



**California Department of Aging
All Stakeholder Quarterly Meeting
February 3, 2022**

Captioners Transcript

10:01:55 [STANDING BY]..

10:02:08 >> GOOD MORNING, THANK YOU FOR JOINING US FOR OUR VERY FIRST FOR OUR STAKEHOLDER FOR 2022. BEFORE WE GET STARTED, JUST A FEW LOGISTICS.

10:02:16 PARTICIPANTS ARE MUTED DURING THE PRESENTATIONS. SO, YOU CAN USE YOUR RAISE HAND ICON DURING THE Q&A PORTION TO REQUEST YOUR LINE TO BE UNMUTED.

10:02:43 CLOSED CAPTIONING IS AVAILABLE. YOU CAN ACCESS IT BY CLICKING THE ICON AT THE BOTTOM OF YOUR ZOOM SCREEN. WE HAVE THE Q&A FUNCTION AVAILABLE SO YOU CAN SHARE YOUR QUESTIONS AND COMMENTING USING THE Q&A AND THIS PRESENTATION AND RECORDING WILL ALSO BE ARCHIVED AND YOU CAN VISIT CDA's YOUTUBE CHANNEL TO ACCESS IT.

10:02:43.

10:02:46 I WILL PASS IT TO OUR DIRECTOR SUSAN DEMAROIS.

10:03:10 >> THANK YOU, WELCOME TO OUR STAKEHOLDERS AND TO THE CDA TEAM. I AM HAPPY TO BE HERE FOR MY VERY FIRST STAKEHOLDER MEETING AS THE DIRECTOR OF THE CALIFORNIA DEPARTMENT OF AGING. IT'S A HIGH HONOR AND GREAT RESPONSIBILITY THAT WE HAVE HERE AT CDA TO IMPLEMENT RECORD-STATE BUDGET INVESTMENTS MADE BY THE GOVERNOR AND THE LEGISLATURE.

10:03:16 AND TO SPEAKERHEAD INVESTMENTS IN THE AMERICAN RESCUE PLAN ACT THROUGHOUT OUR NETWORK.

10:03:26 AND A GREAT PRIVILEGE TO LEAD THE MASTER PLAN FOR AGING TEN-YEAR BLUEPRINT FOR CALIFORNIA AND SO MANY MORE ACTIVITIES THAT YOU WILL BE HEARING ABOUT FROM OUR TEAM TODAY.

10:03:54 IF WE GO TO THE NEXT SLIDE, I WANTED TO BE SURE EVERYONE IS FAMILIAR WITH THE DEPARTMENT'S VISION AND MISSION, AND BEFORE WE HEAR ABOUT THE GREAT WORK HAPPENING BY THE CDA TEAM AND OUR COMMUNITY PARTNERS THROUGHOUT THE STATE, I WANTED TO GROUND ALL OF US IN WHO WE ARE DOING THIS WORK FOR AND AS OUR MISSION SHOWS, IT IS FOR INDIVIDUALS, FAMILIES, AND COMMUNITIES THROUGHOUT CALIFORNIA THAT WE DO THIS WORK.

10:04:01 AND THAT WE STRIVE TO DO BETTER WORK WITH YOUR SUPPORT, GUIDANCE AND INPUT.

10:04:11 SO WE LOOK FORWARD TO SHARING WHERE WE ARE AS WE START THE NEW YEAR AT CDA AND TO HEARING FROM YOU TODAY AND IN THE MONTHS TO COME.

10:04:20 I WILL TURN IT OVER NOW TO OUR DEPUTY DIRECTOR MARK BECKLEY.

10:04:28 >> GOOD MORNING, EVERYBODY. IT IS GREAT TO BE HERE WITH YOU THIS MORNING. MY NAME IS MARK BECKLEY, I AM THE CHIEF DEPUTY DIRECTOR FOR THE CALIFORNIA DEPARTMENT OF AGING.

10:04:37 I WILL BE PROVIDING STARTING OFF WITH SOME UPDATES AND SOME REALLY EXCITING NEW HIRES THAT WE HAVE AT CDA, EXECUTIVE HIRES.

10:05:02 THE FIRST PERSON I WOULD LIKE TO INTRODUCE IS SARAH WHO WILL BE OUR NEW DEPUTY DIRECTOR OF DEPARTMENT, RESEARCH AND EQUITY. SARAH COMES TO US FROM THE FOUNDATION WHERE SHE SERVED AS THE DIRECTOR OF POLICY AND ADVOCACY AND SHE WAS, ALSO, A VERY INSTRUMENTAL STAKEHOLDER IN HELPING US DEVELOP THE GOVERNOR'S MASTER PLAN FOR AGING.

10:05:54 LATER IN THE PRESENTATION, SARAH WILL BE SHARING MORE ABOUT HER NEW DIVISION. I AM ALSO VERY HAPPY TO ANNOUNCE BLANCA CASTRO OUR NEW STATE LONG-TERM CARE OMBUDSMAN AND JOE WHO SERVED IN THE ROLE FOR THE PAST 19 YEARS AND I WOULD LIKE TO THANK -- FOR SERVING AS ACTIVE LONG-TERM STATE OMBUDSMAN TO THE 6 MONTHS PRIOR TO BLANKA'S APPOINTMENT AND I AM HAPPY THAT EDEN WAS HAPPY TO GO INTO THAT ROLE AND SHE DID A GREAT JOB.

10:06:23 I WOULD LIKE TO THANK SUSAN RODRIGUES WHO IS OUR NEW OFFICE OF THE LONG-TERM CARE PATIENT REPRESENTATIVE ASSISTANT DIRECTOR. THIS IS A NEW OFFICE ESTABLISHED AT

CDA TO PROVIDE LOCAL PATIENT REPRESENTATIVES FOR INDIVIDUALS IN LONG-TERM CARE FACILITIES WHO ARE INCAPACITATED AND UNREPRESENTED AND UNABLE TO EXPRESS THEIR OWN HEALTHCARE PREFERENCES ON HOSPITAL INTERDISCIPLINARY TEAMS.

10:07:00 THIS IS A REALLY CRITICAL FUNCTION THAT SUSAN WILL TELL YOU ABOUT LATER IN THE PRESENTATION, AND SUSAN COMES TO US WITH EXTENSIVE ELDER JUSTICE EXPERIENCE HAVING SERVED AS A LONG-TERM CARE OMBUDSMAN COORDINATOR IN SAN DIEGO AS WELL AS GUARDIAN IN SAN DIEGO AND SERVING IN A SKILLED CARE FACILITY AND VERY HAPPY TO HAVE HER FILL THIS ROLE FOR CDA AND I WOULD LIKE TO NOTE ANOTHER CRITICAL HIRE THAT WE HAVE UNDER ACTIVE RECRUITMENT.

10:07:18 WHICH IS FOR A NEW CDA CHIEF INFORMATION OFFICER. SO, IF YOU KNOW OF ANYBODY WHO MIGHT BE SUITED FOR THIS ROLE, PLEASE ENCOURAGE THEM TO APPLY. WE ARE REALLY BUILDING A STRONG EXECUTIVE TEAM HERE AT CDA SO WE WOULD LOVE TO MAKE ANOTHER OUTSTANDING NEW HIRE IN THIS POSITION.

10:07:41 OKAY. NEXT SLIDE, PLEASE. SO,OMICRON REMAINS AT THE TOP OF OUR MIND AS IT DOES I AM SURE ON THE TOP OF YOUR MIND AS WELL. THERE IS SOME VERY PROMISING NEWS WHEN IT COMES TO THE VIRUS AND THAT WE ARE STARTING TO SEE DECLINING COVID CASE RATES AS WELL AS TEST POSITIVITY RATES.

10:07:55 HOWEVER, WE STILL REMAIN EXTREMELY VIGILANT IN OUR EFFORTS TO MINIMIZE THE RISK OF THE VIRUS TO VULNERABLE POPULATION AS OLDER ADULTS AND INDIVIDUALS WITH DISABILITIES.

10:08:15 SO AS YOU ARE WELL AWARE, THE STATE MASKING REQUIREMENTS FOR IN-DOOR VISITS CONTINUES AS WELL AS REQUIREMENTS EITHER SHOW PROOF OF VACCINATION OR A NEGATIVE COVID TEST IN LONG-TERM CARE FACILITIES AND HOSPITALS, AGAIN, DEPENDING ON WHICH FACILITY WE ARE TALKING ABOUT.

10:08:28 SO WE CONTINUE TO HAVE THESE REQUIREMENTS IN PLACE FOR THE PROTECTION OF INDIVIDUALS AND RESIDENTS WHO ARE AT RISK OF COMPLICATIONS FROM COVID.

10:08:49 I WOULD, ALSO, LIKE TO NOTE THAT THE STATE HAS ACTIVE EFFORTS UNDERWAY TO SECURE ADDITIONAL COVID TEST KITS. SO, WE ARE WORKING COLLABORATIVELY WITH CDPH ON THEIR WORK TO SECURE COVID TEST KITS SO THAT WE CAN DEPLOY THOSE TO OUR PARTNERS, OUR PROVIDERS AND RESIDENTS OF LONG-TERM CARE FACILITIES.

10:09:05 AND THEN I WOULD ALSO LIKE TO NOTE WE HAVE A VERY ACTIVE AND COLLABORATIVE PARTNERSHIP WITH OUR LOCAL AREA AGENTS ON AGING TO CONDUCT OUTREACH AND FACILITY VISITS TO VACCINATION TEST SITES FOR INDIVIDUALS WHO ARE CURRENTLY UNVACCINATED.

10:09:15 AGAIN, WE HAVE REALLY GOOD STRONG EFFORTS UNDERWAY TO CONTINUE TO COMBAT COVID AND PROVIDE PROTECTION FOR OUR VULNERABLE POPULATIONS.

10:09:24 WITH THAT I WILL NOW HAND IT OVER TO CONNIE NAKANO TO TALK ABOUT CDA'S OUTREACH EFFORTS.

10:09:35 >> THANK YOU, MARK. I JUST WANTED TO TOUCH A LITTLE BIT ABOUT CDA'S VACCINATION OUTREACH EFFORTS. NEXT SLIDE, PLEASE.

