



# Hubs & Spokes Network for Aging & Disability

*Strengthening and modernizing California's statewide foundation  
and framework for aging and adult services*

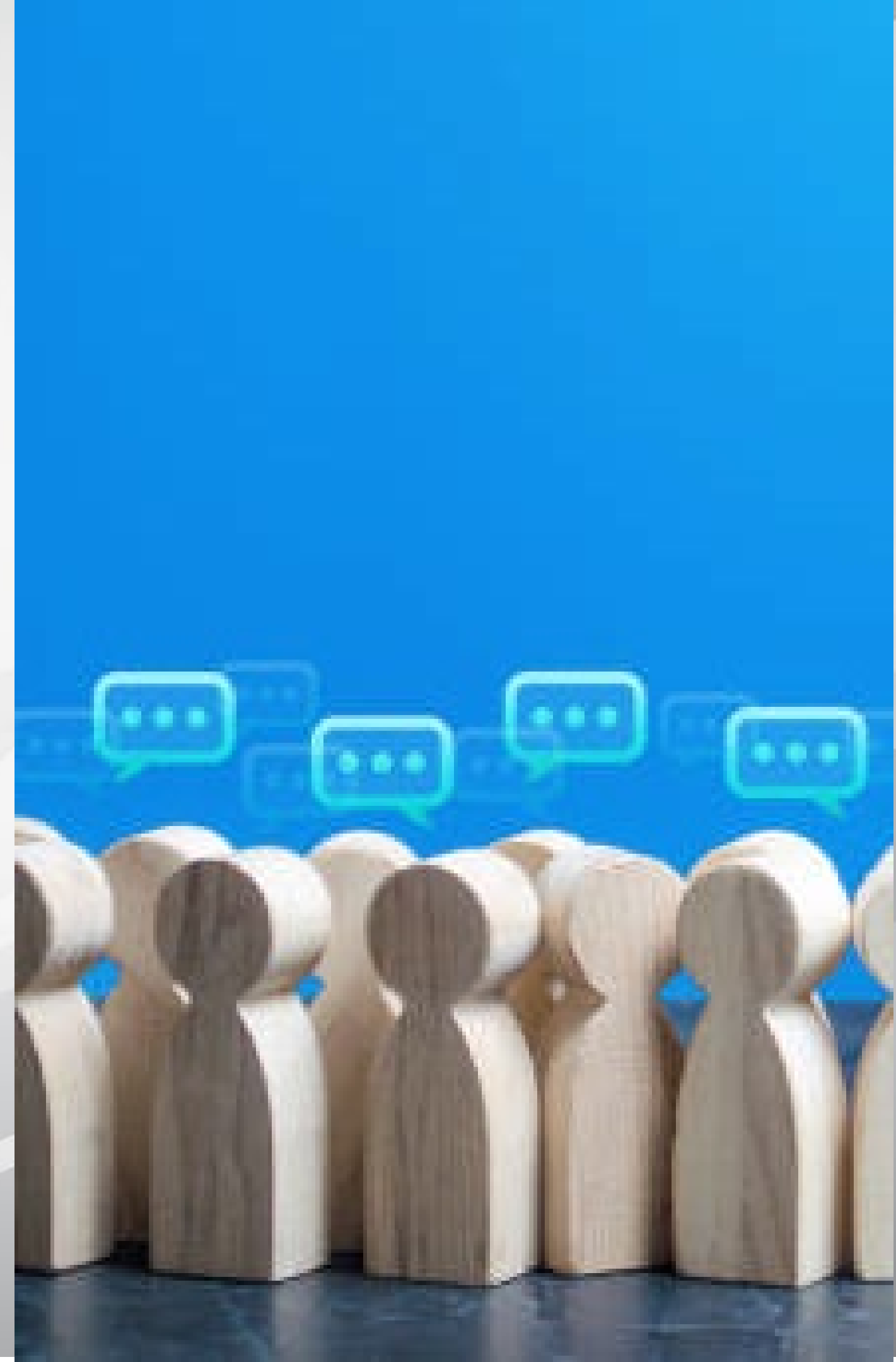


# Logistics

- **Participants Muted During Presentations**
  - Use 'Raise Hand' icon during Q&A portion to request your line be unmuted
- **Closed Captioning is Available**
  - Access by clicking the icon at bottom of your Zoom screen
- **Join Us in the Q&A**
  - Share your questions and comments using the Q&A icon at the bottom of your Zoom screen
- **Presentation & Recording Will be Archived**
  - Visit CDA's YouTube channel or [Hubs & Spokes Network Webpage](#) to access

