



**Master Plan for Aging May Revise Stakeholder Briefing
May 18, 2022**

09:31:43 >> GOOD MORNING, EVERYONE. THANK YOU FOR JOINING OUR WEBINAR. WE'RE GOING TO GIVE IT A QUICK MINUTE FOR EVERYBODY TO COME INTO THE WEBINAR. ALL RIGHT, GOOD MORNING, EVERYONE.

09:31:56 THANK YOU FOR JOINING OUR WEBINAR TODAY. WE'LL BE GOING OVER THE 2022-23 MAY REVISION BUDGET. WE'RE GOING TO WAIT JUST ANOTHER 30 SECOND FOR FOLKS TO JOIN IN. EVERYONE'S STILL COMING IN.

09:32:17 WHILE WE'RE WAITING I'LL GO OVER SOME HOUSEKEEPING ITEMS OR LOGISTICS. CLOSED-CAPTIONING IS AVAILABLE TODAY, YOU CAN ACCESS BY CLICKING THE ICON AT THE BOTTOM OF YOUR ZOOM SCREEN. YOU CAN JOIN US IN Q&A. YOU CAN SHARE YOUR QUESTIONS AND COMMENTS USING THE Q&A ICON AT THE BOTTOM OF THE SCREEN SO YOU CAN TYPE IN YOUR QUESTION AND WE WILL BE RESPONDING TO THEM.

09:32:38 ALSO ALL PARTICIPANTS WILL BE MUTED DURING THE PRESENTATION. PLEASE USE YOUR RAISE THE HAND ICON DURING THE Q&A PORTION TO REQUEST YOUR LINES TO BE UNMUTED AND WE'LL HAVE A LIVE WAY PORTION AS TIME ALLOWS. THE PRESENTATION WILL BE RECORDED AND ARCHIVES AND YOU CAN VISIT CDA'S YOUTUBE CHANNEL TO ACCESS.

09:32:42 TO GET STARTED I WOULD LIKE TO TURN IT OVER TO OUR DIRECTOR, SUSAN DEMAROIS.

09:32:54 >> THANK YOU, CONNIE. AND GOOD MORNING, EVERYONE. WE REALLY APPRECIATE YOU JOINING US TODAY. WE KNOW IT'S A VERY BUSY DAY FOR ADVOCATES WITH THE BUDGET HEARING THIS AFTERNOON AND LEGISLATIVE COMMITTEE HEARINGS.

09:33:17 THE PURPOSE OF THIS CALL IS TO HIGHLIGHT A SERIES OF NEW INVESTMENTS PROPOSED IN THE MAY REVISE THAT SUPPORT OLDER ADULTS, PEOPLE WITH DISABILITIES, AND FAMILY CAREGIVERS. WE'RE ALSO UPLIFTING ITEMS THAT ARE CLOSELY ALIGNED WITH THE MASTER PLAN FOR AGING, THOUGH WE DON'T SPEAK FOR THE DEPARTMENTS THAT AUTHORED THEM, WE WANT TO MAKE SURE THAT YOU'RE TRACKING WHAT WE'RE TRACKING.

09:33:45 AS AN OVERVIEW, THE BUDGET ITEMS WE'LL TALK ABOUT TODAY MAKE FURTHER PROGRESS ON EQUITY, LOCAL CAPACITY BUILDING, AND STATEWIDE INFRASTRUCTURE DEVELOPMENT. PERSONALLY I'M VERY PROUD OF THE COLLABORATIVE WORK ACROSS DEPARTMENTS TO BREAK DOWN SILOS. WE'VE COME A LONG WAY AND BUDGET SEASON SHOWS US HOW FAR WE STILL HAVE TO GO TO BUILD THE STATEWIDE SYSTEM AND ACHIEVE THE TEN-YEAR VISION WE LAID OUT IN THE MASTER PLAN FOR AGING.

09:34:08 I WANT TO ENCOURAGE ALL OF YOU TO KEEP COMMUNICATING WITH THE ADMINISTRATION AND THE LEGISLATURE ON YOUR BUDGET PRIORITIES AND PROPOSALS OVER THE NEXT SEVERAL WEEKS. WE'RE HEARING FROM MANY OF YOU YOUR EXCITEMENT ABOUT SOME OF THE NEWLY-ADDED ITEMS AS WELL AS YOUR DISAPPOINTMENT THAT THERE'S NOT MORE IN TERMS OF TOTAL DOLLARS OR THAT SPECIFIC ITEMS DID NOT MAKE IT INTO THE MAY REVISE.

09:34:19 WE WANT TO HEAR ALL FEEDBACK, THE GOOD AND THE BAD. SO TODAY WE'LL MOVE QUICKLY THROUGH THE SLIDES THAT WALK US ALL THROUGH THE MAJOR NEW ADDITIONS, AND WE'LL DEVOTE MOST OF THE TIME TO Q&A.