10:09:57 HERE IS JUST A QUICK SNAPSHOT OF COVID-19 CASES AND DEATHS BY AGE. YOU WILL SEE TO THE LEFT CONFIRMED DEATHS AND THE 65 PLUS POPULATION TAKES UP ABOUT 9% AND TO THE RIGHT IS CONFIRMED DEATHS, ALTHOUGH IT'S 9%, YOU WILL SEE THE DEATHS OF 65 PLUS TAKES UP ABOUT 70% OF ALL OF THOSE.

10:09:59 NEXT SLIDE.

10:10:16 SO THERE IS STILL A HUGE EMPHASIS ON MAKING SURE THIS POPULATION IS VACCINATED AND BOOSTED. YOU ARE SEE WE HAVE 83% THAT ARE FULLY VACCINATED WITH TWO SHOTS. IT DOES NOT REFLECT THE THIRD BOOSTER BUT THERE IS STILL A PERCENTAGE THAT REMAINS UNVACCINATED.

10:10:24 AND UNBOOSTED SO OUR CAMPAIGN EFFORTS ARE STILL PROMOTING THAT. NEXT SLIDE.

10:10:46 SO OUR CAMPAIGN EFFORTS STILL INCLUDES A LOT OF THE PAID AND EARNED MEDIA, PARTICULARLY MEETING WITH WORKING WITH BROADCAST RADIO AND TELEVISION AND, ALSO, ETHNIC MEDIA OUTLETS. WE DO HAVE SOME VACCINE OUTREACH CAMPAIGN POST CARDS AVAILABLE. THESE ARE ALL MADE FREE AND AVAILABLE TO ANY STAKEHOLDERS AND PARTNERS THAT COULD FIND THESE USEFUL.

10:11:04 THEY ARE ALREADY PREPRINTED. JUST NO POSTAGE INCLUDED WITH IT SO YOU CAN EITHER MAIL THESE POST CARDS OR YOU CAN USE THEM TO DISTRIBUTE AT EVENTS OR YOUR LOCAL OFFICES. WE HAVE A DIRECT LINK HERE IF YOU WANT TO ORDER. WE HAVE MANY CARDS AND WE WILL, ALSO, DROP THE LINK IN THE CHAT AS WELL.

10:11:06 NEXT SLIDE.

10:11:24 OF COURSE, YOU CAN FIND OUT MORE INFORMATION ABOUT OUR OUTREACH EFFORTS ON OUR WEBSITE. WE WILL HAVE A DIRECT LINK TO THAT AS WELL. YOU CAN SEE THE ZIP CODES THAT WE ARE TARGETING TO THE MEDIA PLAN, THE DIFFERENT MEDIA APPROACHES THAT WE ARE USING AND, ALSO, ANOTHER LINK TO THE DIRECT MAIL PIECES AS WELL.

10:11:32 NEXT SLIDE. I WILL HAND IT OFF TO THOMAS CAMERON FOR THE GOVERNOR'S BUDGET PROPOSALS.

10:11:51 >> HELLO, MY NAME IS THOMAS CAMERON, I AM THE DEPUTY DIRECTOR FOR ADMINISTRATION HERE WITH THE DEPARTMENT OF AGING. NEXT SLIDE, PLEASE. SO, I AM GOING TO GO OVER TODAY THE INVESTMENTS THAT WERE MADE IN THE GOVERNOR'S PROPOSED BUDGET RELEASED IN JANUARY SPECIFIC TO THE DEPARTMENT OF AGING.

10:12:16 ONE NOTE I WANT TO MAKE BEFORE MOVING THROUGH THESE PROPOSALS IS WHAT I AM GOING TO PRESENT HERE TODAY ARE THE INVESTMENTS PROVIDED DIRECTLY TO CDA AND DO NOT REPRESENT ANY ADDITIONAL INVESTMENTS IN AGING SERVICES PROGRAMS IN OTHER MASTER PLAN FOR AGING INITIATIVES FUNDED OUTSIDE OF OUR DEPARTMENT WITH ANY OF

OUR PARTNERS SUCH AS DEPARTMENT OF HEALTHCARE SERVICES, PUBLIC HEALTH AND SO ON.

10:12:51 SO I JUST WANTED TO MAKE SURE I FRAMED THAT FOR YOU BEFORE I GOT INTO OUR ACTUAL INVESTMENTS. THE FIRST ONE AND THE MOST SIGNIFICANT INVESTMENT IS RESOURCES THAT WERE PROVIDED FOR THE MASTER PLAN FOR AGING CONTINUED IMPLEMENTATION OR PHASE #2. THIS REPRESENTS APPROXIMATELY \$2 MILLION AND 1.93 MILLION STARTING IN FISCAL YEAR 23-24 ONGOING AND THESE FUNDS SUPPORT 12 NEW POSITIONS WITHIN THE DEPARTMENT.

10:13:15 AND THEY FOCUS ON VARIOUS DIFFERENT CATEGORIES. INCLUDING HELPING US TO ESTABLISH OUR FIRST EVER DATA AND RESEARCH TEAM, OUR EQUITY TEAM BUILD OUT INCLUDING A NEW CHIEF EQUITY OFFICER AND A TRIBAL LIAISON AND ADDITIONAL POLICY LEADERSHIP AND ADDITIONAL RESOURCES FOR PUBLIC EXTERNAL AND STAKEHOLDER COMMUNICATIONS AND ENGAGEMENT EFFORTS.

10:13:22 AND, ALSO, A BRAND-NEW FUNCTION HERE AT THE DEPARTMENT IF APPROVED WILL BE THE STATE PUBLIC GUARDIAN LIAISON.

10:13:32 A LINK TO THIS PROPOSAL AND ALL PROPOSALS WILL BE AT THE BOTTOM OF EACH SLIDE SO YOU WILL BE ABLE TO CLICK THAT AND READ THROUGH THE INDIVIDUAL PROPOSALS ONCE THIS IS POSTED PUBLICLY.

10:14:10 NEXT SLIDE, PLEASE. THE NEXT INVESTMENT IS A SMALL INVESTMENT TO CONTINUE TO SUPPORT THE DEPARTMENT'S ADMINISTRATIVE WORKLOAD. WE HAVE SEEN A LOT OF

INCREASES IN STAFFING AND IN ADMINISTRATIVE WORKLOAD OVER THE PAST FEW BUDGET CYCLES AND IT PROVIDES AN ADDITIONAL \$536,000 IN FISCAL YEAR 22-23 AND AN ADDITIONAL \$512,000 BEGINNING IN 23-24 AND ONGOING TO SUPPORT FOUR NEW ADMINISTRATIVE POSITIONS FOCUSING ON OUR HUMAN RESOURCES TEAM.

10:14:26 AND PROVIDING OUR BUSINESS SERVICES, SOME ADDITIONAL LEADERSHIP SUPPORT AND BUSINESS SERVICES REFERS TO OUR PROCUREMENT CONTRACTS FACILITIES AND OTHER ADMINISTRATIVE OPERATIONS.

10:14:54 AGAIN, A LINK IS PROVIDED IN THE SLIDE. OUR LAST PROPOSAL IS A TECHNICAL ADJUSTMENT TO WHAT IS REFERRED TO AS POSITION OF AUTHORITY. AND THIS IS A ZERO COST PROPOSAL TO PROVIDE THE DEPARTMENT WITH ADDITIONAL AUTHORIZED POSITIONS FOR 8 EXISTING RESOURCES AND EMPLOYEES THAT WE HAVE WORKING ALREADY SO WE CAN CONVERT THEM TO PERMANENT AND ENSURE THAT OUR STAFFING AND BUDGET ALIGN MORE ACCURATELY.

10:15:20 AGAIN, THE LINK IS INCLUDED ON THE SLIDE. IF YOU HAVE ANY QUESTIONS, NEXT SLIDE, PLEASE, MY CONTACT INFORMATION IS LISTED HERE. PLEASE FEEL FREE TO E-MAIL ME WITH ANY ADDITIONAL QUESTIONS ON THE INVESTMENT THAT'S I JUST WENT OVER. THANK YOU, AND I WILL HAND IT OFF TO MY COUNTERPART SUTEP.

10:15:39 >> THANK YOU, SUTEP LAOHAVANICH, I AM THE DEPUTY DIRECTOR FOR PROGRAMS HERE AT CDA. I HAVE THE OPPORTUNITY TO SHARE ALL THE WONDERFUL WORK THAT OUR

AGING AND DISABILITY NETWORK HAVE ACCOMPLISHED IN 2021 AND THE ONGOING UPCOMING OPPORTUNITIES IN THIS NEW YEAR. NEXT SLIDE, PLEASE.

10:16:04 FIRST OUR LARGEST INVESTMENT IS NUTRITION EFFORTS TO REDUCE FOOD INSECURITY FOR OLDER ADULTS. THERE HAVE BEEN MANY INVESTMENTS ACROSS THE STATE AND ACROSS POPULATIONS, PARTICULARLY THIS PAST YEAR AND WE ARE GETTING ADDITIONAL RESOURCES TO SUPPORT OUR EFFORTS TO STRENGTHEN THE INSTRUCTURE AND SERVE OLDER ADULTS THIS NEXT YEAR. NEXT SLIDE, PLEASE.

10:16:46 AND THEN I WANT, ALSO, TO HIT ON WE HAVE EXPANSIONS IN DIGITAL DIVIDE AND LITERACY IN SUPPORTING OUR COMMUNITY TO ACCESS IN RESOURCES ONLINE AND WHILE ONLINE RESOURCES CAN HELP REDUCE THAT AND WE NEED TO ADDRESS MANY OF THE GAPS NAVIGATING THOSE RESOURCES ONLINE. AS THE DEPARTMENT STARTED IN 2020 WITH DONATING SMART HOME SPEAKERS, 2021 WITH CONNECTED IPAD DEVICES AND IN 2022 WE HAVE ADDITIONAL INVESTMENTS FOR CDA TO EXPAND, WORK WITH OUR PARTNERS WITH DIGITAL LITERACY AND BROAD NET ACROSS THE

10:16:48 MORE EXCITING WORK TO COME. NEXT SLIDE, PLEASE.

