53 AND DATA DRIVEN.  
13:53:55 NEXT SLIDE, PLEASE.  
13:53:58 AND THE SUBTEXT TO MANY OF THE  
13:53:59 COMMENTS -- AND YOU HEARD IT  
13:54:03 STATED THERE ARE THREE AREAS  
13:54:06 WHERE THERE WAS NOT ONLY  
13:54:08 CONFUSION, BUT AS YOU HEARD  
13:54:10 PENELOPE AND JONATHAN SAY,  
13:54:10 CONCERN.  
13:54:12 AND WE'VE GROUPED THESE INTO THE  
13:54:14 FOLLOWING CATEGORIES.  
13:54:17 GOVERNANCE STRUCTURE, WHICH IS  
13:54:27 HOW THINGS.  
13:54:30 RELATED TO MAPS AND THE PSA

13:54:30 BORDERS.  
13:54:31 WE HEARD THAT.  
13:54:34 OF COURSE, FUNDING FORMULAS AND  
13:54:35 ADMINISTRATIVE COSTS.  
13:54:38 AND ADMINISTRATIVE BURDEN.  
13:54:39 SO THESE ARE AREAS WE WILL BE  
13:54:42 TACKLING WITH YOU TOGETHER.  
13:54:43 AND YOU'LL BE HEARING MORE ABOUT  
13:54:44 THAT, TOO.  
13:54:47 AND WE WILL BE SOLICITING YOUR  
13:54:48 INPUT ON HOW BEST TO DO THAT.  
13:54:51 WHETHER WE DO IT TOPICALLY.  
13:54:54 WHETHER WE GROUP THESE.  
13:54:56 WHETHER WE MEET WITH COHORT  
13:54:57 GROUPS.  
13:54:59 AND THERE WILL BE A POLL  
13:55:01 STARTING TO ASK FOR FEEDBACK  
13:55:02 FROM THIS GROUP BEFORE WE WRAP  
13:55:09 TODAY.  
13:55:11 IN ADDITION TO THIS, WE WANT TO  
13:55:13 SHARE WE'RE VERY PROUD AT THE  
13:55:14 DEPARTMENT OF AGING IN  
13:55:17 COLLABORATION WITH OUR SISTER  
13:55:19 DEPARTMENTS IN THE CALIFORNIA  
13:55:21 HEALTH AND HUMAN SERVICES AGENCY

13:55:22 WITH SUPPORT FROM THE  
13:55:23 LEGISLATURE AND THE GOVERNOR'S  
13:55:25 OFFICE THAT WE HAVE NOT BEEN  
13:55:26 WAITING FOR THIS REPORT TO DO  
13:55:28 THE GOOD WORK THAT'S NEEDED IN  
13:55:29 OUR STATE.  
13:55:31 AND THAT WE ARE VERY ACTIVELY,  
13:55:34 RIGHT NOW, BUILDING A STATEWIDE  
13:55:36 NO WRONG DOOR SYSTEM THAT IS  
13:55:39 BACKED BY A CONSUMER-FACING  
13:55:40 NAVIGATION SYSTEM THAT INCLUDES  
13:55:43 A WEB PORTAL, LIVE TELEPHONE  
13:55:45 SUPPORT, AND DATA CONNECTIVITY.  
13:55:47 THAT WE ARE ACTIVELY PLANNING  
13:55:49 FOR FUTURE INFRASTRUCTURE NEEDS  
13:55:51 WITH OUR PARTNERS AT THE  
13:55:51 DEPARTMENT OF HEALTH CARE  
13:55:57 SERVICES TO DO -- IDENTIFY GAPS  
13:56:00 IN THE LTSS, LONG-TERM SERVICES  
13:56:03 AND SUPPORTS DELIVERY SYSTEM.  
13:56:06 AND TO BUILD A ROAD MAP FOR OUR  
13:56:07 STATE TO SEE WHERE WE HAVE  
13:56:09 SERVICES AND SUPPORTS, WHERE WE  
13:56:12 DON'T, WHERE THEY'RE INADEQUATE.  
13:56:13 WHERE THERE'S GREATER NEED.

13:56:16 SO, THAT'S IN PROGRESS NOW.  
13:56:18 WE ARE ONE OF THE LEAD  
13:56:19 DEPARTMENTS ADDRESSING THE  
13:56:20 WORKFORCE CRISIS.  
13:56:23 WE ARE RESPONSIBLE AT CDA FOR  
13:56:26 THE NON-IN-HOME SUPPORTIVE  
13:56:27 SERVICES, HOME AND  
13:56:28 COMMUNITY-BASED SERVICES  
13:56:29 WORKFORCE.  
13:56:30 SO, THIS WOULD BE INDIVIDUALS  
13:56:35 WHO WORK IN ADULT DAY HEALTH  
13:56:36 CARE.  
13:56:37 PACE, THE PROGRAM FOR ALL  
13:56:39 INCLUSIVE CARE FOR THE ELDERLY.  
13:56:41 THE MMSP PROGRAM.  
13:56:44 AND SOME OF THE MEDI-CAL -- SOME  
13:56:47 OF THE MEDICAID WAIVER PROGRAMS  
13:56:49 LIKE THE ASSISTED LIVING WAIVER.  
13:56:51 AND WE JOIN OTHERS WHO ARE  
13:56:53 WORKING ON SPECIFIC JOB TYPES,  
13:56:55 SUCH AS CERTIFIED NURSE  
13:56:57 ASSISTANTS, WHO WORK IN NURSING  
13:56:58 HOMES, DEPARTMENT OF SOCIAL  
13:57:00 SERVICES THAT IS DOING FANTASTIC  
13:57:03 WORK FOR OUR IN-HOME SUPPORTIVE

13:57:04 SERVICES.

13:57:06 AND IT'S A COLLECTIVE EFFORT

13:57:09 THAT'S HAPPENING ACROSS THE

13:57:10 HEALTH AND HUMAN SERVICES

13:57:11 AGENCY.

13:57:13 AND THEN, FINALLY, WE REMAIN

13:57:15 COMMITTED TO HELPING ALL OF OUR

13:57:18 PARTNERS EXPLORE OPPORTUNITIES

13:57:20 FOR DEEPENING THEIR

13:57:21 RELATIONSHIPS WITH HEALTH PLANS

13:57:23 AT THE LOCAL LEVEL SO THAT THEY

13:57:27 CAN BE ACTIVE PARTICIPANTS IN

13:57:28 CAL AIM WITH RESPECT TO

13:57:30 COMMUNITY SUPPORTS, ENHANCED

13:57:31 CARE MANAGEMENT AND THE PATH

13:57:34 FUNDING THAT WILL BE ANNOUNCED

13:57:43 LATER IN A FEW MONTHS' TIME.

13:57:47 AND NEXT SLIDE.

13:57:48 SO IT STARTS WITH SOME OF THE

13:57:49 KEY PARTNERS WHO HAVE BEEN WITH

13:57:51 US ON THIS CONCEPT, THIS IDEA

13:57:52 SINCE LAST SUMMER.

13:57:53 SO, BEFORE WE CLOSE TODAY, WE

13:57:55 WANTED TO INVITE THE

13:57:57 PERSPECTIVES OF SOME OF THE KEY

13:57:59 PARTNERS IN THIS WORK.  
13:58:00 THE CALIFORNIA COMMISSION ON  
13:58:02 AGING, THE CALIFORNIA  
13:58:05 ASSOCIATION OF AREA AGENCIES ON  
13:58:05 AGING.  
13:58:07 THE CALIFORNIA FOUNDATION FOR  
13:58:08 INDEPENDENT LIVING CENTERS AND  
13:58:10 THE CALIFORNIA STATE ASSOCIATION  
13:58:16 OF COUNTIES.  
13:58:18 SO I'M GOING TO INVITE THE CHAIR  
13:58:19 ON THE CALIFORNIA COMMISSION ON  
13:58:22 AGING, ELLEN, TO KICK US OFF.  
13:58:24 SHE'LL BE FOLLOWED BY MICHAEL  
13:58:26 COSTA, CHRISTINA MILLS, AND  
13:58:27 JUSTIN GARRET.  
13:58:29 ELLEN, ARE YOU WITH US?  
13:58:30 >> YES, I AM.  
13:58:30 THANK YOU.  
13:58:31 >> WONDERFUL.  
13:58:34 >> IT'S GREAT TO BE INVITED.  
13:58:37 I'M ELLEN SCHMEDING, THE  
13:58:39 PRINCIPLE ADVOCACY GROUP FOR  
13:58:41 OLDER ADULTS IN CALIFORNIA.  
13:58:43 AND WE WERE ALSO INVITED TO  
13:58:45 PARTICIPATE WITH THE

13:58:46 HUBS & SPOKES TOWN HALLS THAT  
13:58:49 HAVE OCCURRED OVER THE PAST YEAR  
13:58:50 AND FELT VERY HONORED TO BE  
13:58:52 PRESENT.

13:58:53 I HAD THE OPPORTUNITY TO SERVE  
13:58:55 ON THE LONG-TERM CARE SERVICES  
13:58:57 AND SUPPORT SUBCOMMITTEE FOR THE  
13:58:58 MASTER PLAN, REPRESENTING OUR  
13:58:59 COMMISSION.