09:34:57 SO WITH THAT, WE'LL OPEN UP THE SLIDE DECK AND SHARE WITH YOU WHAT WE'RE TRACKING AT THE DEPARTMENT OF AGING. SO FIRST AND FOREMOST, THE \$18.1 BILLION INFLATION RELIEF PACKAGE ANNOUNCED BY THE GOVERNOR AND INCLUDED IN THE MAY REVISE INCLUDES A WIDE RANGE OF ONE-TIME INITIATIVES AROUND EMERGENCY RENTAL ASSISTANCE, WAIVING TRANSPORTATION TRANSIT COSTS AND A WIDE RANGE OF OTHER INITIATIVES IN THAT BIG SWEEPING PACKAGE.

09:35:30 GETTING INTO THE DETAIL ON THE ITEMS FOR THE DEPARTMENT OF AGING AND THE MASTER PLAN, THE FIRST IS THE CREATION OF AN AGING AND DISABILITY INSTITUTE OF LEARNING AND INNOVATION. WITH THIS, THE DEPARTMENT OF AGING LOOKS TO HARNESS THE BEST PRACTICES AND INNOVATIONS HAPPENING AROUND THE STATE WITHIN OUR NETWORK AND TO BRING TECHNICAL ASSISTANCE TRAINING AND LEADERSHIP DEVELOPMENT TO OUR HOME AND COMMUNITY-BASED PROVIDERS,.

09:36:00 INCLUDING VOLUNTEER OMBUDSMAN AND HIGH CAP COUNSELORS. THE SECOND IS THE CALIFORNIA FOOD ASSISTANCE PROGRAM EXPANSION. THIS IS EXCITING IN THAT IT ALIGNS WITH THE EXPANSE IN THE MEDI-CAL PROGRAM TO INDIVIDUALS 50 AND OLDER WHO ARE UNDOCUMENTED AND CONTINUES TO BUILD OUT THE CFAP PROGRAM WITH ADDITIONAL RESOURCES. NEXT SLIDE.

09:36:28 WE'RE VERY EXCITED AT THE DEPARTMENT OF AGING TO WELCOME THE 11 CAREGIVER RESOURCE CENTERS. THIS STATEWIDE NETWORK IN OUR STATE THAT'S BEEN -- THAT WAS ESTABLISHED NEARLY FOUR DECADES AGO AND IS A NATIONAL MODEL. WE'RE EXCITED TO BRING THAT UNDER THE UMBRELLA AND TO ELEVATE THE IMPORTANCE AND SIGNIFICANCE OF FAMILY CAREGIVERS AS THE BACKBONE OF OUR STATE'S LONG-TERM CARE SYSTEM.

09:36:50 THE COMMUNITY LIVING PLAN AT THE DEPARTMENT OF REHABILITATION, THIS WAS A RECOMMENDATION IN THE MASTER PLAN FOR AGING, AND IT WILL ASSIST INDIVIDUALS TRANSITIONING FROM NURSING FACILITIES TO THE COMMUNITY OR ENABLING INDIVIDUALS IN THE COMMUNITY TO MAINTAIN THEIR INDEPENDENCE AND AVOID INSTITUTIONALIZATION.

09:37:19 AT THE DEPARTMENT OF DEVELOPMENTAL SERVICES, REALLY EXCITED ABOUT THE INVESTMENTS MADE FOR DIRECT SUPPORT PROFESSIONALS. THIS ALIGNS WITH SOME OF THE INVESTMENTS IN THE CURRENT YEAR AS WELL AS THE MAJOR WORKFORCE PACKAGE THAT WAS PROPOSED IN JANUARY TO MAKE SURE THAT DSPS ARE INCLUDED AND THEY GET THE RETENTION AND THE RECRUITMENT AND RETENTION BENEFITS THAT OTHER JOB TYPES HAVE.

09:37:31 ALSO WHILE I'M ON THIS, THE DEPARTMENT OF DEVELOPMENTAL SERVICES HAS ADDED AN AGING SPECIALIST TO THEIR DEPARTMENT, AND WE'RE VERY EXCITED TO WORK WITH THAT INDIVIDUAL ONCE HIRED.

09:37:56 THE NEXT ONE FOR THE DEPARTMENT OF AGING WE KNOW THAT OLDER ADULTS AND PEOPLE WITH DISABILITIES ARE DISPROPORTIONATELY IMPACTED BY DISASTERS, WILDFIRES, EXTREME HEAT EVENTS, AND WE'RE EXCITED FOR THE FIRST TIME TO HAVE RESOURCES IN OUR DEPARTMENT TO COORDINATE WITH OUR LOCAL NETWORK OF TRIPLE AS AND AGING AND DISABILITY RESOURCE CONNECTIONS.