10:17:13 THE NEXT COUPLE OF SLIDES HIGHLIGHT MANY OF THE VARIOUS EFFORTS ACROSS CDA'S PROGRAMS AND REALLY BIG SHOUT OUT TO OUR CDA TEAM AND PARTNERS CARING FOR THIS IMPORTANT WORK. UNDER SUPPORTED SERVICES WE HIGHLIGHT A FEW UPDATES HERE AND EXPANSION EFFORTS, FALLS PREVENTION, THE FRIENDSHIP HOTLINE AND SENIOR

EMPLOYMENT PROGRAMS AND ADDITIONAL INVESTMENTS AND EXPANSIONS IN THOSE PROGRAMS.

10:17:32 AND NOT LISTED HERE I WILL PLUG THAT WE ARE BUILDING UP THE BREATH ACROSS THE STATE AND IN SENIOR LEGAL SERVICES, BEHAVIOR HEALTH AND ALZHEIMER'S AND FAMILY CARE GIVING AND THAT WAS A MOUTH FULL. I WILL JUMP TO THE NEXT SLIDE, PLEASE.

10:18:00 IN OUR MEDICARE AND LONG-TERM CARE AND LONG-TERM SUPPORT AND SERVICES NAVIGATION EFFORTS HERE AT CDA, HICAP CONTINUES TO SERVE INDIVIDUALS NAVIGATING MEDICARE ENROLLMENT, MOST RECENTLY IN THE PAST ENROLLMENT CYCLE AND NOW IN 2022, HICAP IS LOOKING AT OPPORTUNITIES FOR MODERNIZATION EFFORTS, BUILDING OFF THE HICAP MODERNIZATION REPORTS, SUPPORTED BY THE SCAN FOUNDATION LAST YEAR AND THE LINK IS ONLINE AND AVAILABLE.

10:18:09 AND CDA IS CONSIDERING NEAR TERM AND LONGER TERM HICAP MODERNIZATION EFFORTS AND INVESTMENTS TO COME THIS YEAR.

10:18:35 NEXT SLIDE, PLEASE. NEXT SLIDE IS ABOUT OUR AGING DEPARTMENTS THAT ARE PARTNERSHIPS WITH OUR AREA AGENCIES WITH AGING AND INDEPENDENT LIVING CENTERS THAT CONTINUE TO EXPAND ACROSS THE STATE. NOW WITH ADRC PARTNERSHIPS COVERING HALF OF THE STATE POPULATION THEY ARE RECEIVING INCREASE ONGOING STATE INVESTMENTS, LONG-TERM INVESTMENTS AND TO BUILDS THE CAPACITY OF THE NETWORK THAT YOU SEE HERE.

10:19:09 REALLY EXCITING WORK IN THE ADRC SPACE AS WELL. THEN ONE MORE SLIDE, NEXT SLIDE, I WILL TOUCH ON AT THE BEGINNING OF THE YEAR THE STATE RECEIVED APPROVAL FOR THE MEDICARE SERVICES ON RENEWAL AND IT SUPPORTS THE PROGRAMS THAT CDA ADMINISTERS FOR THE STATE MEDICARE WHICH IS DEPARTMENT OF HEALTHCARE SERVICES. CBAS RECEIVED EMERGENCY REMOTE SERVICES THAT ALLOWS FOR REMOTE SERVICES FOR SPECIFIC EMERGENCY CONDITIONS.

10:19:19 AND CBAS SITES ARE CONTINUING TO WORK WITH CDA, PUBLIC HEALTH AND OUR HEALTHCARE SERVICES TO FULLY REOPEN SITES FOR SERVICES THIS YEAR.

10:19:45 WITHIN MSSP, OUR MULTI PURPOSE SENIOR SERVICES RECEIVED A WAIVER SLOT WHICH IS ACCOUNTING ABOUT 25 PERCENT IN THE PROGRAM AND THIS IS EXPANSION IN PROGRAM FOR MSSP IN EL DORADO COUNTY AND IT IS ONE OF THE PROGRAMS LAUNCHING ONE OF THE ELECTRONIC VERIFICATION EFFORT, WHICH IS NOW A FEDERAL REQUIREMENT.

10:19:54 SO THAT IS A LITTLE SUMMARY OF ALL OF THE IMPORTANT AND HARD WORK THAT CONTINUES HERE AT CDA AND WITH OUR PARTNERS IN CALIFORNIA.

10:20:03 AND WITH THAT, I WILL HAND THAT OVER TO OUR UPDATES WITH MY COLLEAGUE BLANCA.

10:20:36 >> GOOD AFTERNOON OR GOOD MORNING, RATHER, I AM BLANCA CASTRO, IT IS MY HONOR AND PRIVILEGE TO BE REPRESENTING THE STATE LONG-TERM CARE OMBUDSMAN PROGRAM AND THIS PROGRAM HAS BEEN IN EXISTENCE SINCE 1978. WE ARE WELL OVER 40 YEARS IN EXISTENCE.

10:20:37 NEXT SLIDE.

10:20:54 AND THE UNIQUE ROLE THAT DID OMBUDSMAN REPRESENTATIVES HAVE IS THAT DURING THE PANDEMIC, IT REALLY DEMONSTRATED THE ESSENTIAL ROLE THAT THEY PLAY AND THAT THEY HAVE WITH REPRESENTING RESIDENTS IN LONG-TERM CARE FACILITIES.

10:21:36 NEXT SLIDE. REMINDING EVERYONE THAT IN CALIFORNIA, NOT ONLY ARE THERE A LITTLE OVER 1,200 SKILLED NURSING FACILITIES BUT WE HAVE 7,505 RESIDENTIAL CARE FACILITIES FOR THE ELDERLY. AND THE LONG MATERIAL CARE OMBUDSMAN REPRESENTATIVES ACROSS THE STATE GO INTO THESE FACILITIES AND THEY ARE WORKING WITH CLIENTS OR RESIDENTS, THEY ARE WORKING WITH THEIR FAMILIES, AND THEY INVESTIGATE ANY COMPLAINTS TO DETERMINE WHETHER OR NOT THERE HAS BEEN ANY COMPROMISE WITH THEIR HEALTH

10:22:12 WITH THEIR BASIC RIGHTS, AND THEY DO THIS TO THE COMPLETION OF THE CASE, BUT TO MAKE SURE THAT IT'S TO THE SATISFACTION OF RESIDENTS. THIS LAST YEAR IN 2020, WHAT WE ARE SHOWING YOU HERE IS THE NATIONAL OMBUDSMAN REPORTING SYSTEM DATA. WE HAD 40,178 TOTAL COMPLAINTS THAT WE RECEIVED. THAT HAS BEEN AN INCREASE OF 37% SINCE 2020 AND SO -- EXCUSE ME -- THIS WAS 2021.

10:22:48 NEXT SLIDE. WHAT WE, ALSO, ARE NOTICING IS THAT AND WE WERE ABLE TO COMPLETE 15,204 SKILLED NURSING COMPLAINTS AND OUT OF THOSE ANOTHER 30,480 RESIDENTIAL CARE FACILITIES FOR THE ELDERLY. WHAT I WANTED TO POINT OUT IS THE TOP COMPLAINTS THAT WE ARE SEEING ARE AROUND

ABUSE, NEGLECT, AND EXPLOITATION. AND WHEN WE TALK ABOUT THESE THREE CATEGORIES, THIS CAN INCLUDE SEXUAL, PHYSICAL, PSYCHOLOGICAL, FINANCIAL AND NEGLECT.

10:23:11 WE HAD ABOUT 10,568 TOTAL COMPLAINTS IN 2021, AND THEN UNDER THE CATEGORY OF CARE, SO THESE ARE -- THIS HAS TO DO WITH IF SOMEBODY FALLS, WE HAD 10,165 AND IT'S UNEXPLAINABLE OR THE RESPONSE TO SOMEBODY'S REQUEST FOR ASSISTANCE.

10:23:24 ACCESSING OR GETTING -- HAVING ACCESS TO ASSISTIVE DEVICES OR EQUIPMENT OR SYMPTOMS THAT ARE LEFT UNATTENDED AND MEDICATIONS AND CARE PLANNING.

10:23:42 AND THEN, ALSO, ON TOP OF THIS IS PERSONAL HYGIENE. ARE PEOPLE HAVING BATHS. ARE THEY BEING TAKEN TO THE REST ROOM WHEN THEY HAVE THEIR CALL BUTTON, AND THESE ARE THE KIND OF COMPLAINTS THAT WE HAVE SEEN IN THESE TWO CATEGORIES SIGNIFICANTLY INCREASE.

10:24:04 NEXT SLIDE. SO, THE BOOTS ON THE GROUND AND THE ESSENTIAL REPRESENTATIVES AND THEY BECAME ESSENTIAL WORKFORCE BECAUSE WHILE SURVEYORS AND FAMILY AND VISITORS WERE UNABLE TO GO INTO FACILITIES, THE OMBUDSMAN WERE ABLE TO GO IN.

10:24:39 WE HAVE 80% OF OUR REPRESENTATIVES ARE VOLUNTEERS. WE HAVE 236 LOCAL CERTIFIED PAID STAFF, BUT LOOKING AT THIS MAP, YOU SEE THAT THERE IS QUITE A LARGE EXPANSION OF WHERE THEY GO AND THEY VISIT, SO WHILE WE HAVEN'T BEEN ABLE TO GO IN AND DO AS MANY VISITS AS WE

WOULD LIKE, WE HAVE CONTINUED TO INVESTIGATE COMPLAINTS, NOT JUST VIRTUALLY BUT ACTUALLY GOING IN.

10:24:52 SO THE PPE WAS VERY IMPORTANT AND, ALSO, WHAT HAS BEEN VERY IMPORTANT HAVE BEEN THE BOOSTERS THAT HAVE RECENTLY BEEN AVAILABLE TO VOLUNTEERS AND STAFF.

10:25:14 NEXT SLIDE. SO, WHAT ARE SOME OF THE CHALLENGES AND WE HAVE BEEN MEETING, I AM HERE ALREADY FOUR MONTHS BUT WE ALREADY HAD A COUPLE OF MEETINGS WITH ALL OF THE COORDINATORS ACROSS CALIFORNIA AND THE NUMBER ONE CHALLENGE THAT THEY ARE HAVING IS ACCESS TO THE COVID-19 TESTS.