13:59:03 THAT GROUP AND THE MASTER PLAN  
13:59:04 BOTH FORWARDED THE  
13:59:05 RECOMMENDATION FOR A NO WRONG  
13:59:07 DOOR SYSTEM BUILDING ON AGING  
13:59:08 AND DISABILITY RESOURCE  
13:59:09 CONNECTIONS.

13:59:11 AND THAT ISSUE HAS BEEN STRONGLY  
13:59:13 SUPPORTED BY OUR COMMISSION AS  
13:59:14 WELL.

13:59:16 WE ALSO FEEL IT'S VERY IMPORTANT  
13:59:19 TO LOOK AT HOW OUR AREA AGENCIES  
13:59:21 ON AGING CAN MEET THE NEEDS OF  
13:59:23 THE LOCAL CITIZENS IN THEIR OWN  
13:59:23 COMMUNITIES.

13:59:25 AND WHRA RESOURCES THEY'LL NEED  
13:59:31 WHAT RESOURCES THEY'LL NEED



13:59:32 TO DO SO.

13:59:34 I FOUND THAT THE PRESENTATION

13:59:40 TODAY BY SACRAMENTO, ALL THOSE

13:59:41 PEOPLE WHO CAME TOGETHER AND

13:59:44 TOOK THEIR TIME TO GIVE INPUT.

13:59:45 PARTICULARLY, I WAS INTERESTED

13:59:47 IN SLIDE 31 THAT TALKED ABOUT

13:59:48 HOW IMPORTANT IT IS TO GET

13:59:50 INFORMATION FROM A TRUSTED

13:59:51 SINGLE SOURCE.

13:59:56 92% NOTED THE IMPORTANCE.

13:59:58 WORKING IN SAN DIEGO AT THE AAA

14:00:00 FOR MANY YEARS, WE LEARNED THAT.

14:00:02 WE LEARNED HOW IMPORTANT IT IS

14:00:03 TO HAVE INFORMATION AND

14:00:08 ASSISTANCE READILY AND CLEARLY

14:00:09 AVAILABLE AND THAT PEOPLE COULD

14:00:11 TRUST US TO PROVIDE THE NEEDED

14:00:12 INFORMATION.

14:00:13 WE ALSO SPENT HEAVILY ON

14:00:15 ADVERTISING SO INDIVIDUALS WOULD

14:00:17 KNOW WHERE TO TURN AND HOW TO

14:00:18 ACCESS.

14:00:19 ONE THING I CAN SAY IS THE

14:00:20 WORKFORCE.

14:00:24 I WAS SURPRISED TO SEE IT'S NOT  
14:00:28 UNTIL 2025 WHEN THERE'S NO  
14:00:29 LONGER AN ADEQUATE SUPPLY OF  
14:00:30 CARE PROVIDERS.  
14:00:33 WE FEEL THAT EVERY DAY IN SAN  
14:00:34 DIEGO.  
14:00:35 I WORKED AT ST. PAUL SENIOR  
14:00:36 SERVICES.  
14:00:38 AND THE ISSUE OF WORKFORCE IS SO  
14:00:38 RELEVANT.  
14:00:40 WE HAVE GOT TO HAVE THE VIBRANT  
14:00:42 AND COMMITTED WORKFORCE EARNING  
14:00:45 A LIVEABLE WAGE TO PROVIDE THE  
14:00:47 CARE WE NEED TO MOVE INTO THE  
14:00:47 FUTURE.  
14:00:50 AND THIS IS ALSO A COMMISSIONED  
14:00:50 PRIORITY.  
14:00:52 THIS YEAR WE HAVE A FORUM  
14:00:57 PLANNED ON WORKFORCE AT THE C4A  
14:00:57 CONFERENCE.  
14:01:00 I THINK WE'RE AT AN EXTREMELY  
14:01:03 IMPORTANT POINT IN CALIFORNIA.  
14:01:04 WE'RE WORKING TOGETHER TO  
14:01:05 ENHANCE AND IMPROVE OUR SUPPORTS  
14:01:08 FOR OLDER ADULTS AND PERSONS

14:01:09 WITH DISABILITIES.

14:01:11 AND WE HAVE SOME KEY AREAS IN

14:01:12 OUR FAVOR.

14:01:14 A, ATTENTION ON THE MOST

14:01:15 IMPORTANT ISSUES.

14:01:18 B, ACTUAL RESOURCES IN THE FORM

14:01:20 OF FUNDING AND SUPPORT FROM

14:01:22 STATE AND NATIONAL SOURCES.

14:01:24 AND THEN, FINALLY, OUR JOINT

14:01:26 COMMITMENT TO MOVE FORWARD

14:01:27 TOGETHER.

14:01:29 WE WANT TO HEAR FROM CONSUMERS

14:01:30 AND PROVIDERS.

14:01:31 WE WANT ALL VOICES HEARD.

14:01:33 AND WE WANT TO WORK TOGETHER TO

14:01:35 CREATE THAT EXCELLENT SERVICE

14:01:38 SYSTEM THAT OUR CONSTITUENTS

14:01:39 DESERVE.

14:01:41 SO THE COMMISSION LOOKS FORWARD

14:01:42 IN CONTINUING WITH THIS EFFORT.

14:01:44 AND WE'RE VERY, VERY PLEASED TO

14:01:45 BE INVITED.

14:01:45 THANK YOU.

14:02:21 >> WE'RE THE ASSOCIATION THAT REPRESENTS THE 33  
AREA AGENCIES ON AGING ACROSS CALIFORNIA.

14:02:27 WE'RE THE BACKBONE OF SENIOR SERVICE PROVISION IN CALIFORNIA.

14:02:40 AND WE'RE LAG FORWARD TO CONTINUING TO WORK WITH STAKEHOLDERS TO REALLY MOVE BEYOND THE INITIAL RESEARCH PHASE.

14:02:47 AND REALLY BEGIN TO ADDRESS HOW WE'RE GOING TO ADDRESS SOME OF THE THEMES THAT HAVE BEEN BROUGHT UP BY THAT RESEARCH.

14:02:50 PARTICULARLY FOUR THEMES COME TO MIND.

14:02:53 FIRST, THE THEME OF LOCAL CONTEXT AND HOW IMPORTANT THAT IS.

14:02:58 WE KNOW THAT DEMOGRAPHICS VARY BY CONTEXT.

14:03:03 NEEDS OF PEOPLE -- FOLKS IN THE AREA VARY.

14:03:08 AND THE CAPACITY OF THE SERVICE SYSTEM TO ACTUALLY ADDRESS THE NEEDS VARY.

14:03:21 I THINK GOALS OF ALL AAA IS TO BE SENSITIVE AND TO ADDRESS NEEDS LOCALLY IN THE SERVICE AREAS THEY REPRESENT.

14:03:28 SO LOOKING FORWARD TO CONTINUE TO LOOK FOR METHODS OF ADDRESSING THE LOCAL CONTEXT.

14:03:35 ALSO, A THEME WAS PAYMENT AND FUNDING TO COVER COSTS, FOR EXAMPLE.

14:03:45 CERTAINLY, THE COST OF RUNNING A MEAL ACROSS SAN FRANCISCO VERSUS RUNNING IT UP THE GRAPEVINE FROM SANTA CLARITA IS DIFFERENT.

14:03:50 AND PAYMENT AND REIMBURSEMENT FOR SERVICES NEED TO TAKE ACCOUNT OF THAT.

14:03:52 SO WE WILL BE FIGHTING FOR THAT.

14:04:05 I THINK WE ALL UNDERSTAND THERE'S ADMINISTRATIVE COSTS THAT APPLY TO AAA'S AND MEAL PROVIDERS.

14:04:14 ONE OF OUR GOALS, TO HELP FOSTER A FAIR AND EQUITABLE REIMBURSEMENT SYSTEM.

14:04:22 ALSO, ONE OF THE CORE THEMES MENTIONED OVER AND OVER AGAIN IS A NEED FOR INFORMATION AND REFERRAL GUIDANCE.

14:04:31 IT'S A CORE SERVICES THAT AAA'S HAVE BEEN PROVIDING FOR DECADES.

14:04:38 AND WE NEED TO WORK AND DEVELOP INFORMATION AND REFERRAL SYSTEM THAT IS ADEQUATE FOR THE NEED.

14:04:47 I WOULD SAY THE AAA'S ARE REALLY WELCOME THE OPPORTUNITY TO DEVELOPMENT OF THAT.

14:04:57 AND OTHER THEME WAS HOME CARE AND CAREGIVER WORKFORCE ISSUES. MAKING SURE THAT THE WORKFORCE IS ADEQUATE GOING FORWARD.

14:05:10 AAA'S NOW PROVIDE A RANGE OF CAREGIVER SERVICES AND LOOKING FORWARD TO WORKING WITH THE STATE TO MAKE THAT HAPPEN.

14:05:22 THE OVERALL POINT, THE AAA'S IN CALIFORNIA ARE EMBEDDED IN THE DELIVERY SYSTEM. WE'RE VERY MUCH PART AND PARTIAL.

14:05:33 COMMITTED TO THAT. AND LOOKING AT THE OPPORTUNITIES TO PARTICIPATE IN CalAIM AND MANAGE HEALTHCARE IN GENERAL.

14:05:38 TO LOOKING FORWARD TO MOVING IN THAT DIRECTION, AS WELL.