09:38:22 NEXT. I'M ESPECIALLY EXCITED ABOUT THE HOME AND COMMUNITY-BASED SERVICES INFRASTRUCTURE AND PLANNING FUNDING. THIS ALSO WAS A RECOMMENDATION IN THE MASTER PLAN FOR AGING, AND IT ALIGNS WITH THE WORK ALREADY UNDERWAY AT THE DEPARTMENT OF HEALTH CARE SERVICES TO DO A ROADMAP OF THE MEDI-CAL PROGRAMS AND SERVICES, LTS SERVICES IN OUR STATE.

09:38:37 AND WE WILL BE WORKING IN TANDEM ALONGSIDE THE DEPARTMENT OF HEALTH CARE SERVICES TO MAKE SURE THAT ALL OF THE HOME AND COMMUNITY-BASED SUPPORTS THAT ARE NOT FUNDED BY MEDI-CAL ARE INCLUDED IN THE STATE'S COMPREHENSIVE ROADMAP.

09:39:09 WE'RE THRILLED THAT THE IHSS PROGRAM SECURED PERMANENT BACKUP PROVIDER FUNDING TO AVOID DISRUPTIONS IN TIMES OF EMERGENCY AND WE'VE GOT OUR STATE LONG-TERM CARE OMBUDSMAN ON HER, BLANCA CASTRO, VERY EXCITED COMING OUT OF THE PANDEMIC THAT WE WILL HAVE NEW RESOURCES TO REACH RESIDENTS, FAMILIES AND COMMUNITY MEMBERS SO THEY LEARN EARLY ABOUT THE ROLE AND IMPORTANCE OF THE LONG-TERM CARE OMBUDSMAN.

09:39:41 SO THEY CAN ACCESS THAT RESOURCE AS NEEDED WHEN NEEDED. AND THEN IN THE MEDI-CAL PROGRAM, SIGNIFICANT INVESTMENT IN ENROLLMENT NAVIGATORS TO MAKE SURE THAT EVERYONE WHO IS CURRENTLY ON MEDI-CAL RETAINS THEIR BENEFITS IF ELIGIBLE AND TO DO CONTINUED OUTREACH FOR NEW -- INDIVIDUALS WHO MAY BE NEWLY ELIGIBLE FOR MEDI-CAL, INCLUDING THOSE WHO ARE 50 AND ABOVE WHO NOW HAVE ACCESS TO FULL-SCOPE MEDI-CAL.

09:40:12 WE'RE THRILLED ALSO IN THE DEPARTMENT OF HEALTH CARE SERVICES TO HAVE PRESUMPTIVE ELIGIBILITY CONTINUED WITH FUNDING HERE, AND THEN THE LAST TWO ITEMS, AS WE HEARD IN JANUARY FROM THE GOVERNOR, AND REFLECTED IN THE MAY REVISE, THAT THIS IS ONE OF THE YEARS WHERE CALIFORNIA IS INVESTING SIGNIFICANTLY IN NURSING HOME RATES AND NURSING HOMEWORKERS AND TO IMPROVE QUALITY IN SKILLS NURSING FACILITIES.

09:40:32 AND THAT CONCLUDES OUR SLIDES, I BELIEVE. THOSE ARE THE ITEMS THAT WE FLAGGED. THERE OF COURSE COULD BE OTHERS. WE'RE STILL LOOKING AT DETAIL IN OTHER DEPARTMENTS, SO THIS MAY NOT BE AN EXHAUSTIVE LIST, BUT IT'S DEFINITELY WHAT CAPTURED OUR ATTENTION RIGHT OUT OF THE GATE ON FRIDAY WHEN THE MAY REVISE WAS ISSUED.

09:40:53 SO AT THIS POINT WE'VE GOT SOME RESOURCES UP HERE ON THE SLIDE. WE ENCOURAGE EVERYBODY PLEASE MAKE USE OF THESE RESOURCES AND LEARN WHAT YOU CAN ABOUT TOPICS THAT YOU'RE MOST INTERESTED IN. AND THEN WE NOW WILL OPEN IT UP TO QUESTIONS FROM THE AUDIENCE.

09:41:07 >> THANK YOU, SUSAN, FOR THAT PRESENTATION. SO NOW WE'LL MOVE OVER TO THE QUESTION AND ANSWER PORTION OF TODAY'S WEBINAR. SO TO ASK A QUESTION, YOU CAN CLICK RAISE HAND, THE RAISE HAND ICON, TO REQUEST YOUR LINE TO BE UNMUTED.

09:41:32 IF YOU ARE DIALING IN, YOU CAN PRESS STAR 9 TO RAISE YOUR HAND, AND WE'LL UNMUTE YOUR LINE SO THAT YOU CAN ASK YOUR QUESTION LIVE. YOU CAN ALSO USE THE Q&A ICON AT THE BOTTOM OF YOUR SCREEN TO SUBMIT A QUESTION OR COMMENT. YOU CAN ALSO E-MAIL TO COMMUNICATIONS@AGING.CA.GOV.