10:25:29 SO THERE IS A REQUIREMENT THAT OMBUDSMAN REPRESENTATIVES MUST HAVE EVERY WEEK A TEST TO MAKE SURE THAT THEY ARE -- EVEN IF THEY ARE ASYMPTOMATIC BUT THEY ARE NOT POSITIVE, THEY ARE NOT COVID POSITIVE.

10:25:54 SO WE ARE WORKING WITH OUR STATE PARTNERS TO TRY AND GET TESTS, THE RAPID TESTS TO THE OMBUDSMAN AND THEIR REPRESENTATIVES BUT WE HAVE BEEN WORKING WITH THE STATE DEPARTMENT TO BE ABLE TO -- DEPARTMENT OF SOCIAL SERVICES, OFFICE EMERGENCY SERVICES, AND OF COURSE ENTIRE CDA TO TRY TO ISSUE TESTS TO RESIDENTS.

10:26:31 AND WE WILL HAVE MORE INFORMATION ABOUT THAT LATER ON IN THIS PRESENTATION. THE OTHER REAL CHALLENGE HAS BEEN THAT THERE IS A DISCONNECTION. WE HAVE ORDERS FROM CENTERS FOR DISEASE CONTROL. WE HAVE ORDERS FROM THE DEPARTMENT OF PUBLIC HEALTH, AND THEN WE HAVE LOCAL PUBLIC HEALTH ORDERS. AND THERE HAS CREATED QUITE A BIT

OF CONFUSION AROUND JUST HOW LONG, IF YOU ARE EXPOSED TO COVID AND YOU ARE NOT SYMPTOMATIC AND YOU ARE BOOSTERED OR YOU HAVE THE TWO VACCINE OR ONE IF IT'S JOHNSON & JOHNSON

10:27:04 HOW LONG DO YOU HAVE TO -- THE WORD IS ESCAPING ME RIGHT NOW -- HOW LONG DO YOU HAVE TO QUARANTINE AND THAT HAS BEEN A CHALLENGE AND WORKING WITH OUR PARTNERS WITH THE AGENCY TO REALLY MINIMIZE THE CONFUSION BUT MORE IMPORTANTLY ENSURE THAT OMBUDSMAN AND SURVEYORS ARE EXEMPT FROM THIS SO THEY CAN CONTINUE TO DO THE WORK THAT THEY ARE DOING.

10:27:38 AND THEN LASTLY, WE HAVE HEARD FROM THE FIELD THAT THERE ARE A LOT OF FACILITIES THAT HAVE JUST LOCKED THE FACILITIES AND ARE PREVENTING OMBUDSMAN REPRESENTATIVES FROM ENTERING. WE ARE PROTECTED FROM THE FEDERAL AND STATE REGULATIONS AND OMBUDSMAN ARE PROTECTED TO GO IN AND TO DO THE WORK AND THIS IS SOMETHING THAT FACILITIES CAN BE FINED AND SO WHENEVER ANYBODY HEARS ABOUT THAT, WE WANT THOSE COMPLAINTS TO COME TO US BECAUSE WE DO NEED TO ESCALATE THEM.

10:27:50 AND WE NEED TO TAKE IMMEDIATE ACTION. NEXT SLIDE. SO, FOR 2022, THERE ARE A COUPLE OF THINGS AND A FEW ITEMS THAT WE WANT TO JUST COVER.

10:28:08 WE HAVE NOT BEEN ABLE TO DO ON-SITE MONITORING AND THAT'S ONE OF THE ROLES OF THE STATE MONITORING CARE OMBUDSMAN TEAM. SO, WE ARE GOING TO BEGIN DOING TRAVELING ACROSS THE STATE AND DOING ON-SITE MONITORING

WITH THE LOCAL OMBUDSMAN PROGRAM PROVIDING TECHNICAL ASSISTANCE AND SUPPORT.

10:28:36 WE ARE STILL PLANNING IN MAY, WHICH IS OLDER AMERICANS' MONTH. ONE OF THE TWO CONFERENCES THAT THE STATE OMBUDSMAN OFFICES IS REQUIRED AND DOES ORGANIZE FOR ALL OF THE STATE OR THE LOCAL COORDINATORS. THE THEME THIS YEAR IS WE ARE USING IT FROM THE NATIONAL OLDER AMERICANS ACT IS CALLED AGE MY WAY, AND THE SPECIFIC DATES AND DETAILS WILL BE AVAILABLE.

10:28:51 AND IF IN-PERSON WE WILL DEFINITELY BE DOING THAT. THE OTHER THING THAT WE HAVE IMBARKED ON IS AND WE HAVE HEARD FROM MANY LOCAL COORDINATORS THAT THEY WANT TO HAVE UNIFORM TRAINING ACROSS THE STATE.

10:29:05 MANY OF THEM HAVE BEEN DEVELOPING THEIR OWN TRAINING, WHETHER IT'S BASIC CERTIFICATION TRAINING, HOW TO INVESTIGATE AN ADULT PROTECTIVE OR ELDER ABUSE CASE.

10:29:25 ANY KIND OF CHANGES TO POLICY, WHETHER IT'S FEDERAL OR STATE, BUT BEING ABLE TO HAVE UNIFORM TRAINING IS ONLY GOING TO MAKE IT MORE EFFECTIVE. SO THAT REGARDLESS OF WHERE YOU LIVE IN CALIFORNIA, YOU WILL GET THE SAME LEVEL OF ASSISTANCE FROM ALL OF THE OMBUDSMAN REPRESENTATIVES.

10:29:44 AND INCREASING THE FUNDING. WE ARE REALLY GRATEFUL FOR THE FOCUS THAT GOVERNOR NEWSOM HAS PUT INTO OLDER AMERICANS IN CALIFORNIA, AND CERTAINLY THE OMBUDSMAN PROGRAM DOES NEED TO HAVE MORE FUNDING TO HELP THE LOCAL PROGRAM STAFF UP.

10:29:52 AND THE PREVIOUS SLIDES I SHOWED YOU THAT THERE IS ABOUT 400 VOLUNTEERS. THAT'S DOWN ABOUT 300 FROM THE PREVIOUS YEARS.

10:30:21 ONE OF THE CHALLENGES MANY OF THEM ARE OLDER ADULTS AND WERE NOT COMFORTABLE GOING INTO FACILITIES, ESPECIALLY WITH THE RISKS OF COVID. SO REALLY WANTING TO SUPPORT THE LOCAL PROGRAMS SO THAT THEY CAN PERHAPS HIRE A FULL-TIME EQUIVALENT TO DO VOLUNTEER RECRUITMENT, VOLUNTEER TRAINING, AND THEN OTHER STAFF TO HELP WITH THE FIELD VISITS.

10:30:51 AND THEN A COUPLE OF LAST ITEMS I WANT TO TOUCH ON IS THAT ON THE OUTREACH AND EDUCATION, WE NEED TO REALLY EMPHASIZE WITH OUR LOCAL PARTNERS BUT MOST IMPORTANTLY WITH RESIDENTS. WE WANT THEM AND THEIR FAMILIES TO KNOW WHAT LONG-TERM CARE OMBUDSMAN REPRESENTATIVES CAN DO. THE VOICE THAT WE CAN BRING TO RESIDENTS, IF THEY ARE NOT -- IF THEIR CIVIL RIGHTS ARE BEING VIOLATED.

10:31:16 AND THROUGH THAT WE ARE, ALSO, FOCUSING ON SOME ADVOCACY EFFORTS THAT ARE CURRENTLY BEEN INTRODUCED. ONE OF THEM IS AB 895 AND WE ARE SUPPORTING THIS BILL AS YOU PROBABLY ALL KNOW IS THE LONG-TERM CARE OMBUDSMAN IS ABLE TO TAKE POSITIONS ON BILLS THAT NOT NECESSARILY HAVE BEEN TAKEN BY THE DEPARTMENT OF AGING.

10:31:44 SO WE DO HAVE AN INDEPENDENT VOICE IN THAT REGARD AB 895 WOULD REQUIRE LONG-TERM CARE FACILITIES THAT UPON ADMISSION TO A LONG-TERM CARE FACILITIES

RESIDENTS WOULD BE GIVEN THE INFORMATION ABOUT WHAT AN OMBUDSMAN REPRESENTATIVE DOES, AND THE LOCAL CONTACT INFORMATION FOR THEIR LONG-TERM CARE OMBUDSMAN AS WELL AS THE CRISIS LINE.

10:32:08 AB 1502 BY MURATSUCHI. THAT BILL WAS ONE INTRODUCED LAST YEAR BUT IT WAS HELD OVER AS A TWO YEAR. WE ARE SUPPORTING THIS AND THIS BILL WOULD CLOSE SOME OF THE LOOPHOLES WHEN THERE IS A CHANGE OF OWNERSHIP OR A TRANSFER FROM ONE OPERATOR WHO MAY WANT TO TRANSFER IT TO SOMEBODY ELSE.

10:32:31 THIS BILL WOULD REQUIRE WHEN THERE IS A TRANSFER OF OWNERSHIP, THAT OPERATOR MUST GO THROUGH THE ENTIRE APPLICATION PROCESS. WE WANT TO MAKE SURE THAT THEY ARE QUALIFIED, AND THAT THEY HAVE TO GO THROUGH ALL THE BACKGROUND CHECKS, ET CETERA, AND FOR THE BENEFIT OF MAKING SURE WHO IS RUNNING LONG-TERM CARE FACILITIES IN OUR STATE.

10:33:05 THE LAST ITEM AND IT IS REALLY EXCITING TO BE PART OF THE ELDER AND DISABILITY JUSTICE COORDINATING COUNCIL. I MENTION THAT BECAUSE RIGHT NOW, ADULT PROTECTIVE SERVICES OMBUDSMAN, NOW WE HAVE THE OFFICE OF PATIENT, LONG-TERM CARE PATIENT REPRESENTATIVE. THERE ARE A NUMBER OF DIFFERENT AREAS WHERE EVEN WITHIN THE STATE, SOMEBODY MAY -- WE NEED TO COORDINATE HOW SOMEBODY, ANYBODY COULD REPORT ELDER AND DISABILITY ABUSE CASES.