14:05:54 I'M NOT SURE WHAT THE NEXT STEPS ARE, SUSANNE. BUT IF IT INVOLVES A PLANNING COMMITTEE, STEERING COMMITTEE, WE'RE AS AAA'S ARE COMMITTED TO PARTICIPATING IN THAT VERY SERIOUSLY. THANK YOU.

14:06:01 >> THANK YOU, MICHAEL. WE ACCEPT YOUR OFFER AND WE WILL BE PLOTTING THAT WITH YOU.

14:06:13 AND WE DO VERY MUCH LOOK FORWARD TO PARTICIPATING IN YOUR ANNUAL MEETING IN PERSON, IN MAY WHERE MANY OF THESE THEMES AND TOPICS WILL BE DISCUSSED.

14:06:15 >> THANK YOU.

14:06:31 >> NOW HAPPY TO INTRODUCE CHRISTINA MILLS FOR THE INDEPENDENT CENTERS -- OF THE CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING CENTERS.

14:06:38 I'M A WHEELCHAIR USER, WOMAN, MIDDLE AGED WITH SHOULDER LENGTH HAIR -- LOTS OF GRAY IN IT.

14:06:47 IT'S BEEN ABSOLUTE PLEASURE TO BE A PART OF THIS COMING TOGETHER AND PROCESS OVER THE LAST FEW YEARS.

14:06:52 I FEEL LIKE I CONTINUOUSLY SAY WE'RE JUST AT THE BEGINNING.

14:07:09 BECAUSE WE TRULY ARE. I WANT TO FIGURE ACKNOWLEDGE THE FACT THAT SUSANNE DEMORIS CAME IN DURING THE TIME OF THE RESEARCH PROJECTS BEING CONDUCTED AT CAL STATE SACRAMENTO.

14:07:15 REALLY APPRECIATE THE RESEARCH AND SHOWING US THE RESULTS.

14:07:25 BUT SUSANNE COMING IN AND LEADING THE PROCESS -- AND REALLY ADMIT, THERE'S A LOT OF CONFUSION AND NEED FOR US TO CONTINUE TO WORK TOGETHER.

14:07:34 AND MY ORGANIZATION, WHICH IS THE STATE ASSOCIATION OF INDEPENDENT LIVING CENTERS ACROSS CALIFORNIA IS COMMITTED TO REALLY MAKING THAT HAPPEN.

14:07:45 AND WORKING WITH CDA AND STATE PARTNERS AND AGING PARTNERS LOCALLY TO ENSURE WE'RE BRINGING EQUITY AND INCLUSION TO THE TABLE.

14:07:50 THAT WE'RE TALKING ABOUT DISABILITY ISSUES AND AGING ISSUES.

14:07:54 WHAT I LIKE TO CALL LIFESPAN DIVERSITY ISSUES.

14:08:02 I CANNOT SAY ENOUGH ABOUT THE WORK WE'VE DONE IN CALIFORNIA TO BRING THE AGING AND DISABILITY COMMUNITIES TOGETHER ...

14:08:05 IS REALLY A MODEL FOR THE REST OF THE COUNTRY.

14:08:11 AND SO MANY TIMES OVER THE LAST YEAR AND A HALF OR TWO,.

14:08:23 FOLKS HAVE CALLED FROM OTHER STATES AND HOW DID YOU GET IT TO COME TOGETHER IN YOUR STATE? IT TAKES A VILLAGE.

14:08:32 THERE'S A LOT TO BE WORKED ON. BUT RELATIONSHIP-BUILDING IN MY OPINION IS WHERE IT STARTS. THAT IS STATEWIDE AND LOCALLY AND NATIONAL.

14:08:41 BRINGING PEOPLE WITH LIVED EXPERIENCE TO THE TABLE IS WHAT INDEPENDENT LIVING CENTERS DO BEST.

14:08:50 AT LEAST 51% OF OUR BOARD AND STAFF REPRESENTS DISABILITY ACROSS THE SPECTRUM.

14:09:00 I WANT TO SAY THANK YOU TO THE CAL STATE FOLKS THAT ALSO DID A GREAT PICTURE OF WHAT THE DIFFERENCES BETWEEN INCLUSION AND EQUITY.

14:09:09 THAT WAS AMAZING. A LOT OF PEOPLE HAVE A HARD TIME UNDERSTANDING WHAT THAT TRULY MEANS. YOU DID A TERRIFIC JOB.

14:09:12 WE LOOK FORWARD TO CONTINUING THIS CONVERSATION.

14:09:19 I FEEL LIKE A BROKEN RECORD. WE'RE STILL AT THE BEGINNING BUT WE WILL GET THERE.

14:09:28 IT'S BECAUSE OF THE STEPPING STONES AND WHERE WE COME AND WHERE WE'RE GOING WHY WE CONTINUE TO DO GREAT WORK TOGETHER.

14:09:38 AND MAYBE WILL HAVE AN ADMINISTRATION ON COMMUNITY LIVING AND WHAT DOES THAT SPECTRUM OF SERVICES AND PROGRAMS LOOK LIKE FROM BIRTH TO DEATH.

14:09:42 IN THE STATE OF CALIFORNIA WHEN PEOPLE ARE IN NEED OF SERVICES. THANK YOU SO MUCH.

14:09:47 >> CHRISTINA, THANK YOU FOR JOINING US.

14:09:50 AND YOUR COMMENTS VERY MUCH APPRECIATED.

14:09:58 NOW WE'RE GOING TO GO WRAP UP THE PARTNER PERSPECTIVES. BUT THESE ARE NOT THE ONLY PERSPECTIVES.

14:10:03 THESE ARE REPRESENTATIVE. BUT WANT TO HEAR FROM OTHERS IN THE TIME THAT REMAINS.

14:10:13 WOULD LIKE TO INTRODUCE YOU TO JUSTIN GARRETT FROM CSAC.

14:10:39 >> I'M A SENIOR LEGISLATIVE REPRESENTATIVE, I WORK ON HUMAN SERVICES POLICY AREA. CSAC REPRESENTS ALL COUNTIES IN CALIFORNIA. THE MEMBERS ARE INVESTED IN ENSURING THAT NEEDS OF THE COMMUNITY ARE MET.

14:10:46 WE'RE APPRECIATIVE OF THE PROCESS.

14:10:52 AND THANK YOU FOR LETTING ME PROVIDE COMMENTS TODAY.

14:10:59 COUNTIES HAVE A NUMBER OF ROLES -- FROM DIRECT PROVISION OF AGING SERVICES TO ADULT SERVICES AND AAA's.

14:11:03 TO A KEY ROLE IN OTHER ASPECTS OF THE COMMUNITY THAT ARE IMPORTANT.

14:11:07 WHETHER IT'S TRANSPORTATION OR HOUSING, DISASTER RESPONSE, HEALTHCARE.

14:11:09 THERE'S A LOT WE CAN DO.

14:11:19 AS WE LOOK FORWARDS HUBS AND SPOKES INITIATIVE, WE APPRECIATE THE OPEN AND COLLABORATIVE APPROACH ON THE PROCESS.



14:11:28 COUNTIES HAD STRONG FEELINGS ABOUT THIS. AND APPRECIATE THAT OUR VOICES HAVE BEEN HEARD AS WELL AS THOSE OF EVERYONE ELSE.

14:11:41 AS THE AGING POPULATION CONTINUES TO GROW, STATES, COUNTIES, AAA'S AND NONPROFITS -- WE MUST CONTINUE TO WORK TOGETHER TO MEET THE NEEDS OF THE DIVERSE POPULATION.

14:11:48 WE APPRECIATE FROM TODAY'S BRIEFING THAT THE NEXT STEPS OUTLINE A COMMITMENT TO CONTINUE TO WORK TOGETHER.

14:11:53 PARTICULARLY AS IT RELATES TO GOVERNANCE STRUCTURE AND GEOGRAPHIC DISTRIBUTION AND FUNDING.

14:12:04 IT'S CRITICAL FOR COUNTIES. EVERY COUNTY IS UNIQUE WITH DIFFERENT CHALLENGES IN TERMS OF PROVIDING SERVICES.

14:12:18 AS THE INITIATIVE MOVES FORWARD, COUNTIES ARE COMMITTED TO PARTNERING TO MEET THE GROWING DEMAND FOR SERVICES AND ATTAIN EQUITY AND INCREASE FUNDING FOR SERVICES.

14:12:20 THANK YOU FOR THE OPPORTUNITY TODAY.

14:12:36 >> APPRECIATE YOU JOINING US, JUSTIN. AND TO ELLEN, MICHAEL, CHRISTINA AND JUSTIN, THANK YOU FOR NOT JUST YOUR ROLE. BUT I KNOW YOUR MEMBERS OF YOUR OBSERVATIONS HAVE BEEN VERY INVOLVED AND ACTIVE.

14:12:46 AND MAJOR CONTRIBUTORS. PLEASE, EXTEND THANKS TO YOUR MEMBERSHIP.

14:12:51 WILL MOVE TO THE NEXT SLIDE. WE HAVE TWO POLLS THAT WE WILL TAKE LIVE.

14:12:58 THIS IS THE BEGINNING OF THE NEXT ROUNDUP OF SOLICITING YOUR FEEDBACK AND INPUT.

14:13:04 WE'RE GOING TO SHARE TWO POLLS NOW.