# Stakeholder Engagement Opportunities (July-Dec)

- ✓ **Initial Kick-Off Meeting (7/8)**
  - ✓ **Four Regional Townhalls**
    - ✓ 8/31 Sacramento & Central Valley
    - ✓ 9/14 Bay Area & Central Coast
    - ☐ 9/28 Rural & Remote CA
    - ☐ 10/12 LA & Southern California
  - ☐ **Feedback Survey (8/31 – 10/15)**
  - ☐ **Webinars (9/15, 9/22, & TBD)**
  - ☐ **Written Recommendation by Email (by Oct 15)**
  - ☐ **Results Briefing (Dec)**
- 
- **Submit all Feedback by October 15**



The screenshot displays the California Aging & Adult Info Line website. At the top, there are four banners: 'COVID-19 INFORMATION & RESOURCES', 'CALIFORNIA FOR ALL AGES RESOURCES', 'CALIFORNIA CHRONICLES', and 'CALIFORNIA AGING & ADULT INFO LINE'. Below these is a navigation bar for 'Individuals and Families' with eight menu items: Programs & Services, Find Services in My County, Helpful Tools & Tips, Information & Resources, Find Licensed Services, Do I Qualify?, Care Options, and Data & Reports. The 'Highlights' section on the left lists several items, with 'CDA Aging Hubs Initiative' highlighted by an orange box and an orange arrow pointing to it. The 'Do I?' section in the middle lists questions like 'Get home delivered meals' and 'Apply for Medi-Cal'. The 'Upcoming Events' section on the right features an event titled 'Introduction to Aging & Disability Resource Connection (ADRC)/No Wrong Door (NWD)' on August 25.

**COVID-19 INFORMATION & RESOURCES**  
Click here for information and resources on the coronavirus disease (COVID-19)

**CALIFORNIA FOR ALL AGES RESOURCES**  
Click here for resources on combatting ageism and promoting equity

**CALIFORNIA CHRONICLES**

**CALIFORNIA AGING & ADULT INFO LINE**  
Call 1 (800) 510-2020 or click here for local info and assistance for aging and disability services

**Individuals and Families**

- Programs & Services
- Find Services in My County
- Helpful Tools & Tips
- Information & Resources
- Find Licensed Services
- Do I Qualify?
- Care Options
- Data & Reports

**Highlights**

- 2021-22 Budget Investments Summary plus HCBS
- COVID-19 Vaccine Outreach Campaign
- CDA Aging Hubs Initiative**
- 2021-22 Budget Investments Summary + HCBS
- California Joins AARP Network of Age-Friendly

**Do I?**

- Get home delivered meals
- Apply for Medi-Cal
- Get help with Medicare
- Determine the best housing option for me
- Get help with my landlord

**Upcoming Events**

**Introduction to Aging & Disability Resource Connection (ADRC)/No Wrong Door (NWD)**  
Aug 25 @ 11:00am

- For more information and to keep updated about **Aging Hubs Initiative**, go to [CDA Webpage](#) Highlights Section.
- Direct link:
- [Aging Hubs Initiative Webpage](#)





# Next Steps?

- Engagement opportunities to submit feedback open through October 15, 2021.
- CDA and CCoA will host a Results and Recommendation Briefing in December in partnership with CSUS.
- 2022 TBD: Could include state bills, budget, CDA, and/or local actions to develop and advance recommendations

# TODAY'S AGENDA

- I. The Opportunity for CA to Build Back Better**
  - Vision: Hubs and Spokes for Aging and Disability in Every Community
- II. Local Perspective**
  - Opportunities
  - Challenges
  - Recommendations
- III. Public Discussion**

# Building Back Better

- Marcy Adelman

- California Commission on Aging

- Anni Chung

- California Commission on  
Aging

# Aging is Changing

- More and more diverse Californians are living longer.
- 25% population will be 60+
- 60+ population will surpass 18 and younger by 2030.
- 88% of Americans prefer to receive assistance living at home or with loved one.
- Older adults contributing even more work, income, family caregiving, volunteering to communities





# Historic Opportunity to Recover & Build Back Better with and for **Older and Disabled Adults and Families of all Ages**

## **COVID-19 Accelerator**

- Exposed the strengths and weaknesses in our statewide network of aging, disability, and caregiving services and in the options for older and disabled adults to live at home and communities.