09:41:48 SO GOING TO THE ATTENDEES, IT LOOKS LIKE WE'VE GOT SOME HANDS RAISED. LET'S GO UP TO JOSEPH, WE'RE GOING TO UNMUTE YOUR LINE, AND YOU CAN ASK YOUR QUESTION LIVE.

09:42:04 >> HI. THANK YOU. APPRECIATE THE OPPORTUNITY TO HEAR ABOUT YOUR OVERVIEW. WITH THE MOVEMENT OF THE CALIFORNIA CAREGIVER RESOURCE CENTERS TO THE CALIFORNIA DEPARTMENT OF AGING, I HAD AN OPPORTUNITY TO MEET WITH MY COLLEAGUES ON THAT SIDE.

09:42:24 I JUST WANTED TO INDICATE THAT THERE'S VERY MUCH A WILLINGNESS AND LOOKING FORWARD TO PARTICIPATING IN THE TRANSITION TO TRANSITION THAT CRITICAL PROGRAM INTO CALIFORNIA DEPARTMENT OF AGING AND WORK WITH WHATEVER ALIGNMENT WE'LL HAVE IN THE FUTURE. SO I JUST WANTED TO EXPRESS THAT AND PASS THAT ONTO CDA STAFF.

09:42:38 >> THANK YOU FOR THAT COMMENT. WE FEEL THE SAME AND WE'RE REALLY EAGER TO WORK OUT THE DETAILS WITH YOU IN THE DEPARTMENT OF HEALTH CARE SERVICES TO MAKE SURE THAT'S AS SMOOTH A TRANSITION AS POSSIBLE. THANK YOU FOR THAT SUPPORT, JOSEPH.

09:42:57 >> THANK YOU FOR THAT QUESTION. WE'LL MOVE TO THE NEXT QUESTION, KAREN, WE'LL UNMUTE YOUR LINE. KAREN, IS YOUR LINE UNMUTED? CAN YOU HEAR US?

09:42:59 >> THERE WE GO. CAN YOU HEAR ME NOW?

09:43:01 >> YEP, WE CAN HEAR YOU.

09:43:10 >> THANK YOU VERY MUCH. AND THANK YOU FOR THIS OPPORTUNITY AND YOUR TIME THIS MORNING. AND COULD YOU PLEASE SPEAK MORE ABOUT THE AGING AND DISABILITY LEARNING AND RESOURCE CENTERS >>

09:43:37 I'M REMEMBERING BACK SEVERAL MONTHS AGO TO AN LTSS COMMITTEE MEETING THAT TALKED ABOUT THIS QUITE A BIT, AND I THINK WAS ANTICIPATING QUITE A BIT MORE DOLLARS TO GO TOWARD THIS. AND I'M REMEMBERING THAT IT TALKED ABOUT USING A SERIES OF EDUCATIONAL RESOURCE CENTERS THROUGHOUT THE STATE, PRIMARILY TO TRAIN DIRECT CARE WORKERS.

09:43:54 AND THAT IT WOULD RECRUIT MARGINALIZED POPULATIONS AND INSTRUCTION WOULD BE IN MULTIPLE LANGUAGES AND SO ON AND SO FORTH AND WHAT I'M HEARING TODAY IS DIFFERENT, I WAS WONDERING IF YOU COULD ADDRESS THAT, PLEASE. THANK YOU.

09:44:28 >> DEFINITELY. KAREN, YOU ARE SHARP. THERE ARE TWO EDUCATIONAL INITIATIVES IN PROGRESS RIGHT NOW. SO WHAT I HEARD YOU DESCRIBING RELATES TO THE NEARLY \$1 BILLION IN INVESTMENTS MADE LAST YEAR BY THE GOVERNOR AND LEGISLATURE TO INVEST IN OUR DIRECT CARE WORKFORCE. AND PART OF THAT I CAN SPEAK TO THE DEPARTMENT OF AGING, INCLUDES \$150 MILLION TARGETED FOR COMMUNITY-BASED ADULT SERVICES,

09:44:39 MULTIPURPOSE SENIOR SERVICES PROGRAM, PROGRAM FOR ALL INCLUSIVE CARE FOR THE ELDERLY, HOME CARE AND SOME OF THE MEDICAID WAIVER PROGRAMS.

09:44:56 SO WE ARE ACTIVELY WORKING ON THAT NOW. WE HAVE THE FUNDING, AND WE'RE GETTING READY TO MOVE FORWARD ON THAT LATER THIS SUMMER. SO THAT'S THE DIRECT CARE WORKFORCE INITIATIVE. AND IT'S HAPPENING IN OTHER AREAS TOO, LIKE IN-HOME SUPPORTIVE SERVICES.