14:13:12 THE FIRST POLL, YOU SHOULD SEE ON YOUR SCREEN.

14:13:16 WHAT TWO THEMES DO YOU FIND IS MORE IMPORTANT TO YOU IN.

14:13:23 WE'VE GOT FIRST THEME OF MORE OUTREACH NEEDED. SECOND, NEEDS MORE INFORMATION.

14:13:25 THERE WAS A FUNDING THEME.

14:13:26 LABOR CRISIS.

14:13:33 EQUITY. AND OVERSIGHT AND ACCOUNTABILITY.

14:13:37 IF YOU WANT TO VOTE ON YOUR POLL AND YOUR ANSWER.

14:13:45 SO WE CAN SEE WHICH TWO THEMES ARE EMERGING THAT EVERYBODY ON THE CALL SELECTS AS IMPORTANT.

14:13:57 WE'RE GOING TO GET READY FOR THE Q&A DISCUSSIONS AND ANY QUESTIONS ON THE RESEARCH PRESENTED, OR ANY OF THE INFORMATION WE PRESENTED TODAY.

14:14:02 LOOKS LIKE WE'VE GOT MOST OF THE ANSWERS FOR THE POLL.

14:14:07 LOOKS LIKE THE TWO THEMES THAT ARE COMING OUT -- MORE OUTREACH IS NEEDED.

14:14:15 WITH FUNDING. THANK YOU FOR ANSWERING THE QUESTION ON THE POLL.

14:14:20 WE HAVE ONE MORE POLL QUESTION.

14:14:25 WHAT WOULD YOU PREFER WORK GROUPS TO BE ORGANIZED BY? REGION?

14:14:28 WHICH IS LIKE LOCATION -- BY SERVICE CATEGORY OR YOUR THEME?

14:14:36 WILL BE THE GEOGRAPHY.

14:14:46 OR THE THEME? THE THEMES THAT WE WENT OVER -- WE WANT YOUR PREFERENCE OF HOW YOU WANT THE WORK GROUPS ORGANIZED.

14:14:53 WILL GIVE THIS ABOUT ANOTHER MINUTE FOR FOLKS TO PUT IN ANSWERS, AS WE PREPARE FOR OUR Q&A SESSION.

14:15:00 THE Q&A, IF YOU WOULD LIKE TO PUT YOUR QUESTION IN THE CHAT, YOU CAN TIME YOUR QUESTION OR COMMENT IN THE CHAT.

14:15:09 WE'LL GO THROUGH THOSE. YOU CAN ALSO HIT THE RAISE YOUR HAND ICON IF YOU WOULD LIKE TO ASK YOUR QUESTION LIVE.

14:15:15 AND WE WILL UNMUTE YOUR MICROPHONE IF YOU WOULD LIKE TO ASK LIVE.

14:15:24 WE'VE GOT THE ANSWERS FOR POLL 2. LOOKS LIKE A TIE

14:15:29 LOOKS LIKE GEOGRAPHY IS A FRONT RUNNER. AND ALSO BY THEME.

14:15:35 WE'LL LOOK AT THAT, MAYBE WILL DO IT BY GEOGRAPHY AND BY THEME.

14:15:38 THANK YOU GUYS FOR ANSWERING THAT FOR YOUR FEEDBACK.

14:15:41 NOW, LET'S GO INTO THE Q&A PORTION.

14:15:46 SO FIRST QUESTION WE HAVE IN THE Q&A.

14:15:51 CAN SOMEONE TALK TO THE 2030 DATE THAT WAS GIVEN?

14:16:00 THAT IS EIGHT YEARS AWAY. WHY NOT NOW?

14:16:07 >> SURE, THAT IS SHOWING WHERE OUR STATE IS HEADED -- IT'S NOT JUST THE STATE. IT'S THE NATION.

14:16:14 WE'RE ACTIVELY WORKING TODAY TOWARDS THAT DATE.

14:16:29 THE FIRST STEP IN MOVING THE STATE TOWARD 2030 WAS THE GOVERNOR'S EXECUTIVE ORDER THAT ESTABLISHED A MASTER PLAN FOR AGING AND STAKEHOLDER PROCESS TO CREATE CALIFORNIA'S FIRST MASTER PLAN FOR AGING.

14:16:38 THAT WAS RELEASED IN JANUARY OF 2021. THAT WAS A CRITICAL FIRST STEP. THE CONVERSATIONS THAT WE HAD -- LAST SUMMER AND FALL ...

14:16:57 THAT LED TO TODAY'S WEBINAR WERE PART OF THE PREPARATION FOR 2030. MOST DEFINITELY, THE INVESTMENTS WITH THE GOVERNOR AND LEGISLATURE -- AND THE HISTORIC INVESTMENTS ARE MOVING US TOWARD 2030.

14:17:08 THE INTENT IS NOT TO WAIT UNTIL 2030 TO CONFRONT THESE DEMOGRAPHIC CHALLENGES BUT TO PLAN ACCORDINGLY.

14:17:14 THAT IS PART OF WHAT TODAY'S CONVERSATION IS ABOUT AND WHAT OUR CONTINUED ENGAGEMENT WILL INCLUDE.

14:17:27 HOW CAN WE BE LOOKING FORWARD? AND INNOVATING AND MODERNIZING OUR AGING AND DISABILITY NETWORK SO WE'RE IN FACT READY IN 2030.

14:17:45 >> THANK YOU, SUSAN. AS A REMINDER, FEEL FREE TO TYPE YOUR QUESTION IN THE Q&A BOX IF YOU HAVE QUESTIONS PERTAINING TO THE INFORMATION PRESENTED TODAY BY CDA OR SAC STATE.

14:17:50 WE'VE GOT SOME ANSWERS ALREADY POSTED. SO IF YOU ALSO WANT TO LOOK AT THAT.

14:17:58 IF YOU WOULD LIKE TO ASK YOUR QUESTION LIVE, FEEL FREE TO HIT YOUR "RAISE YOUR HAND" ICON.

14:18:06 IF YOU CALLED IN TODAY, YOU CAN PRESS STAR 9 AS WELL TO RAISE YOUR HAND. WE'LL BE ABLE TO UNMUTE YOU AS WELL.

14:18:11 WILL GIVE IT COUPLE MORE MINUTES TO SEE IF WE HAVE QUESTIONS COMING IN.

14:18:13 LOOKS LIKE THERE'S A HAND RAISED.

14:18:21 LET'S GO TO DEBBIE FIRST.

14:18:26 >> HI THERE. I WAS UNMUTING MYSELF. SORRY ABOUT THAT.

14:18:30 HI, EVERYONE. THANKS SO MUCH FOR BRINGING THIS TO US.

14:18:50 I THINK A COMMON CONFUSION -- I THINK THAT IT WAS ACTUALLY IN THE INVITATION THAT WAS REALLY GREAT THAT WAS THIS IS A SINGLE POINT OF ENTRY.

14:18:58 I THINK THERE'S CONFUSION. I'VE HEARD THAT IN THE PRESENTATION TODAY.

14:19:04 AND I THINK BEING ABLE TO DESCRIBE THAT THE MASTER PLAN SUPPORTS THIS KIND OF EFFORT ...

14:19:13 BUT THAT THIS IS A SEPARATE THING THAT'S BEEN HAPPENING AND BEEN BUILDING AND IT'S HAPPENING ALL OVER THE UNITED STATES. RIGHT?

14:19:18 AND WE'RE TRYING TO GET IT RIGHT IN CALIFORNIA BY ASKING PEOPLE WHAT THE BEST WAY IS TO DO IT, RIGHT?

14:19:34 I THINK I WANTED TO SORT OF HIGHLIGHT THAT WE HAVE TO HAVE A REALLY SIMPLE WAY TO DESCRIBE IT, JUST LIKE WE HAD TO FIGURE OUT IN ADULT HEALTHCARE -- WHAT A A DIFFICULT THING TO DISCUSS.

14:19:38 I THINK IT'S IMPORTANT WE FIGURE OUT, SIMPLE WAY TO PRESENT IT.

14:19:46 I ALSO WANT TO ELEVATE BRENDA'S POINT IN THE CHAT, SHE MENTIONED ...

14:20:06 WE HAVE A LOT OF WORKS THAT BEEN DONE WHERE WE STUDIED THE HECK OUT OF STUFF AND WROTE REPORTS AND THEY SIT ON SHELVES AND DUST. MAYBE WE CAN CALL IT THE BOOK SHELF DUSTING REVIEW OR SOMETHING ALONG THOSE LINES.

14:20:12 BUT IT'S WELL TAKEN. I WANTED TO ELEVATE THAT AND THANK YOU FOR CONTINUING THIS WORK.

14:20:19 >> DEBBIE, THANK YOU. THAT DID NOT SOUND LIKE A QUESTION. SOUNDED LIKE A COMMENT AND WE APPRECIATE YOUR COMMENT ALWAYS.

14:20:31 I WILL SHARE, DEBBIE DID HOLD A MEDIA BRIEFING LAST WEEK AT HER ADULT DAY HEALTH CENTER.

14:20:42 ONE OF THE REPORTERS ASKED AT THE END, AFTER CARING FOR HER MOM FOR 15 YEARS AS A FAMILY CAREGIVER, SHE WAS LEARNING FOR THE FIRST TIME THAT DAY.