10:33:20 AND THAT IT WOULD GO THROUGH A PROCESS THAT ALL OF THE PARTIES THAT TOUCH THIS CASE ARE COORDINATING

THEIR EFFORTS FROM LAW ENFORCEMENT TO THE COURTS, TO SOCIAL WORKERS TO FACILITIES; THE LIST GOES ON.

10:33:43 WITH THAT I AM GOING TO TURN IT OVER TO MY NEXT COLLEAGUE AND I HAVE LEFT MY NEXT SLIDE, THE CONTACT INFORMATION THAT YOU CAN SEND ANY EMAILS. I DIDN'T PUT MY PERSONAL BECAUSE I WILL RECEIVE THESE IF IT GOES TO THE GENERAL STATE OMBUDSMAN E-MAIL AND THEN WE DETERMINE WHO THE BEST INDIVIDUAL WOULD BE TO RESPOND TO THE QUESTIONS.

10:33:46 THANK YOU VERY MUCH.

10:33:48 >> SUSAN.

10:34:12 >> THANK YOU, BLANCA. HI, MY NAME IS SUSAN RODRIGUES AND I AM THE ASSISTANT DIRECTOR FOR THE OFFICE OF THE LONG-TERM CARE PATIENT REPRESENTATIVE PROGRAM. HAS MARK BECKLEY MENTIONED THIS IS A NEW OFFICE? I HAVE BEEN IN THIS ROLE FOR ABOUT 3 WEEKS. I AM HONORED TO BE IN THIS ROLE AND I AM EXCITED TO SET THIS PROGRAM UP.

10:34:33 BY WAY OF HISTORY, THE ESTABLISHMENT OF THIS OFFICE IS A RESULT OF A HEALTH AND SAFETY CODE 1418.8, WHICH SETS FORTH PROCEDURES FOR SKILLED NURSING FACILITIES RESIDENTS AND INTERMEDIATE FACILITIES RESIDENTS WHO ARE UNABLE TO MAKE THEIR OWN DECISIONS THAT THEY HAVE SOMEBODY THAT THEY ARE REPRESENTATIVE IN A DISCIPLINARY TEAM.

10:34:56 AND THAT WAY THEIR CARE NEEDS CAN BE REVIEWED AND MEDICAL AUTHORIZATION CAN BE MADE. THIS STATUTE WAS CHALLENGED BY THE CALIFORNIA ADVOCATES FOR NURSING

CARE REFORM. AS A RESULT, THE COURT REQUIRED FACILITIES TO MAKE SURE THAT PATIENT REPRESENTATIVE WAS PART OF EVERY INTERDISCIPLINARY MEETING AND THIS IS SOMEBODY FROM OUTSIDE THE FACILITY, WHICH INVOLVES THE CREATION OF THIS OFFICE.

10:35:13 NEXT SLIDE, PLEASE. SOME OF THE RESPONSIBILITIES OF THE OFFICE AT THE STATE LEVEL IS TO DEVELOP AND MAINTAIN POLICIES AND PROCEDURES TO IMPLEMENT THE PROGRAM AND WE ARE TRYING TO DEVELOP A STATEWIDE APPROACH TO REPRESENT THE INTERESTS OF OTHERWISE UNDERREPRESENTED RESIDENTS.

10:35:32 AND WE ARE CURRENTLY WORKING ON THESE POLICIES AND PROCEDURES NOW. SOME OF THE OTHER THINGS THAT WE ARE MOVING FORWARD AND PART OF OUR RESPONSIBILITY IS TO TRAIN LOCAL PROVIDERS AND WE WILL, ALSO, BE PROVIDING TECHNICAL ASSISTANCE TO LOCAL PROVIDERS AS WELL AS TO FACILITIES AS BLANCA MENTIONED WE WILL WORK WITH HER OFFICE AS WELL.

10:35:37 AND, ALSO, WE WILL BE PROVIDING THE OVERSIGHT AND MONITORING FOR THE PROGRAM COMPLIANCE.

10:35:53 PART OF WHAT WE ARE DOING RIGHT NOW IS TRYING TO SEE WHAT TYPES OF PROVIDERS MIGHT WANT TO DO THIS AT THE LOCAL LEVEL. WE ARE LOOKING AT EITHER REGIONAL PROVIDESERS OR AN ORGANIZATION THAT WOULD WANT TO PROVIDE IT AT A STATEWIDE LEVEL, THAT WOULD WORK, TOO.

10:36:18 SOME OF THE RESPONSIBILITIES OF THE LOCAL PATIENT REPRESENTATIVE WILL BE THE ONES ACTUALLY PARTICIPATING IN

THESE MEETINGS TO REPRESENT THE PREFERENCES OF THE RESIDENTS AND THIS WILL BE BY WAY IN DOING IN-PERSON INTERVIEWS, REVIEW OF MEDICAL RECORDS AND IF THERE IS ANY FAMILY OR FRIENDS THAT CAN HELP PROVIDE THIS INFORMATION TO THE LONG-TERM CARE PATIENT REPRESENTATIVE.

10:36:38 THE GOAL FOR IMPLEMENTATION IS JULY 2022, THIS IS AN AMBITIOUS DATE THAT WE ARE WORKING VERY HARD TO ACHIEVE. I VERY FORTUNATE TO HAVE A GREAT TEAM HERE AT CDA THAT IS SUPPORTING ME AND I AM LOOKING FORWARD TO SETTING THIS PROGRAM UP. THANK YOU VERY MUCH. I WILL TURN IT OVER TO SARAH STEENHAUSEN.

10:36:50 >> GREAT. THANK YOU SO MUCH, SUSAN. IT IS SUCH AN HONOR TO BE HERE WITH ALL OF YOU TO TALK ABOUT THE LAUNCH OF THE DIVISION OF AGING POLICY, RESEARCH AND EQUITY.

10:37:06 NEXT SLIDE, PLEASE. SO, I WANTED TO TALK A BIT ABOUT WHAT THE FOCUS OF THIS NEW DIVISION IS AND WHAT IT MEANS FOR OUR PROGRAM AND SERVICE PROVIDERS, FOR CONSUMERS, FOR OTHER STATE DEPARTMENTS AND OF COURSE FOR THE DEPARTMENT OF AGING.

10:37:16 THE KEY OBJECTIVE OF THIS DEPARTMENT WILL BE TO FOCUS ON ADVANCING THE POLICY WORK, THE RESEARCH, AND INFUSE ALL OF IT WITH EQUITY LENS.

10:37:41 THAT IS IN ALIGNMENT WITH THE MASTER PLAN FOR AGING. SO, WE ARE SUPER EXCITED TO HAVE RESOURCES TO BUILD OUT A TEAM FOCUSED ON THESE INITIATIVES SO WE CAN PARTNER INTERNALLY WITH OUR COLLEAGUES THROUGHOUT THE

PROGRAMS AT THE DEPARTMENT OF AGING BUT, ALSO, AND SO IMPORTANTLY TO PARTNER WITH ALL OF YOU IN THE COMMUNITY AND WITH OUR OTHER STATE DEPARTMENT AND OTHER AGENCY REPRESENTATIVES.

10:38:15 SO WITH CAN BEGIN TO TACKLE THE ISSUES THAT IMPACT HOW PEOPLE AGE IN CALIFORNIA. SO, OUR FOCUS WILL BE APPLYING AN EQUITY LENS THAT ECHOS THE VOICE WITH ELDER ADULTS AND PEOPLE WITH DISABILITIES AND WE REALLY WANT TO BE IN ALIGNMENT WITH CALIFORNIA HEALTH AND HUMAN SERVICES AGENCIES EFFORTS TO FOCUS ON PERSON-CENTERED DATA DRIVEN OUTCOMES AND THAT IS WHERE THE ROLE OF POLICY AND RESEARCH COMES.

10:38:32 AND CERTAINLY FOCUSSING IN ON EQUITY THROUGHOUT IT ALL. WE WILL BE CONVENING OUR PARTNER AGENCIES AS WELL AS INTERNALLY OUR OWN STAFF TO TALK ABOUT THE DIFFERENT POLICY ISSUES THAT NEED TO BE ADDRESSED BUT REALLY LOOK FORWARD TO PARTNERING WITH OUR STAKEHOLDERS AS WELL.

10:38:38 WE WANT TO LISTEN; WE WANT TO LEARN AND WE WANT TO ENGAGE ALL OF YOU. NEXT SLIDE, PLEASE.

10:39:10 SO OUR NEXT STEPS ARE FIRST AND FOR MOST BUILDING OUR TEAMS AND SO LOOK FOR OPPORTUNITIES TO BE PART OF THIS EXCITING EFFORT. I WOULD SAY THAT OUR FOCUS IS GOING TO BE HIRING OUR EQUITY TEAM, RESEARCH TEAM AND THE POLICY TEAM BUT AT THE SAME TIME WHAT IS SUPER EXCITING THAT WE, ALSO, HAVE AN OPPORTUNITY TO BE LEADING ON THE

IMPLEMENTATION OF THE DIRECT CARE WORKFORCE INITIATIVE THAT CDA IS HEADING UP.

10:39:43 THIS IS FOR THE NONIHSS PORTION OF THE TRAINING AND STIPENDS AND WE ARE LOOKING FORWARD TO PARTNERING WITH ALL OF YOU ON THAT. SO MORE TO COME AND PLEASE REACH OUT TO ME IF YOU HAVE FEEDBACK, THOUGHTS AND QUESTIONS. REALLY EXCITED TO PARTNER WITH ALL OF YOU AND LOOK FORWARD TO OUR NEXT STEPS. SO, I WILL TURN IT OVER NOW TO THE NEXT SLIDE.

10:39:58 AND I WOULD LOVE TO INTRODUCE AMANDA LAWRENCE WHO IS OUR AMAZING DIRECTOR OF THE MASTER PLAN FOR AGING AND IS REALLY A KEY PARTNER IN ALL OF OUR EFFORTS IN THE DIVISION.

10:40:13 >> GOOD MORNING, I AM PLEASED TO BE HERE TO SHARE A FEW UPDATES RELATED TO THE MASTER PLAN FOR AGING, WHICH IS THE ADMINISTRATION'S BLUEPRINT FOR BUILDING AN AGE AND FRIENDLY CALIFORNIA. NEXT SLIDE, PLEASE.