## **Master Plan for Aging Bold Goals**

- Set bold goals and ambitious initiatives in January 2021 to create a California for all Ages by 2030.

## **Historic Investments**

- Includes unprecedented federal and state investment in Older American & Home and Community Living services, navigation, transitions, workforce, and infrastructure.

# Hubs & Spokes

Kim McCoy Wade

Director, California Department of Aging

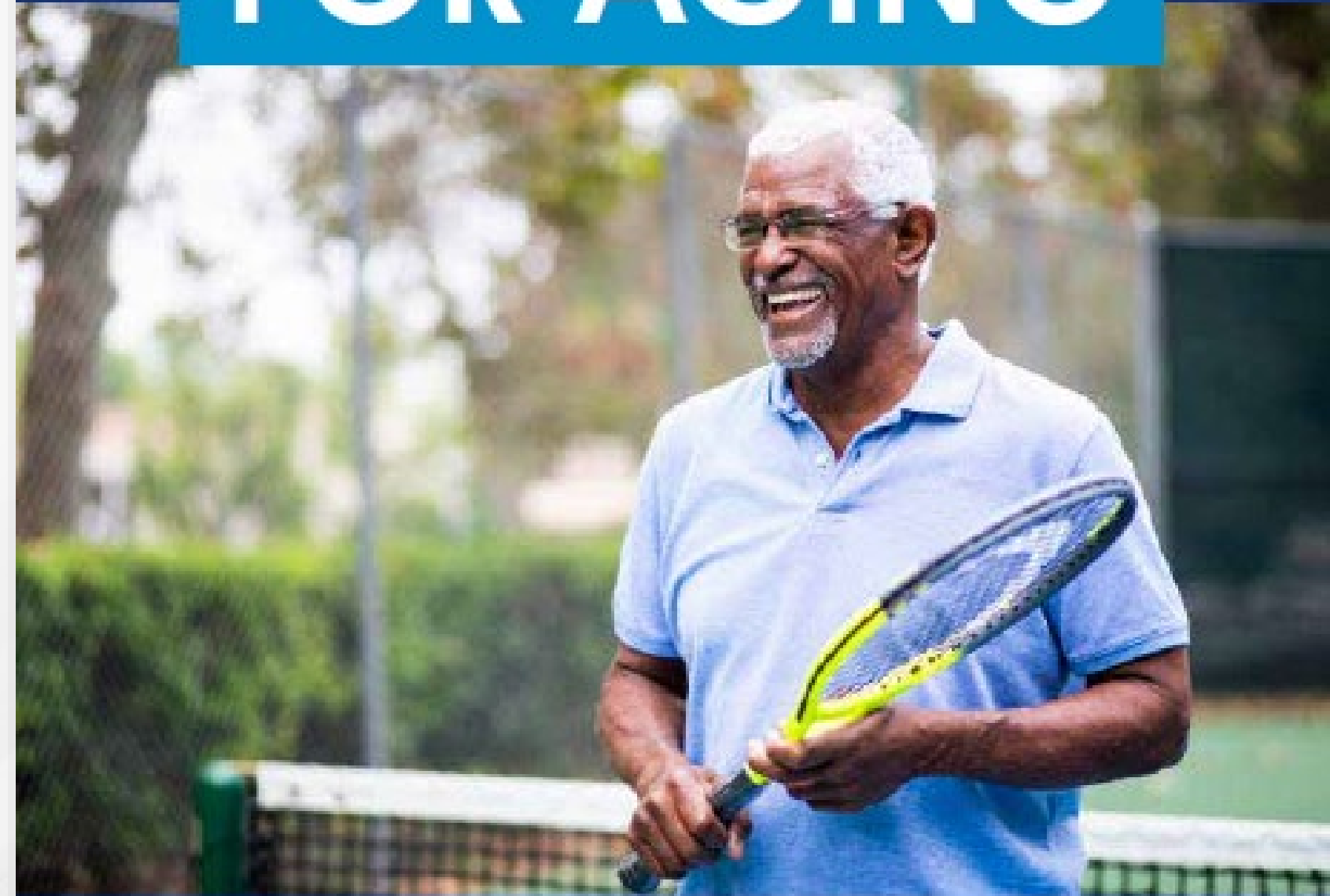


# Master Plan for Aging (MPA) and Leadership (Goal 3, Strategy F)

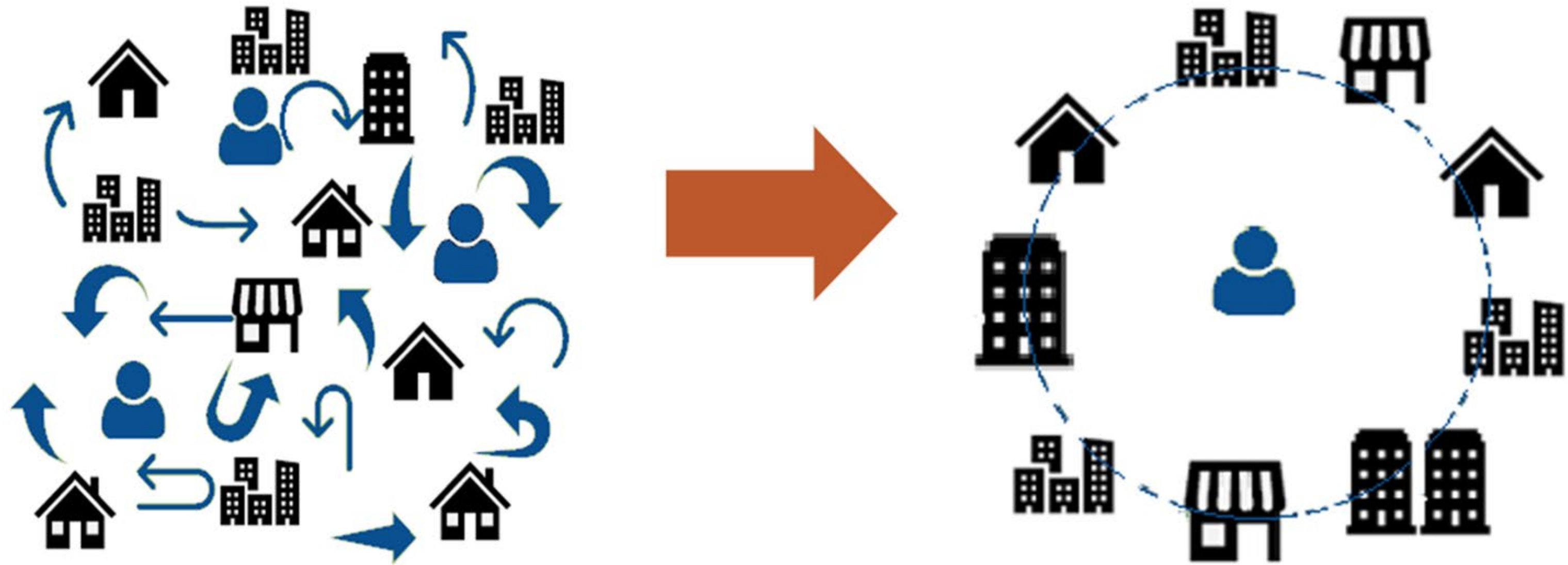
- Revisit California's Area Agencies on Aging local leadership structures to meet the growing and changing needs and advance equity (Initiative #101)