14:20:49 SHE'S A JOURNALIST AND REPORTER ABOUT MANY OF THE SERVICES THAT ARE PROVIDED IN OUR NETWORK.

14:20:54 AND THAT WAS A REAL ALARM BELL FOR ME.

14:20:59 THAT IS THE ESSENCE OF WHAT WE'RE TALKING ABOUT HERE TODAY.

14:21:09 SO THINGS -- FUNDING, GOVERNANCE, MAPS, SO FORTH -- ARE ALL HOW IT'S DELIVERED.

14:21:31 THAT IS THE FOCUS. I HEAR YOU. SIMPLIFYING THE MESSAGE AND WHAT OUR ULTIMATE AIM IS COMING OFF THE MASTER PLAN WAS -- AND THE GOVERNOR'S ALZHEIMER'S TASK FORCE WAS FOCUSED ON NAVIGATION AND HOW PEOPLE CAN FIND INFORMATION AND ASSISTANCE WHEN THEY NEED IT, WHERE THEY NEED IT.

14:21:39 AND THAT IS THE STARTING POINT. SUBSEQUENT ENGAGEMENTS, WE'LL TALK ABOUT, SORT OF THE MAP OF HOW THAT COMES TOGETHER.

14:21:43 AND WE'RE EAGER TO HAVE THOSE CONVERSATIONS WITH ALL OF YOU TOO.

14:21:53 AND BY MAP, I MEAN THE MAP OF HOW SOMEBODY MOVES THROUGH A SYSTEM; NOT A GEOGRAPHIC MAP.

14:22:00 >> SHANK YOU. COUPLE OF OTHER HANDS RAISED. LET'S GO TO CARMEN BRAMMER?

14:22:09 >> HI. THANKS SO MUCH. THIS IS GREAT. HI, SUSAN. GREAT TO SEE YOU THIS WEEK. SECOND TIME.

14:22:17 THANK YOU GUYS FOR THIS. THIS WAS INCREDIBLE. I WASN'T AWARE THIS WAS THE KIND OF INFORMATION WE WERE GOING TO GET.

14:22:23 TWO QUESTIONS I HAVE. I KNOW IN ADDITION TO CALIFORNIA, OTHER STATES ARE LOOKING AT THIS AS AN ISSUE.

14:22:26 NEW YORK IS DOING WORK AROUND THIS.

14:22:40 ARE YOU ALSO ENGAGING WITH COUNTERPARTS IN OTHER AREAS TO SEE WHAT THEIR PRACTICES ARE? AND SEE IF WE CAN LEVERAGE KNOWLEDGE?

14:22:52 WHAT DEBBIE SAID, I GET CONCERNED WE'RE GOING TO GET INFORMATION AND IT SITS AROUND AND NOBODY DOES ANYTHING AND WE'LL HAVE THE SAME CONVERSATION IN 2030.

14:23:00 HOW DO WE MAKE SURE WE DON'T DO THAT? HOW -- I KNOW OUTREACH IS A BIG THING COMING UP.

14:23:03 I'M AFRICAN ANCESTRY BACKGROUND.

14:23:14 OUR COMMUNITY IS NOT HEARING ABOUT THIS STUFF. SO WE'VE GOT TO FIGURE OUT HOW WE DEEPEN THAT RELATIONSHIP TO GET INFORMATION INTO OUR COMMUNITY ABOUT THIS.

14:23:23 AS YOU KNOW, WE'RE VERY LEERY OF GOVERNMENT AGENCIES JUST BECAUSE THEY'VE NOT ALWAYS BEEN GOOD TO US.

14:23:32 FIGURING OUT HOW TO GET DEEPLY ENGAGED IN THE WORK YOU ARE DOING AND GETTING INFORMATION SPREAD ACROSS OUR COMMUNITY.

14:23:39 >> THANK YOU SO MUCH FOR THE COMMENT, CARMEN AND THANK YOU FOR YOUR ADVOCACY AND DEDICATION. SO APPRECIATED.

14:23:46 WITH CONNIE HERE ON THE SCREEN, WE RECENTLY DID A MEDIA INTERVIEW WITH UNIVISION.

14:24:04 IT WAS INTENDED TO REACH A SPANISH AUDIENCE IN A BROAD MEDIA MARKET -- WHICH MARKETS DON'T ALWAYS OVERLAY NEATLY ON OUR MAPS.

14:24:16 HOW CAN WE SIMPLIFY MESSAGING FOR PURPOSES OF OUTREACH SO PEOPLE GET INFORMATION THEY NEED TO GET STARTED IN THE SYSTEM?

14:24:25 I HEAR WHAT YOU SAID ABOUT HOW DO WE REACH MORE PEOPLE? AND WHAT IS THE INFORMATION THAT WE TAKE?

14:24:29 IT'S A COMPLICATED SYSTEM TO EXPLAIN.

14:24:35 SO WE'RE WORKING -- THAT IS THE NEXT STEP FOR THE DEPARTMENT OF AGING.

14:25:02 WE'RE WORKING ON FOCUS GROUPS UP AND DOWN THE STATE. WE'RE TALKING ABOUT FAMILY MEMBERS -- WHAT IS THE HELP AND ASSISTANCE THEY WANT? AND LOOKING AT THE LANGUAGE -- MAKING THINGS EASY TO ACCESS AND UNDERSTANDABLE IN A VARIETY OF LANGUAGES.

14:25:09 >> THANK YOU FOR THAT, SUSAN.

14:25:20 LET'S MOVE BACK TO THE Q&A CHAT. LOOKS LIKE THERE'S A COUPLE OF QUESTIONS HERE THAT ARE ASKING ABOUT -- I GUESS IMMEDIATE STEPS MOVING FORWARD.

14:25:25 WHAT CAN BE EXPECT IN THE NEXT THREE MONTHS.

14:25:32 WHAT TO EXPECT BEFORE 2030. SO MAYBE TALKING ABOUT THE VISION OR NEXT STEPS?

14:25:45 >> SURE, THANK YOU FOR THIS QUESTION. I THINK THE MOST IMMEDIATE NEXT STEP IS THE DEPARTMENT OF AGING HAS AN -- AGING AND DISABILITY RESOURCE CONNECTION ADVISORY COMMITTEE.

14:26:12 THAT GROUP MEETS QUARTERLY. UNDER THEIR PURVIEW WE'RE WORKING ACTIVELY TO INCREASE THE NUMBER OF EMERGING AND DESIGNATED ADRC's. WITH OUR PARTNERS AT THE LOCAL LEVEL, HAS BEEN INCREASING OF INCREASING REACH OF THE ADRC's NETWORK.



14:26:17 A THEME THAT CARRIES THROUGH TODAY, WE'RE JUST GETTING STARTED.

14:26:20 SO PROUD OF THAT COVERAGE AND THERE'S A LOT OF ROOM TO GROW.

14:26:31 WE ALSO ARE WORKING ON SOME I.T. PROJECTS ...

14:26:42 LOOKING AT STANDARDIZED INTAKE, HOW WE SHARE DATA BETWEEN THE STATE AND LIVING CENTERS.

14:26:55 LOOKING AT A WEB PARTIAL AS AN I.T. PROJECT AND STRENGTHENING THE STATE'S NUMBER FOR A MORE ROBUST, WARM, HUMAN CONTACT CENTER.

14:27:07 AND WE'RE DOING FOCUS GROUPS THAT I MENTIONED SO WE CAN BE MORE HELPFUL AND CONNECT BETTER WITH OUR TARGET AUDIENCES IN MARKETING AND COMMUNICATIONS.

14:27:12 >> THANK YOU FOR THAT QUESTION.

14:27:20 NEXT, GO BACK OVER TO THE LINES. LET'S UNMUTE HESTER WATERS?

14:27:30 IS YOUR MICROPHONE UNMUTED?

14:27:35 >> CAN YOU HEAR ME NOW? OKAY. THANK YOU, SUSAN.

14:27:39 THANK YOU FOR ANSWERING MY QUESTION IN THE CHAT.

14:27:46 MAYBE YOU MISUNDERSTOOD ME A BIT. ALL OF WHAT I'M HEARING IS PREACHING TO THE CHOIR.

14:27:56 I'VE BEEN ADVOCATING SINCE I BECAME A MEMBER -- ALAMEDA COUNTY ADVISORY COMMISSION.

14:28:01 AND CHAIR OF THE ADRC ADVISORY COMMITTEE.

14:28:18 MY PROBLEM IS THAT IN BOTH CAPACITIES, ESPECIALLY AT THE ADRC LEVEL, WE'VE BEEN UNABLE TO GET INFORMATION THAT WE NEED TO EVEN BEGIN TO OFFER OPINIONS.

14:28:26 I'M WONDERING HOW -- HOW WE CAN PROACTIVELY BECOME TEAM MEMBERS?

14:28:32 I BROUGHT THIS UP WITH THE AAA AND FOUR PARTNERS.

14:28:41 KIND OF GET THE IDEA WHAT THEY'RE GOING TO DO IS WAIT UNTIL THEY HAVE A BETA TEST, TO ME THAT IS WAY, WAY WAY TOO LATE.

14:28:55 SO I WAS VERY INTERESTED IN THE RESULTS OF THE SURVEYS DONE BY CAL STATE SACRAMENTO, WHICH IS EXACTLY IN LINE WITH WHAT I'M ADVOCATING.