10:40:41 SO SINCE I WAS LAST HERE TO SHARE UPDATES WITH YOU, THE MASTER PLAN HAS TURNED ONE. WE CELEBRATED ONE YEAR OF IMPLEMENTATION JUST A COUPLE OF FRIDAYS AGO WITH AN ANNIVERSARY SUMMIT AND GOVERNOR NEWSOM PROVIDED REMARKS WITH A VIDEO AND JOINED WITH CABINET SECRETARIES FROM HOUSING, HEALTH AND HUMAN SERVICES AND LABOR AS WELL AS BEING STAKEHOLDERS AND LEGISLATIVE LEADERS.

10:40:54 WHO SHARED THEIR REFLECTIONS ON THE PROGRESS WE HAVE MADE THUS FAR AND, ALSO, LOOKING AHEAD

REGARDING WHAT WE PLAN TO DO OVER THE NEXT YEAR TO CONTINUE TO ADVANCE THE MASTER PLAN FOR AGING.

10:41:24 YOU CAN WATCH THIS WHOLE EVENT IF YOU MISSED POSTED ONLINE POSTED ON OUR CAL HSS PAGE AND WE LAUNCHED OUR FIRST ANNUAL PROGRESS REPORT THAT OUTLINES THE PROGRESS WE HAVE MADE OVER THAT FIRST YEAR OF IMPLEMENTATION ACROSS ALL FIVE GOALS AS WELL AS SOME HIGHLIGHTS RELATED TO LOCAL IMPLEMENTATION.

10:41:41 WE HAVE, ALSO, INCLUDED OUR 2021 LEGISLATIVE WINS. WE REALLY WANT TO HIGHLIGHT AND MAKE SURE EVERYONE UNDERSTANDS HOW IMPORTANT WHAT THE LEGISLATURE IS DOING IS TO ADVANCE THE MASTER PLAN AND ENSURING THAT WE ACTUALLY REACH OUR FIVE GOALS.

10:42:10 ALL OF THE REPORTS AND MATERIALS ARE AVAILABLE AT THE MPA.CA.GOV WEB PAGE. NEXT SLIDE, PLEASE. AT OUR SUMMIT WE LAUNCHED "TOGETHER WE ENGAGE" OUR 2022 EVENT CALENDAR AND WE PLANNED OVER THE NEXT YEAR TO GATHER INPUT FROM THE PUBLIC AND STAKEHOLDERS AND FROM OUR PARTNERS TO INFORM THE NEXT TWO YEARS INITIATIVES.

10:42:20 SO WE IDENTIFIED 132 INITIATIVES FOR THE FIRST TWO YEARS OF THE MASTER PLAN FOR IMPLEMENTATION. WE ARE ALREADY THINKING ABOUT THE YEARS TO COME.

10:42:32 SO OVER THE NEXT YEAR, WE ARE GOING TO BE HOSTING A MONTHLY WEBINAR SERIES. THE WEBINAR WEDNESDAY IS WHAT YOU MAY HAVE ATTENDED IN THE PAST WILL BE ONE EACH MONTH FOR THE REST OF THE YEAR.

10:42:52 WE ARE, ALSO, GOING TO HOST REGIONAL TOWN HALLS AND LEGISLATIVE ROUNDTABLES AND MANY MORE EVENTS. WE REALLY WANT TO ENSURE THROUGH THE ENGAGEMENT CAMPAIGN THAT WE HEAR FROM NEW VOICES THAT WE REALLY EXPAND OUR CIRCLE OF SUPPORT. AND WE REALLY IDENTIFY THE MOST PRESSING NEEDS AND PRIORITIES FROM MOVING THIS PLAN FORWARD.

10:43:16 THE NEXT SLIDE YOU WILL SEE OUR LIST OF WEBINARS FOR THE UPCOMING YEAR. WE ARE COVERING A BROAD ARRAY OF TOPICS SUCH AS THE NO WRONG DOOR SYSTEM, NURSING HOMES AND DATA AND EQUITY, CARE GIVING, ALZHEIMER'S, SO WE WILL BE SHARING THE REGISTRATION FOR THESE WEBINARS IN JUST A FEW DAYS ON OUR WEBSITE.

10:43:44 SO YOU CAN GO AHEAD AND REGISTER IN ADVANCE AND GET THOSE ON YOUR CALENDARS. AND IF YOU MISSED JUST LAST WEEK, WE HOSTED OR I THINK EARLIER THIS WEEK A DIRECT CARE WORKFORCE WEBINAR WHERE WE HAD PARTNERS FROM CALIFORNIA HEALTH AND HUMAN SERVICES, AND A LABORING WORKFORCE DEVELOPMENT AGENCY DESCRIBED THE RECENT INVESTMENTS DIRECT WORKFORCE IN CALIFORNIA.

10:43:51 IT WILL BEED ON OUR YOUTUBE CHANNEL AND OUR SLIDES ARE ACTUALLY ON OUR HOME PAGE FROM THAT WEBINAR.

10:44:01 FANTASTIC RESOURCE IF YOU WANT TO LEARN MORE ABOUT HOW CALIFORNIA IS GOING ABOUT STRENGTHENING OUR DIRECT CARE WORKFORCE. NEXT SLIDE, PLEASE.

10:44:33 SO MANY THINGS GOING ON MANY FRONTS ADVANCING THE MASTER PLAN FOR AGINGMENT I WANT TO CALL OUT A FEW

THINGS FOR YOUR INVOLVEMENT. THE CALIFORNIA ELDER AND DISABILITY JUSTICE COORDINATING COUNCIL LAUNCHED ON JANUARY 28. SO LAST FRIDAY, WE BROUGHT TOGETHER 22 STAKEHOLDERS FROM ACROSS THE STATE AND STATE REPRESENTATIVES TO DISCUSS PRIORITIES, COUNCIL STRUCTURE AND REALLY OUR PLANS FOR THE NEXT YEAR AROUND HOW CAN WE TOGETHER

10:44:46 BUILD OUT A STATEWIDE SYSTEM OR NETWORK THAT IS TRULY RESPONSIVE TO ELDER AND DISABILITY JUSTICE ISSUES. WE WILL BE FORMING A COUPLE OF WORK GROUPS, BUT I WILL BE MEETING QUARTERLY PUBLICLY.

10:44:59 ANYONE IS WELCOME TO ATTEND THOSE MEETINGS AND PROVIDE PUBLIC COMMENT. THE CALIFORNIA HEALTH AND HUMAN SERVICES DISABILITY AND AGING COMMUNITY LIVING ADVISORY COMMITTEE, IT'S A MOUTH FULL, CONTINUES TO MEET.

10:45:18 AND ADVISE THE STATE ON ISSUES RELATED TO COMMUNITY LIVING. THIS MEETING THAT WE HAVE COMING UP JUST NEXT WEDNESDAY WILL TALK ABOUT TRANSPORTATION, WE WILL TALK ABOUT CAL-AIM AND WE WILL TALK A LITTLE BIT ABOUT HOUSING. YOU ARE ALL WELCOME TO ATTEND THAT AS WELL.

10:45:33 AND THEN THE ALZHEIMER'S DISEASE AND RELATED DISORDERS ADVISORY COMMITTEE, ALSO, CONTINUES TO MEET QUARTERLY TO ADVISE THE ADMINISTRATION ON HOW TO BE PREPARED FOR AND RESPOND TO ALZHEIMER'S DISEASE AND RELATED DEMENTIAS.

10:45:36 NEXT SLIDE, PLEASE.

10:45:42 AND FURTHERMORE, OF COURSE, ACCOUNTABILITY AND OVERSIGHT IS KEY TO THE SUCCESS OF THE MASTER PLAN.

10:45:50 THE IMPACT STAKEHOLDER COMMITTEE CONTINUES TO MEET AND HELP SUPPORT THE MASTER PLAN FOR AGING AND REACHING ITS GOALS.

10:46:07 THE EQUITY AND AGING ADVISORY COMMITTEE NEXT MEETS IN MARCH. THAT COMMITTEE IS KEY TO ENSURING THAT ALL THE WORK WE DO ON THE MPA AS WELL AS AT CDA HAS AN EQUITY LENS APPLIED TO IT SO EVERYTHING IS EQUITY FOCUSED AND INCLUSIVE.

10:46:29 THE DATA DASHBOARD FOR AGING. WE CONTINUALLY UPDATE THE DATA DASHBOARD FOR AGING. IT NOW INCLUDES OUR SEXUAL ORIENTATION AND GENDER IDENTITY DEMOGRAPHICS. WE HAVE NEW INDICATORS FOR UNINTENTIONAL FALLS, FOR INCOME SECURITY, AND POVERTY AS WELL AS INTERNET ACCESS AND SO MUCH MORE.

10:46:38 WE ARE ADDING MORE INDICATORS VERY SOON FOR DISABILITY STATUS, UNMET NEEDS FOR LONG-TERM SERVICES AND SUPPORTS, CAREGIVING AND MORE.

10:46:51 WE ARE, ALSO, LAUNCHING A CALIFORNIA AGING AND DISABILITY RESEARCH PARTNERSHIP. THIS WAS ONE OF THE INITIATIVES IN THE MASTER PLAN FOR AGING.

10:47:14 THIS INITIATIVE CALL FOR CALIFORNIA TO FACILITATE A NATION-LEADING RESEARCH PARTNERSHIP AGING WITH CALIFORNIA'S UNIVERSITIES. THE PRIORITY WILL BE TO ADVANCE AGE AND DISABILITY-FOCUSED RESEARCH TO STRENGTHEN THAT

EVIDENCE-BASED FOR PROMOTING EQUITABLE OPPORTUNITIES FOR CALIFORNIANS TO THRIVE AS WE AGE.

10:47:31 TO PROVIDE INPUT ON KEY INDICATORS AND DATA SOURCES TO INFORM THE MPA'S OUTCOME REPORTS AND OUR DATA DASHBOARD FOR AGING AND, ALSO, TO JUST MODEL A RESEARCH PARTNERSHIP BETWEEN STATE GOVERNMENT AND ACADEMIC INSTITUTIONS THAT ARE FOCUSED ON USING DATA FOR ACTION AND EQUITY.