- Build out No Wrong Door statewide for public information and assistance on aging and disability (Initiative #98)
- Create a Governor's Office Leadership Position on Aging, Disability and Alzheimer's

JANUARY 2021

## *Master Plan* **FOR AGING**



# Why Hubs & Spokes? The Consumer Experience



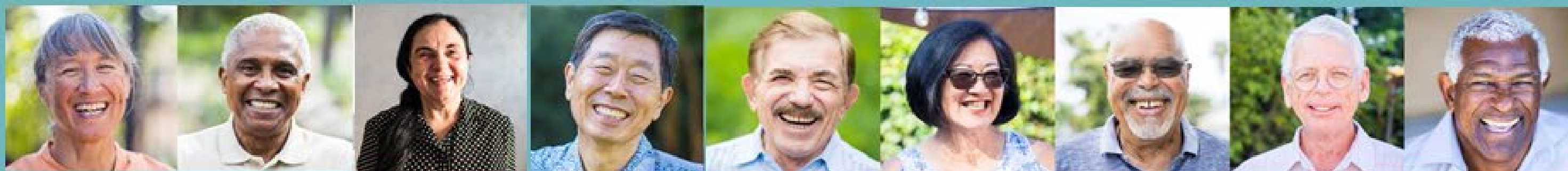


# What is Hubs & Spokes?



**PROPOSAL for DISCUSSION:**  
A Statewide "Foundation and Framework" for every local community to adapt, in order to deliver person-centered, equity-focused, and data-driven services and outcomes to all Californians as we age.