14:29:01 BUT ADVISORY COMMITTEE CANNOT ACT UNILATERALLY.

14:29:10 WE CAN ASK QUESTIONS. BUT UNTIL WE HAVE ACTIONABLE INFORMATION, WE CAN'T DO ANYTHING.

14:29:19 SO I'M WONDERING -- SEEMS WE'VE GOT CDA LEVEL AND WONDERFUL THINGS BEING DONE AT THAT LEVEL.

14:29:28 BUT WHEN THE RUBBER HITS THE ROAD AT THE LOCAL LEVELS, THERE'S NOT -- I DON'T KNOW HOW TO PUT IT --

14:29:36 TOTAL BUY-IN. NOT -- REALLY HELPFUL INFORMATION ABOUT HOW TO ACT AT THE LOCAL LEVEL.

14:29:42 >> MM-HMM. WE WOULD LOVE -- I'M NOT SURE WHERE YOU RESIDE, KESTER.

14:29:46 >> ALAMEDA COUNTY. I LIVE IN BERKELEY.

14:30:08 >> CAY. WE'D BE HAPPY TO TALK WITH YOU OFF-LINE ABOUT SUGGESTED NEXT STEPS TO SEE WHERE YOU COULD PICK UP IN ALAMEDA COUNTY WHERE THINGS ARE WITH YOUR LOCAL ADVISORY COMMITTEE NOW AND HOW WE CAN HELP YOU MOVE FORWARD.

14:30:12 >> THAT WOULD BE FINE IF SOMEBODY CAN CONTACT ME.

14:30:17 >> I'LL GIVE YOU MY E-MAIL IN THE CHAT.

14:30:21 >> OKAY. THANK YOU.

14:30:34 >> THANK YOU, KESTER. WE WILL PUT SUSAN'S INFO IN THE CHAT. AND WE WILL FOLLOW-UP WITH YOU OFF-LINE.

14:30:47 LOOKS LIKE WE HAVE A HANDFUL OF QUESTIONS ASKING -  
- ABOUT THE HUBS AND SPOKE CONCEPT. WHAT IS THE  
DIFFERENCE BETWEEN THAT AND THE ADRC.

14:30:54 MAYBE WE CAN TOUCH ON THE HUBS AND SPOKES WAS A  
CONCEPT AND WHAT THE NEXT STEPS ARE MOVING FORWARD.

14:31:03 THERE'S QUESTIONS ABOUT HUBS AND SPOKES AND THE  
ADRC. WHAT IS THE DIFFERENCES?

14:31:07 >> THE HUBS AND SPOKES WAS A FRAMEWORK AND  
CONCEPT. IT WAS NOT A PROPOSAL.

14:31:15 SO IT DIDN'T LIVE ANYWHERE OTHER THAN ON THE TOWN  
HALLS AND SURVEY.

14:31:23 WE'RE UNLIKELY TO USE THE HUBS AND SPOKES TERM  
GOING FORWARD BECAUSE OF THE CONFUSION IT HAS CREATED.

14:31:44 WHEN WE TALK ABOUT THE AGING AND DISABILITY  
NETWORK AT THE DEPARTMENT OF AGING, WE'RE TALKING  
ABOUT THE 33 AREA AGENCIES ON AGING AND OUR STATE'S  
INDEPENDENT LIVING CENTERS AND AGING AND DISABILITY  
RESOURCE CONNECTIONS ...

14:31:55 AS THE THREE PRIMARY ENTITIES THAT DELIVER --  
CONNECT PEOPLE AND DELIVER SERVICES THROUGHOUT OUR  
STATE.

14:32:00 HOPE THAT HELPS.

14:32:14 >> THANKS, SUSAN. A REMINDER, IF YOU WOULD LIKE TO  
ASK A QUESTION, HIT THE RAISE YOUR HAND ICON. OR CALL  
STAR 9 IF YOU WOULD LIKE TO CALL IN.

14:32:17 MELISSA JACOBS, WE WILL UNMUTE YOUR LINE.

14:32:27 >> HI THERE. THIS IS ACTUALLY RUTH -- I'M COVERING  
FOR MELISSA WHO IS NOT ABLE TO ATTEND. BUT I'M HERE IN  
SACRAMENTO.

14:32:39 IT'S INTERESTING TO ME THE CONFUSION BETWEEN HUBS  
AND SPOKES -- I THINK I'VE GOT A SMALL PIECE OF FUN FACT

TRIVIA ON THE CONCEPT THAT MIGHT BE INTERESTING TO SOME PEOPLE.

14:32:53 BASICALLY, AT SACRAMENTO STATE, WE HAVE A WONDERFUL PUBLIC POLICY AND ADMINISTRATION PROGRAM. IN THE PROGRAM, ONE OF THE THINGS THEY TEACH -- THEY MAKE ALL OF THE STUDENTS TAKE AN ECONOMICS CLASS.

14:33:01 AND THE ECONOMICS INSTRUCTOR TALKS ABOUT SACRAMENTO'S HISTORIC PLACE ALONG THE RIVERS.

14:33:14 AND IT WAS A HUBS AND SPOKES MODEL THAT PASSED GOODS AND SERVICES -- IT WAS A CRITICAL PLACE IN CALIFORNIA'S INFRASTRUCTURE.

14:33:22 GOLD WOULD COME OUT OF THE MOUNTAINS TO THE SPOKES, TO THE HUBS AND FURTHER DISTRIBUTED.

14:33:30 IT'S A FAMILIAR METAPHOR THAT WAS USED -- TO ME, IT WAS FAMILIAR AND I KNEW THE CONCEPT.

14:33:38 BUT IT WAS BECAUSE OF THE EDUCATION. INTERESTING TO HEAR, PEOPLE SAY IT'S A BAD METAPHOR.

14:33:48 BUT REALLY, IT WAS A CONCEPT FOR UNDERSTANDING URBAN DEVELOPMENT AND SERVICE GOOD DELIVERY AND TRANSPORTATION SYSTEMS.

14:33:52 SO IT WAS A BORROWED ONE THAT RESONATES WITH ME.

14:33:59 I DON'T KNOW WHOEVER COINED IT AND SAID, YEAH LET'S DO THAT ONE, I DON'T KNOW IF THEY INTENTIONALLY TOOK IT FROM THERE.

14:34:26 BUT THAT IS WHERE I GET IT FROM. I'M WILLING TO BET -- IN CALIFORNIA -- THAT IS OUR TOWN'S LARGEST EMPLOYER -- THEY MAY HAVE PICKED THAT METAPHOR UP AND BORROWED IT. THAT'S ALL. THANK YOU.

14:34:32 >> THANK YOU. I THINK IT HAILED FROM THE FEDERAL ADMINISTRATION ON COMMUNITY LIVING.

14:34:42 YOU ARE RIGHT, IT DOES POP UP IN OTHER SECTOR FOR HOW THINGS ARE ORGANIZED.

14:34:45 IT'S NOT UNIQUE TO AGING AND DISABILITY.

14:34:47 THANK YOU FOR THAT HISTORY.

14:34:55 >> LET'S GO TO BILL PELTER? WE'LL UNMUTE YOUR LINE.

14:35:06 >> HELLO. AND GOOD AFTERNOON. MANY OF US ATTENDED THE GREAT ONE-YEAR ANNIVERSARY SUMMIT FOR THE MASTER PLAN.

14:35:22 DURING THAT PRESENTATION, WE HEARD SECRETARY OF CALIFORNIA LABOR NATALIE PALUSIA -- HOW SHE PRONOUNCES HER NAME -- TALKING ABOUT THE HUGE INVESTMENT COMING FOR THE CAREGIVER WORKFORCE INITIATIVE.

14:35:27 AND HOW THERE'S GOING TO BE A LOT OF EFFORT TO HAVE A DIVERSE CAREGIVER WORKFORCE.

14:35:34 WONDER IF THERE'S UPDATES ON WHEN WE ON THE LOCAL LEVEL WILL SEE THINGS HAPPENING ON THIS.

14:35:39 IN MY CASE, I LIVE AND WORK IN THE EAST BAY.

14:35:47 WE DO HAVE A PAID CAREGIVER AND DIRECT SERVICE PROFESSIONAL WORKER SERVICE THAT HAS BEEN ON FOR SOME TIME.

14:35:54 THIS WILL GO A LONG WAY TO HELP OUT.

14:36:00 >> THANK YOU FOR THAT COMMENT. YOU ARE ABSOLUTELY RIGHT. MOST PARTS OF THE STATE ARE EXPERIENCING A WORKFORCE CRISIS NOW.

14:36:08 IN THE CURRENT BUDGET, THERE'S NEAR A BILLION DOLLARS INVESTED IN TRAINING AND STIPENDS FOR THE DIRECT CARE WORKFORCE.

14:36:13 FROM HOME CARE TO INHOME SUPPORTIVE SERVICES.

14:36:20 AND COMMUNITY-BASED ORGANIZATIONS. THOSE INITIATIVES ARE JUST NOW GETTING OFF THE GROUND.

14:36:26 THOSE INITIATIVES AND PROGRAMS AND DOLLARS HAVE JUST STARTED FLOWING.

14:36:37 AND WILL FLOW THROUGH 2023. THE BUDGET INCLUDED AN ADDITIONAL \$1.7 BILLION IN WORKFORCE INVESTMENTS.