10:47:59 IT'S A PARTNERSHIP THAT WE HOPE CAN BE REPLICATED ACROSS OTHER PERSON-CENTERED DATA DRIVEN PRIORITIES AT CALIFORNIA HEALTH AND HUMAN SERVICES AND WE WILL ANNOUNCE THAT IN THE NEXT COUPLE OF WEEKS AND THIS GROUP WILL MEET QUARTERLY AND WORK GROUPS WILL OF COURSE BE ADVANCING THOSE MEETING ON AN AS NEEDED BASIS AND I WILL SHARE THE PROGRESS REPORT THAT I JUST SHARED.

10:48:24 LOCAL PARTNERSHIPS CONTINUE TO DRIVE THE MASTER PLAN FOR AGING, LOCAL PLAYBOOK EVENTS CONTINUE TO BE POSTED ACROSS CALIFORNIA. LOCAL COMMUNITIES ARE ACTUALLY DEVELOPING THEIR OWN MASTER PLANS FOR AGING AND WE HAVE RECENTLY BECOME INVOLVED WITH A PARTNERSHIP WITH THE SCAN FOUNDATION TO PROVIDE SUPPORT TO DEVELOP THREE MASTER PLANS FOR AGING IN RURAL REGIONS.

10:48:32 AND THEN WE WILL OF COURSE HAVE OUR TOWN HALLS AND LEGISLATIVE ROUNDTABLES POSTED ACROSS CALIFORNIA.

10:48:50 THOSE ARE MY QUICK UPDATES FOR THE MASTER PLAN FOR AGING. IF YOU WANT MORE INFORMATION YOU WANT TO

STAY UPDATED, SIGN UP FOR OUR NEWSLETTER AND VISIT OUR WEBSITE TO DOWNLOAD ALL OF OUR MATERIALS. I WILL PASS IT BACK TO CONNIE. THANK YOU, EVERYONE.

10:49:04 >> THANK YOU, AMANDA. SO NOW WE ARE GOING TO MOVE TO OUR QUESTION-AND-ANSWER SECTION. SO, IF YOU WOULD LIKE TO ASK A QUESTION, YOU CAN CLICK ON YOUR RAISE HAND ICON TO REQUEST YOUR LINE TO BE UNMUTED.

10:49:31 IF YOU ARE DIALING IN, PRESS STAR 9 TO RAISE YOUR HAND. YOU CAN, ALSO, USE THE Q&A ICON AT THE BOTTOM OF YOUR SCREEN TO SUBMIT A COMMENT OR QUESTION AND WE ALREADY HAD A COUPLE OF QUESTIONS THAT CAME IN AND WE ALREADY ANSWERED THEM SO CHECK OUT THE Q&A POST AND YOU CAN E-MAIL YOUR QUESTIONS TO COMMUNICATIONS@AGING.CA.GOV IF YOU THINK OF SOMETHING AFTERWARDS.

10:49:51 I WILL GIVE IT A MINUTE TO SEE IF ANYBODY WANTS TO RAISE THEIR HANDS TO OPEN YOUR LINE OR IF YOU WANT TO TYPE IN A QUESTION IN THE CHAT, PLEASE DO SO.

10:50:05 WE JUST GOT A QUESTION COME IN THROUGH THE Q&A AND SARAH, THIS WILL GO TO YOU. WE HAVE A QUESTION ABOUT HOW DO YOU ENVISION ENGAGE AND WORK CLOSELY WITH THE EQUITY AND AGING ADVISORY COMMITTEE.

10:50:33 >> GREAT. THANK YOU SO MUCH. I SAW THAT QUESTION FROM YOU, RIGO. IT'S GREAT TO SEE YOU ONLINE HERE. I HOPE YOU ARE DOING WELL. IT'S A WONDERFUL QUESTION. WHAT IS EXCITING ALL OF THE WORK FROM THESE DIFFERENT GROUPS, INCLUDING THE EQUITY AND AGING ADVISORY COMMISSION WILL

BE CRITICAL AND WHEN WE BRING ON OUR CHIEF EQUITY OFFICER, WE ENVISION THAT INDIVIDUAL WILL PLAY A REALLY KEY ROLE IN SETTING THAT AGENDA

10:50:50 AND ENGAGING IN THE CONTENT AND THAT WE HOPE THAT THE WORK OF THE EQUITY AND AGING ADVISORY COMMITTEE REALLY HELPS PUSH OUR WORK FORWARD AND FOCUSES EVERYTHING IN AN EQUITY LENS ACROSS OUR POLICY AND RESEARCH EFFORTS.

10:50:55 SO LOOK FORWARD TO WORKING WITH YOU IN THE MONTHS AHEAD.

10:50:59 >> THANK YOU, SARAH. AND THANK YOU, RIGO, FOR THAT QUESTION.

10:51:39 AGAIN, IF YOU WOULD LIKE TO ASK A QUESTION, YOU CAN EITHER ENTER IT INTO THE Q&A THAT YOU SEE AT THE BOTTOM OF YOUR SCREEN OR IF YOU WOULD LIKE TO ASK IT LIVE BY CLICKING ON YOUR RAISE HAND ICON AND WE WILL UNMUTE YOUR LINES.

10:51:46 LET'S SEE. IT LOOKS LIKE TATIANA; WE WILL UNMUTE YOUR LINE.

10:51:47 HI, CAN YOU HEAR ME ALL RIGHT? .

10:51:49 YES, WE CAN HEAR YOU.

10:52:36 >> PERFECT. I HAD ASKED THE QUESTION REGARDING THE NEW PATIENT REPRESENTATIVE IN THAT NEW ROLE AT FACILITIES. FROM A HICAP PERSPECTIVE, I FIND THAT THERE IS STILL A BIG GAP IN WHO CAN ASSIST A RESIDENT OF EITHER A LONG-TERM CARE FACILITY OR AN ASSISTED LIVING FACILITY IN DECISION-MAKING WITH REFERENCE TO THEIR MEDICAL

COVERAGE AND OTHER ISSUES, SOCIAL SECURITY NOTIFICATION, IF THEY HAVE NO FAMILY MEMBER AND THEY DO HAVE DEMENTIA.

10:52:51 >> THANK YOU FOR THAT COMMENT, TATIANA. IT'S VERY HELPFUL TO PROVIDE THESE COMMENTS. SUSAN, I DON'T KNOW IF YOU HAVE ANY COMMENTS ON THAT.

10:53:04 >> NO, THANK YOU, TATIANA FOR THE COMMENT AND THERE DEFINITELY ARE CHALLENGES WITHIN FACILITIES FOR PEOPLE GETTING THOSE KIND OF SERVICES AND ASSISTANCE WITH THE FINANCIAL PART THAT YOU ASKED ABOUT BEFORE, TOO.

10:53:10 SO, YEAH, LIKE CONNIE SAID, WE APPRECIATE THE FEEDBACK.

10:53:36 >> THANK YOU, SUSAN. AND THANK YOU, TATIANA ON THE FEEDBACK. WE ENCOURAGE FEEDBACK FROM EVERYBODY, FROM ALL STAKEHOLDERS IF THERE IS HAVE ANY FEEDBACK AND IF YOU DON'T GET A CHANCE TO MENTION IT AT OUR STAKEHOLDER MEETING, FEEL FREE TO E-MAIL IS AT COMMUNICATIONS@AGING.CA.GOV AND WE WILL FORWARD IT TO THE APPROPRIATE DIVISION AS WELL.

10:53:51 WE HAVE, LET'S SEE, ANOTHER QUESTION. WHO IS THE BEST CONTACT AT THE DEPARTMENT OF AGING IF WE HAVE QUESTIONS ON THE LOCAL PLAYBOOK? AMANDA, SHOULD WE HAVE THEM CONTACT?

10:53:53 >> YES, ABSOLUTELY.

10:53:53 >> YOU.

10:54:11 >> YES. ENGAGE@AGING.CA.GOV AND I WOULD LOVE TO HEAR FROM YOU. THANK YOU.

10:54:25 >> WE WILL GIVE IT ANOTHER MINUTE. OH, ANOTHER HAND RAISED. LIZA COLEMAN. WE WILL BE UNMUTING YOUR MIC.

10:55:12 >> GOOD MORNING. THIS IS AN EXCITING TEAM. I AM JUST DOING THE TIPPIE TOE DANCE HEARING EVERYTHING. I WANT TO FOLLOW-UP WITH TATIANA, WHAT SHE IS SAYING IS ABSOLUTELY CORRECT. WE ARE SEEING A GROWING PROBLEM WITH OLDER ADULTS THAT ARE UNREPRESENTED. I WAS CURIOUS AT THE BEGINNING; THOMAS MENTIONED A NEW POSITION OR A FUNDING FOR A STATE PUBLIC CONSERVER GOVERNMENT LIAISON. IS THAT AN AREA THAT WE CAN EXPAND FOR RESPONSIBLE PARTIES?

10:55:23 SOMEBODY CAN HELP ON THE FINANCIAL SIDE, WHICH IS VERY DIFFERENT THAN THE MEDICAL SIDE. SO, I WAS VERY CURIOUS ABOUT THIS NEW POSITION OR THE RESOURCING OF THE POSITION. THANK YOU.

10:55:33 >> THANK YOU, LIZA, FOR THAT QUESTION. THOMAS, DO YOU HAVE ANY INSIGHTS TO THAT POSITION?

10:55:34 >> CONNIE, I CAN --

10:55:35 >> OH, MARK, OKAY.

10:55:52 >> YEAH. THANK YOU FOR THAT QUESTION AND THANK YOU FOR BRINGING UP THE ISSUE ABOUT INDIVIDUALS IN LONG-TERM CARE FACILITIES WHO MIGHT NEED ASSISTANCE WITH FINANCIAL ISSUES OR MEDICAL COVERAGE ISSUES.

10:56:23 THAT IS CERTAINLY SOMETHING WE WILL LOOK AT. WITH THE PUBLIC GUARDIAN POSITION, SO OUR PRIMARY FOCUS FOR THAT POSITION IS REALLY GOING TO BE TALKING ABOUT GUARDIANSHIPS FOR OLDER ADULTS, BUT, OF COURSE, THAT

ALSO HAS ADMINISTRATIVE COMPONENTS AS WELL AND SO AS WE START MEETING WITH PAPGPC, THE ASSOCIATION THAT REPRESENTED PUBLIC GUARDIANS AND ADMINISTRATORS, WE CAN HAVE THOSE CONVERSATIONS ABOUT

10:56:38 WHAT WOULD IT TAKE TO EXPAND THEIR SCOPE TO POSSIBLY PROVIDE ADDITIONAL COVERAGE. SO THAT CAN CERTAINLY BE PART OF THE CONVERSATIONS THAT WE HAVE.