# STATEWIDE AGING HUBS INITIATIVE



**One Door  
“Hubs”**

**Services  
“Spokes”**

**Quality**

**Partnerships**

**Tech/Data**

**Fiscal/Admin**

Area Agency on Aging

County Adult Services

CBOs in Aging and Disability

Framework

Foundation



# Local Perspective

Eli Gelardin, CEO Marin CIL



Aging and Disability Resource Connection



- In 2014, our Area Agency on Aging (AAA) and Independent Living Center (ILC) leadership recognized the great need for such a resource in Marin. In 2018, Marin's Aging and Disability Resource Connection (ADRC) was formally designated.
- **Marin CIL:** supports people with disabilities, caregivers, and older adults. Services divided into housing preservation, service coordination, and systems advocacy.
- **AAA:** coordinates funding for several critical safety net programs including, food/nutrition, Information & Assistance line (473 Info), IHSS, APS, Ombudsman, and Veterans services.







- **Core Partners**
  - Area Agency on Aging
  - Independent Living Center
- **Extended Partners**
  - Federally Qualified Health Center
  - Ombudsman
  - Paratransit Services
  - Other Community Based Organizations
- **Core Services**
  - Enhanced Information & Referral
  - Benefits Planning or Options Counseling
  - Short-term Service Coordination
  - Medical Transition Support





# Key Opportunities

- Provide accurate information about eligibility criteria and application processes for federal, state, and local programs.
- Help people learn what options are the best fit with their goals and preferences.
- Offer to follow up and support adjustment of options as desired by the person.
- Keep good records to avoid repetition or confusion later.
- Use person-centered discovery as a foundation to working with the person.
- Collaborate with other professionals, such as Medicaid eligibility specialists, to speed application processes.
- Consider natural supports and everyday solutions to issues, such as asking a neighbor for help, as a part of organizing options.







# Key Challenges

- Clear operating agreements
- Policies and Procedures
- Confidentiality
- Data Sharing
- Service provider role clarity & warm handoffs
- Operating during COVID-19 and wildfires

# Recommendations

- Invest your staff time in regular leadership and service team meetings
- Cross trainings & In-services
- Engage extended partners/subcontract
- Leverage local ADRC Advisory Committee expertise
- Connect with ADRC Peers







# Impact During COVID:

- Assembled and delivered over 3,000 Personal Protective Equipment packages
- Deployed over 250 caregivers to support Activities of Daily Living
- Coordinated delivery of 250 weekly hot meals and fresh groceries to community members
- Delivered over 300 gift cards for essential needs totally approx. \$60,000
- Distributed approx. 70 laptops and/or Chromebooks to deter social isolation
- Delivered over 200 high voltage batteries as life saving devices in preparation of Public Safety Power Shut Offs
- Facilitated over 100 transitions from hospitals and/or skilled nursing facilities to home.
- Diverted over 1,250 from entering hospitals and/or skilled nursing facilities.