09:45:19 WHAT WAS INCLUDED IN THE MAY REVISE IS INTENDED FOR OUR NETWORK LEADERS, AREA AGENCY ON AGING DIRECTORS, AGING AND DISABILITY RESOURCE CONNECTION LEADERS, OUR OMBUDSMAN PROGRAM, OUR HEALTH INSURANCE COUNSELING PROGRAM.

09:45:42 THEY WERE NOT INCLUDED IN THOSE PRIOR INVESTMENTS AND SO WE'RE LOOKING TO BUILD AN ACADEMY AT THE DEPARTMENT OF AGING TO SUPPORT THEM ONGOING. SO TWO THINGS HAPPENING THERE. AND I CAN SEE HOW WE USED SOME OF THE SAME TERMINOLOGY THAT MAKES THEM SOUND LIKE THEY'RE THE SAME.

09:45:45 >> THANK YOU.

09:45:59 >> THANK YOU FOR THAT QUESTION. LET'S GO NEXT TO LYDIA. WE'LL UNMUTE YOUR LINE. LYDIA, IS YOUR LINE UNMUTED?

09:46:07 >> I REALIZED I NEEDED TO DO THAT. GOOD MORNING, EVERYONE. HI, SUSAN, HI, EVERYONE, CDA TEAM, THANK YOU FOR PUTTING THIS TOGETHER. SO HELPFUL.

09:46:30 A COUPLE THINGS. ACTUALLY I HAD THE QUESTION ABOUT WORKFORCE AS WELL AND WHEN WE MIGHT SEE SOMETHING PERHAPS IN DRAFT FORM ABOUT WHAT IS BEING PLANNED FOR THE SUMMER RELATIVE TO THE CBAS PROGRAMS AND SO ON, BECAUSE IT HAS BEEN -- THERE'S BEEN MORE INFORMATION SHARED ON THE IHSS SIDE BUT NOT AS MUCH FROM YOU ALL.

09:46:46 SO IT WOULD BE VERY HELPFUL FOR OUR PROGRAMS TO KNOW WHAT MIGHT BE COMING DOWN THE ROAD TO HELP THEIR STAFF, BECAUSE AS I KNOW WE'VE DISCUSSED WITH YOU, SUSAN, THERE'S A GREAT DEAL OF STRESS RIGHT NOW IN THE SYSTEM AROUND WORKFORCE SHORTAGES. SO THAT WOULD BE HELPFUL.

09:47:18 THE SECOND THING THAT WAS -- IT WAS EXCITING TO SEE SOME OF THE MASTER PLAN FOR AGING INVESTMENTS. OBVIOUSLY WE'RE ALL THRILLED ABOUT THAT. BUT I WAS ALSO EXTREMELY DISAPPOINTED THAT AGAIN UNLESS I'VE REALLY MISSED A BIG INVESTMENT THAT I'M NOT SEEING INVESTMENTS IN SUPPORTING PEOPLE IN THE COMMUNITY WHO ARE STILL EXPERIENCING THE IMPACT OF THE PANDEMIC ON THEIR LIVES.

09:47:51 AND I JUST DON'T SEE A LOT OF COVID-RELATED INVESTMENTS IN THE BUDGET. AND I DIDN'T SEE ANYTHING IN THE HEALTH AND HUMAN SERVICES. SO THAT SEEMS TO BE AN AREA THAT IS REALLY SORELY LACKING, ESPECIALLY NOW AS WE'RE BEGINNING TO SEE THAT WE'RE HAVING A SURGE WITH THIS LATEST VARIANT. SO I'M WONDERING IF I MISSED SOMETHING OR YOU CAN SPEAK MORE TO HOW THE STATE IS PLANNING TO CONTINUE TO SUPPORT THE MOST VULNERABLE FOLKS AMONG US THROUGH THIS NEXT PHASE OF THE PANDEMIC.

09:47:53 I WOULD APPRECIATE THAT.

09:48:23 >> THANK YOU, LYDIA, FOR THAT TWO-PART. I'LL START WITH THE FIRST IN TERMS OF THE DIRECT CARE WORKFORCE, SARAH STEENHAUSEN IS ON THE CALL, AND I DON'T KNOW IF SARAH WOULD LIKE TO OFFER SOMETHING. BUT ANOTHER SUGGESTION BECAUSE IT'S SPECIFIC TO THE CADS MEMBERSHIP, WE WOULD BE HAPPY TO DO A BRIEFING WITH YOUR GROUP ON WHERE THINGS ARE WITH THE DIRECT CARE WORKFORCE WHEN WE HAVE A LITTLE BIT MORE TIME TO BRING YOU UP TO SPEED ON WHAT TO EXPECT LATER THIS SUMMER.