10:57:13 >> GREAT. THANK YOU, MARK. WE DO HAVE ANOTHER QUESTION THAT POPPED IN THE CHAT. IF YOU HAVE QUESTIONS, FEEL FREE TO ENTER IT INTO THE Q&A PORTION OR YOU CAN CLICK ON YOUR RAISE HAND ICON AND WE WILL UNMUTE YOUR LINES TO ASK YOUR QUESTION. THERE IS A QUESTION FROM JAZ ASKS DOES CDA ADDRESS CONCERNS WITH PAYS PROGRAM.

WOULD THAT BE MARK OR SUTEP THAT CAN ANSWER THAT?

10:57:47 >> WHAT I CAN SAY ABOUT PACE, THAT IS NOT ONE OF THE PROGRAMS THAT CDA RECEIVES THAT IS HOUSED AT DHCS BUT WE WOULD BE MORE THAN HAPPY TO PROVIDE YOU WITH A CONTACT AT DHCS TO TALK ABOUT PACE PROGRAM ISSUES. OBVIOUSLY, IT'S A PROGRAM THAT SERVES OLDER ADULTS SO IT'S SOMETHING THAT WE CONTINUE TO BE INTERESTED IN AND HAVE DISCUSSIONS WITH DHCS BUT YEAH, WE CAN DEFINITELY GET YOU CONTACT INFORMATION.

10:58:02 >> THANK YOU FOR THAT, MARK. WE WILL DO ONE MORE LAST CALL. WE HAVE ONE HAND RAISED. I SEE LISA. WE WILL UNMUTE YOUR LINE SO YOU CAN ASK YOUR QUESTION.

10:58:03 THANK YOU VERY MUCH. CAN YOU HEAR ME?

10:58:05 >> YES, WE CAN HEAR YOU.

10:58:34 >> AS A GERONTOLOGIST AND I AM NOTICING THERE IS A LARGE DISCONNECT BETWEEN NOW WITH APS AND HOPING THAT THERE WILL BE A COLLABORATIVE PIECE COMING FROM THE MPA TO ENSURE THE SAFETY OF SOME OF THESE SENIORS THAT ARE BEING EXPLOITED AND BY THEIR FAMILY MEMBERS AND/OR CARE GIVERS.

10:58:40 AND I AM WONDERING IF THAT'S SOMETHING THAT HAS BEEN PUT INTO YOUR MASTER PLAN SOMEWHERE.

10:58:51 >> AMANDA, DID YOU WANT TO TAKE THAT, PLEASE?

10:58:53 >> I WILL PROVIDE AN ANSWER, YEAH.

10:58:54 >> OKAY.

10:59:25 >> YEAH, PROTECTION FROM ABUSE AND NEGLECT AND EXPLOITATION IS A KEY COMPONENT OR STRATEGY OF THE MASTER PLAN FOR AGING. WE DID SEE IN THE MOST RECENT DIGIT THAT MPS RECEIVED A SIGNIFICANT BUDGET TO STRENGTHEN IT AND OLDER AND DISABILITY COORDINATING COUNCIL THAT I MENTIONED IS WORKING WITH APS AND WE HAVE SEVERAL APS MEMBERS AND OTHERS REPRESENTING OTHER SECTORS ACROSS CALIFORNIA TO HELP TO ADDRESS THE ISSUE THAT YOU ARE MENTIONING.

10:59:31 AND I WILL LET BLANCA TO GO INTO MORE DETAIL ABOUT PROTECTIONS.

11:00:04 >> THANK YOU, AMANDA. SO, A COUPLE OF THINGS. I WANT TO SAY THERE IS ALSO A REALLY GOOD QUESTION ON THE CHAT THAT I WANT TO ADDRESS LIVE BUT IN TERMS OF THE COORDINATION, WE ACTUALLY JUST RECENTLY MET WITH ADULT PROTECTIVE SERVICES, THEIR CHIEF KIM RUTLIDGE AND REALLY

HAPPY TO SAY THAT WE, ALSO, UNDERSTAND THE OMBUDSMAN ARE ALREADY GOING INTO FACILITIES.

11:00:27 AND SO THEY MAY -- THERE IS DEFINITELY A NEED TO COORDINATE AND THEY, ALSO, MAY NEED MORE TRAINING, WHICH WE KNOW FOR A FACT ON HOW TO DO INVESTIGATIONS AND THEN WHO SHOULD THEY -- HOW DO THEY DOCUMENT, HOW DO THEY MAKE SURE THIS IS A CASE THAT CAN THEN GO TO WHOEVER THE NEXT REPORTING ENTITY IS.

11:00:51 BUT ADULT PROTECTIVE SERVICES IS REALLY EXPANDING AND I CAN'T SPEAK FOR THEM BUT IN THE MEETING WE HAD, THEY ARE EXPANDING THEIR ORGANIZATION INTERNALLY AND THEN, ALSO, JUST THE AMOUNT OF FUNDING THAT THEY HAVE RECEIVED BECAUSE THIS IS NOW TAKEN ON A MUCH MORE PROMINENT ROLE THROUGH THE MASTER PLAN FOR AGING.

11:01:23 EVEN HAVING THIS ELDER AND DISABILITY JUSTICE COORDINATING COUNCIL. WE ARE LOOKING AT NOT JUST THE RESEARCH BUT, ALSO, THE EQUITY AND THEN BECAUSE THERE IS SO MANY DIFFERENT ENTITIES THAT MAY TOUCH ON THE SAME CASE, HOW DO WE COORDINATE IT SO THAT WE ARE DOING THIS IN THE MOST EXPEDITIOUS WAY AND WITH THE LEAST DISRUPTION AND, ALSO, MOST EFFECTIVE FOR THE PERSON WHO HAS BEEN VICTIMIZED.

11:01:57 SO THAT IS ONE LEVEL, AND THEN I DID WANT TO SHARE MY LIVE RESPONSE TO THE QUESTION FOR THE OMBUDSMAN. WANTING TO KNOW IF THE DATA THAT I MADE AVAILABLE TODAY, IS THAT PUBLIC TO VIEW; ABSOLUTELY. WE SUBMITTED IT TO OUR FEDERAL ADMINISTRATION ON COMMUNITY LIVING, AND WE WILL

BE POSTING THAT ON THE CDA WEBSITE WHERE THE OMBUDSMAN HAS A WEB SITED.

11:02:15 WEBSITE AND THERE ARE REPORTS AND DATA AND THAT WILL BE AVAILABLE AND YOU CAN VIEW THAT, AND THEN YOU, ALSO, ASKED FOR WHAT FACILITIES AS WELL AS THE OUTCOME OF ANY INVESTIGATIONS OR INVESTIGATION WAS NOT CONDUCTED, WOULD THERE BE A WAY TO SEE THAT ONLINE.

11:02:26 SO THE DATA WILL SHOW HOW MANY ARE CLOSED, HOW MANY ARE NOT RESOLVED. SO, THERE IS A LOT MORE DETAIL THAT YES, ABSOLUTELY, YOU CAN LOOK AT.

11:02:50 AND THEN IS THERE A PHONE NUMBER FOR OMBUDSMAN TO BE ABLE TO -- THAT IS OPERATIONAL, AND THERE IS A GENERAL CRISIS LINE BUT YOU CAN, ALSO, CONTACT YOUR LOCAL OMBUDSMAN AND ALL OF THE OMBUDSMAN IN THE 35 ENTITIES HAVE THEIR OWN CONTACT INFORMATION, BUT WE CAN, ALSO, DIRECT YOU TO THE RIGHT COMMUNITY OR COUNTY.

11:03:08 BUT THE OMBUDSMAN NUMBER IS 1-888-452-8609. WE CAN BUT THAT ON THE CHAT. THAT IS 24/7. WE OBTAIN THE INFORMATION AND THEN IT'S, ALSO, ROUTED TO THE RIGHT COUNTY.

11:03:49 AND THEN WE DO HAVE SPECIFIC REQUIREMENTS AS TO WHEN A COMPLAINT IS RECEIVED, WHAT IS THE RESPONSE TIME THAT SHOULD BE HANDLED AND THEN OF COURSE THERE ARE WAYS IF THERE IS A PARTICULAR PHYSICAL ABUSE OR DEPENDING ON THE NATURE OF THE COMPLAINT. WE CERTAINLY WILL DO IMMEDIATE INTERVENTION. MAYBE THERE IS SOMETHING THAT COULD WAIT A LITTLE LONGER, BUT WE TAKE ALL OF THE

COMPLAINTS AND WE DEFINITELY WORK ON EACH ONE OF THEM INDIVIDUALLY.

11:04:02 AND THEN SOME OF THEM, AS I MENTIONED, MAY BE UNRESOLVED, AND THEY MAY NOT BE RESOLVED TO THE SATISFACTION OF THE RESIDENT AND THAT CAN BE A NUMBER OF REASONS.

11:04:25 I THINK THAT WAS IT. HOW DOES SOMEBODY OBTAIN ASSISTANCE FROM THE OMBUDSMAN FOR NEGLECT AND CARE COMPLAINTS? AGAIN, CALL THIS NUMBER, AND THEN WE WILL GET THE RIGHT PERSON TO GO AND CHECK ON THE FACILITY, ON THE RESIDENT AND WORK DIRECTLY WITH THE RESIDENT AND FAMILY.

11:04:55 AND IF THE RESIDENT IS NOT ABLE TO COMMUNICATE, THEN WE WILL WORK WITH THE COUNTY TO TRY AND GET SOMEBODY TO REPRESENT THE RESIDENT AND BE ABLE TO MAKE THOSE DECISIONS BECAUSE WE DO HAVE TO HAVE PERMISSION BY THE RESIDENT. THAT IS ONE OF THE UNIQUE THINGS ABOUT THE OMBUDSMAN PROGRAM THAT IS ALL BASED ON THE WISHES OF THE RESIDENT.