14:36:39 THESE ARE ALL IN THE WORKS AS WE SPEAK.

14:36:43 YOU CAN FOLLOW CDA -- DEPARTMENT OF AGING.

14:36:48 WE RECENTLY HELD A WEDNESDAY WEBINAR.

14:36:55 WE HOLD OUTREACH EVENTS. WE WILL HAVE ANOTHER ONE COMING UP -- MAYBE AS SOON AS JUNE.

14:37:00 STAY TUNED FOR MORE ON THAT.

14:37:09 >> IF YOU WOULD LIKE TO ASK A QUESTION, FEEL FREE TO HIT YOUR "RAISE YOUR HAND" ICON IF YOU WOULD LIKE TO ASK IT LIVE.

14:37:21 OR FEEL FREE TO TYPE YOUR QUESTION IN THE Q&A BOX. IF YOU HAVE QUESTIONS ABOUT THE MATERIAL PRESENTED TODAY --

14:37:29 LET'S GO TO ILNA -- LOOKS LIKE SHE HAS A HAND RAISED.

14:37:39 >> COUPLE OF QUESTIONS. ONE OF WHICH IS ABOUT UPDATES ON THE MASTER PLAN ON AGING VARIOUS SUBCOMMITTEES.

14:37:52 I'M INTERESTED IN THE LCSS COMMITTEE. I FOUND THEY HAVEN'T UPDATED ANYTHING ON THE PAGE SINCE 2020.

14:38:02 THE OTHER CONCERN, SOMETHING I RAN INTO DOING MY DOCTORATE.

14:38:12 WHICH IS ADULT DAY CARE PROGRAMS IN THE STATE ARE HAVING SERIOUS TROUBLE STAYING IN BUSINESS WHEN THEY GET A LOW FUNDING SITUATION.

14:38:20 IN SANTA CLARA COUNTY, WE HAD A SITUATION WHERE DURING LOW FUNDING PERIODS ...

14:38:26 SOME OF THE AGENCIES HAD TO GO OUT OF BUSINESS COMPLETELY. THAT IS ABSOLUTELY NOT ACCEPTABLE.

14:38:37 IS THERE A PROVISION IN THE MASTER PLAN FOR AGING BUDGETING PROCESS TO MAINTAIN MORE STABLE FUNDING FOR THESE AGENCIES THAT WE CREATE BECAUSE OF THE NEED?

14:38:41 >> THANK YOU FOR THAT QUESTION.

14:39:09 EARLIER, WHEN I TALKED ABOUT THE ROAD MAP THAT'S BEING -- THAT'S UNDERWAY, THERE IS A STATE-LEVEL -- THE DEPARTMENT OF HEALTHCARE SERVICES THAT OVERSEES OUR state's MEDI-CAL PROGRAM IS ABOUT TO EMBARK ON A STATEWIDE GAP ANALYSIS AND ROAD MAP TO DETERMINE WHERE ALL MEDI-CAL

14:39:10 SERVICES ARE PROVIDED.

14:39:16 WHAT YOU MENTION SAID TRUE WITH COMMUNITY-BASED ADULT SERVICES -- KNOWN AS ADULT DAY HEALTHCARE.

14:39:23 THEY WILL EXAMINE WHERE THE CENTERS ARE LOCATED -- WHERE THEY'RE NOT LOCATED.

14:39:27 WHICH COUNTIES HAVE ADULT DAY HEALTHCARE AND WHICH DO NOT.

14:39:37 AND EVEN IN A COUNTY WHERE IT EXISTS, THE DISTANCE MAY BE SO WIDE THAT PEOPLE CAN'T ACCESS.

14:39:49 THAT IS A BIG EMPHASIS, TO MAP OUT ALL OF THE SERVICES ACROSS OUR STATE TO SEE WHERE WE HAVE GAPS TO MAKE INVESTMENTS IN NEW PROGRAMS.

14:39:59 DEBBIE IS OUR EXPERT HERE. DEBBIE IS ADDING THINGS IN THE CHAT, AS WELL. THANK YOU.

14:40:01 >> THANK YOU ELNA, FOR THAT QUESTION.

14:40:11 LOOKS LIKE THERE'S A FEW OTHER QUESTIONS IN THE Q&A THAT IS ALSO ASKING ABOUT FUNDING SPECIFICALLY FOR A FEW DIFFERENT THINGS.

14:40:21 I'M THINKING THOSE MAY BE BETTER SUITED IN THE NEXT STEPS WHEN WE'RE HAVING THE OTHER WORK GROUPS -- IF YOU AGREE, SUSAN.

14:40:33 IF YOU WANT TO TOUCH ON THOSE. WE WANT TO TRY TO ANSWER ALL OF THE QUESTIONS ABOUT THE PRESENTATION AND THE HUBS AND SPOKES CONCEPT, IN GENERAL.

14:40:42 MORE TO COME ON THAT. WE SEE YOUR FUNDING QUESTIONS. WE WILL BE SURE AND FOLLOW-UP WITH YOU OFF-LINE AND WE WILL HAVE FURTHER DISCUSSION ON THAT.

14:40:47 IS THERE ANYTHING YOU WANTED TO ADD, SUSAN?

14:40:51 >> NO. IT'S A GOOD APPROACH, CONNIE.

14:41:03 >> ONE LAST REMINDER, IF YOU COULD LIKE TO ASK A QUESTION REGARDING TODAY'S PRESENTATION -- ANYTHING THAT SAC STATE OR CDA PRESENTED ON. FEEL FREE.

14:41:17 YOU CAN CLICK ON THE "RAISE YOUR HAND" ICON AND WE WILL ADD YOU TO THE LINE. OR YOU CAN TYPE THE ANSWER IN THE CHAT AND WE WILL ANSWER THAT. GIVE IT JUST ANOTHER MINUTE.

14:41:26 AGAIN, WHILE WAITING FOR ANOTHER MINUTE TO SEE IF THERE'S ADDITIONAL QUESTIONS ABOUT TODAY'S PRESENTATION

...

14:41:28 TODAY'S PRESENTATION HAS BEEN RECORDED.

14:41:36 AND WE WILL HAVE IT UP ON THE WEBSITE AND ALSO THE YouTube CHANNEL. WILL BE SURE TO PUT THAT IN THE CHAT LINK TO YOU CAN HAVE ACCESS.

14:41:48 IT SHOULD BE UP WITHIN THE NEXT 48 HOURS, IF NOT SOONER. BUT IT WILL BE AVAILABLE THERE AS WELL. AND ALSO, THE PRESENTATION, AS WELL, WILL ALSO BE AVAILABLE.

14:41:57 WE HAVE ONE MORE HAND. WILL TAKE THIS LAST QUESTION. WILL GO TO GARY SUTTER. WE'LL UNMUTE YOUR MIC.



14:42:08 GARY, CAN YOU HEAR US? IS YOUR MICROPHONE UNMUTED? THERE YOU GO.

14:42:17 >> HI. YEAH. I WOULD LIKE TO GET CLARIFICATION ON A RESPONSE TO ONE OF THE QUESTIONS IN THE CHAT REGARDING AAA's THAT COVER MORE THAN ONE COUNTRY.

14:42:32 EARLY ON, I BELIEVE THERE WAS A PROPOSAL, AT LEAST, FLOATED OUT TO COMBINE -- RATHER, TAKE AAA's THAT HAD MORE THAN ONE COUNTY AND SLIP THEM INTO TWO.

14:42:41 BASED THE ANSWER THAT WAS GIVEN, IS THAT NOT ON THE TABLE? IS THAT PROPOSAL BASICALLY NOT AN OPTION NOW?

14:42:48 OR IS IT STILL A POSSIBILITY? IF SO, WHEN MIGHT THAT HAPPEN?

14:43:02 >> WITH THIS DATA AND FINDINGS THAT WE TOOK RECEIPT OF TODAY, THAT WAS A TOPIC THAT SURFACED, THERE WAS CONFUSION AND CONCERN ABOUT GEOGRAPHIC BOUNDARIES, MAPS.

14:43:06 WE HEARD THAT FEEDBACK.

14:43:13 THERE CURRENTLY IS NOT A PROPOSAL. THERE HAS NOT BEEN A PROPOSAL TO MAKE THAT CHANGE.

14:43:36 I BELIEVE THERE WERE DIFFERENT SCENARIOS WERE DRAWN UP AND SHARED. BUT THERE HAS NOT BEEN A FORMAL PROPOSAL THAT CDA HAS INITIATED THAT WOULD CHANGE THOSE MAPS OR GEOGRAPHIC BOUNDARIES.

14:43:46 WE TALKED ABOUT THE THREE THEMES FOR NEXT STEPS -- GOVERNANCE, GEOGRAPHIC BOUNDARIES AND FUNDING FORMULAS.

14:43:53 THOSE ARE THREE AREAS WE WILL CONTINUE WITH THE WORK AND ENGAGE WITH MANY OF YOU ON ...

14:44:00 TO HAVE DEEPER CONVERSATIONS ON. BUT THERE ARE NO PROPOSALS AT THIS TIME.

14:44:23 >> ALSO LOOKS LIKE -- THE QUESTION EARLIER ABOUT THE LTS SUBCOMMITTEE, IF YOU WANT TO LOOK IN THE CHAT, THERE'S INFORMATION ABOUT WHEN THE NEXT MEETING IS AND SOME OF THE INFORMATION THAT ANSWERS YOUR QUESTION, ABOUT WHERE THE INFORMATION IS ON THE WEBSITE.