09:48:27 SARAH, IS THERE ANYTHING YOU'D LIKE TO OFFER TO LYDIA?

09:48:54 >> THANKS. ACTUALLY, LYDIA, I JUST SENT YOU OUR FRAMEWORK FOR IT. AND ALSO I THINK IT RAISES A GREAT POINT THAT IT'S TIME FOR US TO HAVE A PUBLIC WEBINAR THAT EXPLAINS WHAT OUR WORKFORCE INITIATIVE IS AND HOW IT RELATES TO THE BROADER INITIATIVES THAT ARE BEING ROLLED OUT AT THE STATE LEVEL, BECAUSE WE'RE WORKING VERY CLOSELY WITH OUR STATE PARTNERS IN LEVERAGING THE WORK THEY'RE DOING AND IN RAMPING IT UP SO THAT WE CAN GET IT LAUNCHED EARLY FALL.

09:49:15 >> THANK YOU. AND AS YOU KNOW, I APPRECIATE THAT OFFER. I WILL PASS IT ONTO CADS. AND AS YOU KNOW, AS THE STATE MOVES TOWARD MANDATING PEOPLE GETTING BACK INTO CENTER SERVICES 100 PERCENT, A LOT OF HELP IS NEEDED, BOTH ON THE STAFFING SIDE AND ON THE COVID MITIGATION SIDE OF MEASURES.

09:49:30 SO WE WERE DISAPPOINTED THAT THERE WASN'T ANY REFLECTION OF THAT IN THE BUDGET THAT I COULD SEE. SO AGAIN, UNLESS I'VE MISSED SOMETHING AND YOU COULD POINT ME TO AN AREA WHERE THAT MIGHT BE NOT AS APPARENT, WE'D GREATLY APPRECIATE THAT. THANK YOU.

09:49:55 >> THANK YOU FOR THAT COMMENT. AND THIS DOES REFLECT THE MAJOR INVESTMENTS THAT WE'RE AWARE OF, LYDIA, AND I THINK THERE IS A REAL CONCERTED EFFORT TO MAKE SURE THAT EVERYONE WHO IS ELIGIBLE FOR MEDI-CAL RETAINS THEIR ELIGIBILITY WITH THE NAVIGATORS AND TO MAKE SURE THAT WE REASSESS INDIVIDUALS SO THAT THEY CONTINUE TO BE ELIGIBLE FOR CBAS AND OTHER PROGRAMS.

09:50:02 BUT I HEARD YOU, AND THANK YOU FOR THAT COMMENT.

09:50:14 >> ALL RIGHT. LET'S MOVE OVER TO THE Q&A CHATBOX REALLY QUICKLY. I SEE THERE'S A COUPLE QUESTIONS REGARDING LONG-TERM CARE OMBUDSMAN OFFICE IN TERMS OF THE OUTREACH.

09:50:33 SO THE FIRST COMMENT IS THE ADDITIONAL RESOURCES FOR THE LONG-TERM CARE OMBUDSMAN OFFICE IS GREAT BUT I WOULD OFFER THIS NEEDS TO BE COUPLED WITH SOME CHANGES TO THEIR AUTHORITY TO MAKE IT MORE ROBUST. CURRENTLY THEY HAVE NO AUTHORITY TO INVESTIGATE WITHOUT THE CONSENT OF A LEGAL REPRESENTATIVE OF THE INDIVIDUAL AND THEY CAN'T ACCESS FACILITY RECORDS WITHOUT THAT CONSENT.

09:50:54 SO THANK YOU VERY MUCH FOR THAT COMMENT. WE REALLY APPRECIATE IT. THE NEXT ONE IS REFERRING TO THE OUTREACH AGAIN WITH THE OUTREACH INFORMING THE PUBLIC ABOUT THE OMBUDSMAN PROGRAM. DOES THE DEPARTMENT EXPECT AN UPTICK IN USAGE AND HOW WILL THAT IMPACT OMBUDSMAN STAFFING?

09:50:56 SO I GUESS --

09:50:59 >> I'M ON THE PHONE IF YOU WANT ME TO --

09:51:03 >> YEAH.

09:51:35 >> THANK YOU, CONNIE. BOTH REALLY GOOD QUESTIONS. AND FIRST OF ALL, WE ARE VERY WELL AWARE AND APPRECIATE THE LONG-TERM CARE OMBUDSMAN COORDINATORS ASKED THE SAME QUESTION, MAKING SURE THAT THERE'S ENOUGH CAPACITY AT THE LOCAL LEVEL TO BE ABLE TO MEET THE INCREASING NEED AND WITH OUTREACH AND EDUCATION, WE HOPE TO BE REACHING PEOPLE WHO MAY NOT EVEN REALIZE THAT THE OMBUDSMAN IS AVAILABLE TO ASSIST RESIDENTS.