14:44:25 SO IF YOU WANT TO LOOK AT THAT.

14:44:28 LOOKS LIKE THERE'S NO MORE HANDS RAISED.

14:44:33 I THINK WE'VE COVERED ALL OF THE QUESTIONS THAT WERE ASKING SPECIFICALLY ABOUT THE PRESENTATION TODAY.

14:44:43 SO ONE LAST CALL. IF YOU HAVE ANY QUESTIONS REGARDING WHAT WAS PRESENTED BY SAC STATE, IF YOU WANT TO RAISE YOUR HAND NOW AND WE CAN UNMUTE YOUR LINE.

14:44:49 OR FEEL FREE TO PUT YOUR QUESTION IN THE CHAT.

14:45:00 WE'VE GOT A COUPLE OF MORE HANDS WE'LL TAKE.

14:45:06 WE'LL DO THE LAST TWO QUESTIONS. LET'S GO -- MARCO. WE'LL UNMUTE YOUR LINE.

14:45:25 >> HI, THIS IS MEGAN GRANADA. I DON'T KNOW WHY IT'S SAYING MARCO. MARCO IS MY COUNTERPART. MAYBE I MISHEARD, SOUNDS LIKE YOU ARE CONSIDERING RETIRING THE NAME "HUBS AND SPOKES"? IS THAT THE PLAN?

14:45:34 IF SO, HOW WOULD THIS INITIATIVE BEEN RE-BRANDED?

14:45:59 >> THAT'S A GREAT QUESTION. THE FEEDBACK WE HEAR -  
- FOR PURPOSES OF THE DEPARTMENT OF AGING, HUBS AND SPOKES IS A METAPHOR TO DESCRIBE A CONCEPT. IT'S NOT SO MUCH AN INITIATIVE AS A STARTING POINT FOR CONVERSATION AND DIALOGUE THROUGH THE TOWN HALLS AND STAKEHOLDER ACTIVITIES

14:46:01 THAT HAPPENED IN SUMMER AND FALL.

14:46:23 WHAT WE HEARD BACK IN THE FEEDBACK IS THAT THE TERM IS CONFUSING, ESPECIALLY WHEN IT'S LAYERED ON TOP OF

BONA FIDE TERMS SUCH AS AREA AGENCY ON AGING, AGING AND DISABILITY RESOURCE -- AND INDEPENDENT LIVING CENTER.

14:46:29 IT'S CAUSED A LOT OF CONFUSION. IT'S NOT A TERM THAT THE DEPARTMENT OF AGING WILL CONTINUE TO USE.

14:46:35 WE'LL TRY TO USE VERY SIMPLE LANGUAGE THAT DESCRIBES THE NETWORK AS IT EXISTS.

14:46:44 AND WE'LL HAVE LOTS AND LOTS OF CONVERSATIONS IN MANY SETTINGS TO TALK ABOUT FUTURE TERMINOLOGY.

14:46:54 AND THAT TERMINOLOGY WOULD ALIGN WITH CHANGES TO THE SYSTEM -- ANY STRUCTURAL OR FUNDING CHANGES.

14:47:04 >> WE'LL GO TO THE LAST QUESTION, HOWARD GREEN, WE'LL UNMUTE YOUR MIC. IF YOU WANT TO UNMUTE YOURSELF?

14:47:16 >> THANK YOU, VERY MUCH. THERE WERE A NUMBER OF THOUGHTS ABOUT A NAME CHANGE.

14:47:23 SOUNDED LIKE THERE WAS A THOUGHT WE WOULD BE 51% OR MORE DISABLED.

14:47:27 DOES THAT MEAN YOU ARE GOING TO HAVE A NEW DEPARTMENT NAME?

14:47:40 AND WHAT IS THE REAL MIX IN THE POPULATION OF AGED VERSUS DISABLED? OR MULTI, MULTI, IF YOU LIKE.

14:47:55 >> THAT WAS A MULTI-PRONGED QUESTION. THERE ARE NO PLANS CURRENTLY TO RENAME THE CALIFORNIA DEPARTMENT OF AGING. WE WILL REMAIN CDA FOR THE FORESEEABLE FUTURE.

14:48:03 IN TERMS OF THE DEMOGRAPHICS -- WHAT THE POPULATION IS EXPECTED TO LOOK LIKE WITH THE 60 AND ABOVE

...

14:48:11 I CAN'T TELL YOU TODAY THE EXACT BREAKDOWN IN CALIFORNIA'S POPULATION AMONG OLDER ADULTS AND PEOPLE WITH DISABILITIES.

14:48:15 AND OLDER ADULTS WHO MAY HAVE DISABILITIES.

14:48:28 WE LOOK FORWARD THIS SUMMER TO SHARING THE CENSUS DATA. SO, WE MAY FIND ANSWERS FOR YOU THIS SUMMER.

14:48:35 I THINK THERE WAS A FOURTH QUESTION IN THERE I MIGHT HAVE MISSED.

14:48:46 >> I GUESS, IT WOULD BE INTERESTING TO IDENTIFY HOW MUCH FUNDING IS AGED.

14:48:52 HOW MUCH FUNDING -- TODAY -- IN DISABILITY -- AND WHERE THE FUNDING THEN BE THE SUM OF THE TWO?

14:48:56 OR GREATER THAN THE SUM OF THE TWO?

14:49:16 >> THIS IS A REALLY EXCITING TIME FOR THE STATE AND THE LEADERSHIP WE HAVE WITH GOVERNOR NEWSOM AND CALIFORNIA'S SECRETARY OF HEALTH AND HUMAN SERVICES -- DR. MARK GAHLY WHERE WE CAN INTEGRATE AND BE MORE INCLUSIVE.

14:49:23 WHEN WE TALK ABOUT BEING PERSON-CENTERED, WE DON'T WANT TO USE THOSE LABELS NECESSARILY.

14:49:30 WE WANT TO LOOK AT INDIVIDUAL CIRCUMSTANCES AND WHAT THE NEEDS ARE AND WHERE THE NEEDS ARE BEST PROVIDED.

14:49:43 IN TERMS OF OUR MEDI-CAL PROGRAM, WE EXPANDED FULL SCOPE TO 50 AND ABOVE. ADULT PROTECTIVE SERVICES -- LOWERED THAT AGE TO 60.

14:49:51 THERE'S A LOT OF CHANGES AFOOT THAT ARE -- IN MY VIEW VERY POSITIVE -- WHERE WE'RE LOOKING AT THE WHOLE PERSON.

14:50:06 AND TRYING TO AVOID SOME OF THE CATEGORICAL FUNDING AND THOSE SILOS THAT SERVE -- PROVIDE BARRIERS THAT WE DON'T WANT TO CREATE.

14:50:14 >> ARE THERE TITLES? LIKE TITLE 3A, SO FORTH, FOR DISABILITIES?

14:50:29 >> CALIFORNIA HAS A DEPARTMENT OF DEVELOPMENTAL SERVICES AND A DEPARTMENT OF REHABILITATION. AND DEPARTMENT OF HEALTHCARE SERVICES THAT PROVIDES MEDICAL COVERAGE FOR THE ENTIRE LIFESPAN.

14:50:36 THERE'S A NUMBER OF REVENUE SOURCES AT THE STATE AND FEDERAL LEVEL THAT SUPPORT OLDER ADULTS AND PEOPLE WITH DISABILITIES.

14:50:39 AS WELL AS FAMILY CAREGIVERS.

14:50:44 THIS IS A MUCH MORE INVOLVED CONVERSATION THAT WE CAN GET TO AT ANOTHER TIME.

14:50:54 >> THANK YOU FOR THAT LAST QUESTION, HOWARD, WE'RE ALMOST AT TIME. SO, WE WANT TO MAKE SURE WE WRAP THIS. ON TIME.

14:51:03 THANK YOU, SUSAN FOR ANSWERING ALL OF THE QUESTIONS. THANK YOU, EVERYONE, FOR THOUGHTS AND INPUT AND QUESTIONS.

14:51:07 THIS IS AN ONGOING CONVERSATION WE'RE HAVING. IT DOESN'T JUST END TODAY.

14:51:19 WE WILL HAVE MORE FOLLOW-UP. THANK YOU FOR THE FEEDBACK ON THE POLLS. WE WILL REORGANIZE WORK GROUPS TO TALK MORE IN DEPTH ABOUT SOME OTHER -- I KNOW THERE'S OTHER QUESTIONS THAT HAVE ALSO BEEN FLOATED.

14:51:28 BUT WE CAN GO MORE IN DETAIL WITH SOME OF THOSE QUESTIONS AND THEMES WITH YOU. SO, WE LOOK FORWARD TO THAT.

14:51:37 TODAY'S PRESENTATION IS RECORDED. WE WILL HAVE IT POSTED ON THE WEBSITE AND OUR YouTube CHANNEL WITHIN THE NEXT 48 HOURS, IF NOT SOONER.

14:51:50 IF YOU HAVE ADDITIONAL QUESTIONS, FEEL FREE TO SEND TO US, [COMMUNICATIONS@AGING.CA.GOV](mailto:COMMUNICATIONS@AGING.CA.GOV).