09:51:51 SO OUR GOAL REALLY AT THIS POINT IS IT'S GOING TO TAKE SOME TIME TO DO A VERY EFFECTIVE CAMPAIGN TO DO OUTREACH AND EDUCATION. WE'RE GOING TO BE WORKING CLOSELY WITH OUR PARTNERS AT CDA.

09:52:07 BUT IT WILL BE A COMPETITIVE BID PROCESS. AND WE REALLY NEED TO FIRST UNDERSTAND HOW WE EVEN TALK ABOUT THE OMBUDSMAN. THE TERM OMBUDSMAN CAN BE VERY CONFUSING TO MANY PEOPLE, DIFFERENT LANGUAGES, IT DOESN'T EVEN REALLY EXIST.

09:52:24 AND SO RIGHT NOW WE'RE REALLY JUST GRATEFUL THAT THE ADMINISTRATION HAS GIVEN THIS AMOUNT OF MONEY SO THAT WE CAN ALSO IMPROVE OUR WEBSITE AND OUR PUBLIC-FACING MATERIALS.

09:52:48 AND IN TERMS OF HOW IS THIS GOING TO -- HOW ARE WE GOING TO SUPPORT THE LOCAL OMBUDSMAN TO ENSURE THAT THEY CAN MEET THE INCREASED DEMAND? THAT IS ABSOLUTELY WORK THAT IS CURRENTLY UNDER DEVELOPMENT ON A INCREASING ANY KIND OF FUNDING, AND THEN ALSO LOOKING AT WHAT WE CAN DO WITH THE CURRENT MODEL THAT WE HAVE AT THE LOCAL LEVEL.

09:53:01 IS IT THE RIGHT MODEL AND SO WE'RE RIGHT NOW ACTUALLY AT A CONFERENCE IN TRAINING, DISCUSSING ALL OF THIS MOVING FORWARD. SO THANK YOU FOR BOTH OF THOSE QUESTIONS.

09:53:27 >> THANK YOU, BLANCA. ALL RIGHT. SO JUST AS A REMINDER, IF YOU HAVE A QUESTION, YOU CAN FEEL FREE TO TYPE IT INTO THE Q&A CHATBOX. THERE'S A Q&A ICON AT THE BOTTOM OF YOUR SCREEN. OR YOU CAN CLICK THE RAISE YOUR HAND ICON. WE'LL UNMUTE YOUR LINE SO YOU CAN ASK YOUR QUESTION LIVE. SO I'LL MOVE BACK OVER TO THE LIVE LINES. I SEE MAGGIE KRAFT, YOUR HAND IS UP. WE'LL UNMUTE YOUR MICROPHONE.

09:53:47 >> HI, THERE. THANK YOU. I APPRECIATE THE OPPORTUNITY TO GET THE QUICK BRIEFING. AND I ECHO JOE'S COMMENTS ABOUT THE CAREGIVER RESOURCE CENTERS. IT WILL BE INTERESTING TO SEE HOW TO INTEGRATE THOSE INTO THE STATE AND HOW THAT IMPACTS OR HOW IT WORKS WITH WHAT OUR ROLE IS.

09:54:15 BUT I ALSO KNOW WE HAVE OUR CRC CONTRACTS WITH FOUR DIFFERENT AAAS. AND SO IF THIS ENABLES THEM TO RECEIVE ANY KIND OF RELIEF FROM THAT PROCESS AND IT'S SOMETHING TO BE THINKING ABOUT, MAYBE THERE'S OPPORTUNITIES TO TAKE SOME OF THE BURDEN OFF OF THEM BY HAVING IT MORE INTEGRATED WITH OUR WORK WITH CDA.

09:54:34 THE OTHER COMMENT IS ABOUT THE INNOVATION, THE AGING AND DISABILITY INSTITUTE OF LEARNING AND INNOVATION. I CAN'T READ MY WRITING. IS THAT I KNOW US AGING HAS A TERRIFIC TRAINING RESOURCES FOR AREA AGENCIES.

09:54:56 AND I THOUGHT I HEARD MICHAEL COSTA MENTION AT THE CONFERENCE LAST WEEK THAT CAAA WAS LOOKING AT CREATING SOMETHING SIMILAR. SO FOR ME SOMETIMES IT'S NOT ABOUT THE LACK OF TRAINING RESOURCES, IT'S ABOUT THE LACK OF TIME TO DIG INTO THOSE.

09:55:25 OR THE LACK OF STAFF TO TRAIN. SO I'M HOPING IN THIS PROCESS YOU AND ALSO C4A ARE VERY AWARE OF WHAT ALREADY EXISTS, THAT YOU'RE NOT DUPLICATING EFFORT IN THIS PROCESS, BECAUSE I DON'T FEEL LIKE WE HAVE A LACK OF INFORMATION TO HELP US DO A BETTER JOB, I SOMETIMES FEEL LIKE WE HAVE A LACK OF ABILITY TO CLONE OURSELVES SO THAT WE HAVE TIME TO TAKE IN EVERYTHING.

09:55:40 BUT I DO BELIEVE THAT IT'S REALLY IMPORTANT TO MAKE SURE WE'RE TRAINING NEW LEADERS IN THE AGING FIELD AND BECAUSE SOME OF US WOULD LIKE TO RETIRE SOME DAY. SO I DO SEE THIS AS CRITICAL TRAINING FOR LEADERSHIP.

09:56:02 AND ESPECIALLY ALSO BRINGING IN THOSE OTHER ORGANIZATIONS BESIDE THE AREA AGENCIES, BUT LIKE YOU TALKED ABOUT, THE ADCRS AND EVERYBODY CONNECTED WITH THOSE AND THE INDEPENDENT LIVING CENTERS SO THAT WE'RE GETTING SIMILAR TRAINING FOR SOME THINGS THAT WE NEED TO HAVE SIMILAR TRAINING FOR. SO I DO APPRECIATE THAT. AND GOOD LUCK WITH THIS. THANK YOU.

09:56:20 >> THANK YOU, MAGGIE. AND JUST FOR BOTH COMMENTS, AND JUST TO CLARIFY, THE CAREGIVER RESOURCE CENTERS WILL REMAIN -- THEY ARE FLAGSHIP IN OUR STATE AND A REAL POINT OF PRIDE FOR CALIFORNIA AND A NATIONAL MODEL.

09:56:37 SO THE TRANSITION IS LARGELY ADMINISTRATIVE, AND WE DO ENCOURAGE LOCAL COORDINATION BETWEEN THE OLDER AMERICANS ACT DOLLARS THAT SUPPORT CAREGIVERS AS WELL AS THIS STATE-FUNDED PROGRAM.

09:56:45 AND WE KNOW THAT THERE'S A LOT OF COOPERATION AND COLLABORATION THAT'S ALREADY HAPPENING ACROSS THE STATE.

09:57:17 >> GREAT. THANK YOU FOR THAT. SO WE'RE ALMOST ON TIME. I'LL GO BACK TO THE QUESTION AND ANSWER BOX. I THINK WE'LL GO THROUGH ONE MORE COMMENT IN THERE, AND THEN WE'LL TAKE ONE MORE LIVE QUESTION. SO JUST A COMMENT HERE IN THE Q&A BOX. EXCITED TO SEE THE FUNDING FOR EMERGENCY PREP AND RESPONSE. IT WOULD BE WONDERFUL TO SEE EVERY EMERGENCY OPERATION CENTER IN THE STATE STAFF AN AGING SPECIALIST DURING AN ACTIVATION TO SUPPORT THE SHELTERING AND EVALUATION OF OLDER ADULTS AND INDIVIDUAL

09:57:27 INDIVIDUALS WITH ACCESS AND FUNCTIONAL NEEDS. THANK YOU VERY MUCH FOR THAT COMMENT. OUR LAST QUESTION, MARY SHERIDAN, WE'LL UNMUTE YOUR LINE IF YOU'D LIKE TO ASK YOUR QUESTION LIVE.

09:57:54 >> YES. THANK YOU. THANK YOU VERY MUCH FOR THIS OPPORTUNITY. THIS IS MARY SHERIDAN. I'M THE DIRECTOR OF THE ASSOCIATION OF CALIFORNIA CAREGIVER RESOURCE CENTERS. AND I JUST WANT TO PIGGYBACK ON JOE'S COMMENT THAT THE CRCS WELCOME THE OPPORTUNITY

TO WORK HAND IN HAND WITH CDA AND DIRECTOR SUSAN DEMAROIS ON THE TRANSITION OF THE CAREGIVER CENTERS

09:58:11 IN A WAY THAT MAINTAINS THE EFFECTIVENESS AND THE INTEGRITY OF THE PROGRAM THAT SERVED TENS OF THOUSANDS OF FAMILY CAREGIVERS OVER THE LAST FOUR DECADES. AND I'M LOOKING FORWARD TO OUR CONVERSATIONS THAT ARE GOING TO ALLOW THAT TO HAPPEN. THANK YOU VERY MUCH.

09:58:14 >> THANK YOU, MARY, FOR THAT.

09:58:33 >> THANK YOU, MARY. OKAY. SO WE'RE ALMOST UP ON TIME. SO WE THANK YOU VERY MUCH FOR ATTENDING OUR WEBINAR THIS MORNING. AGAIN, THIS PRESENTATION WILL BE RECORDED. THE POWERPOINT WILL ALSO BE AVAILABLE. AND IT WILL ALL BE AVAILABLE ON OUR WEBSITE.