# Local Perspective

Victoria Jump, Director  
Ventura County Area Agency on Aging

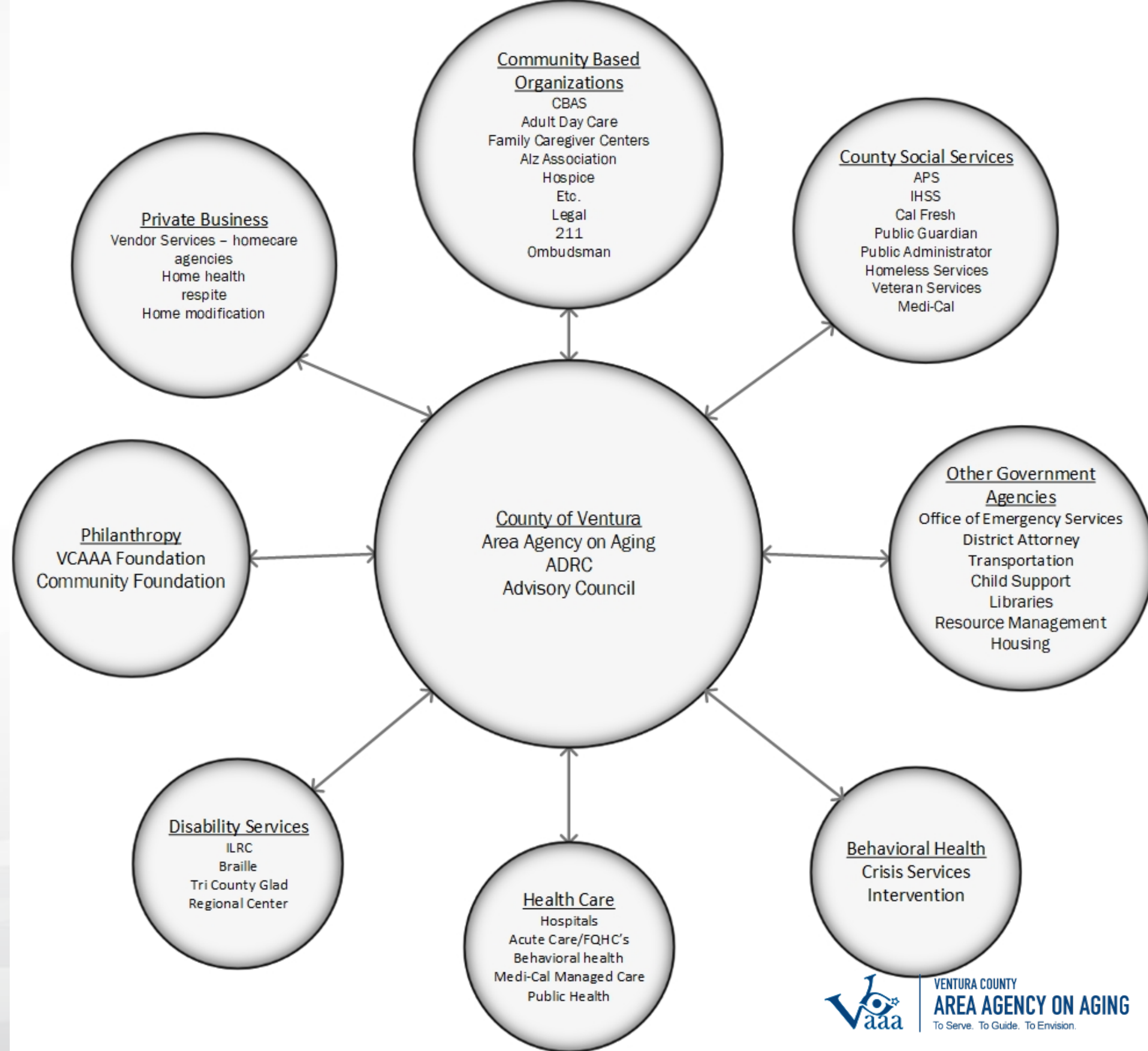


VENTURA COUNTY  
**AREA AGENCY ON AGING**  
To Serve. To Guide. To Envision.



# Ventura County Structure

- Single County department
- Stand alone
- Hybrid of contracted and direct services
- Active Advisory Council
- Close collaborative relationship with adult services (Human Services Agency) and other county departments
- Strong Community Based Organizations





# Challenges & Opportunities

- Challenges
  - System that is funded to serve a much smaller population
  - Unprecedented growth in population and complex needs
  - Eligibility rules tied to age and not need
- Opportunities
  - Shift towards integration of health and social services
  - Opportunities for local and regional partnerships





# Recommendations

- Have a clear understanding of the system you are trying to build statewide
- System users must be part of the design
- Core programs are needed that allow for the growth in the population and are tied to the consumer price index
- There also needs to be local flexibility and determination for non-core programs
- Developing a system that works is about relationships, leadership and funding  
Streamline funding sources to improve system navigation
- Review regulations to ensure that barriers aren't present that negatively impact access to services



# Comments & Questions

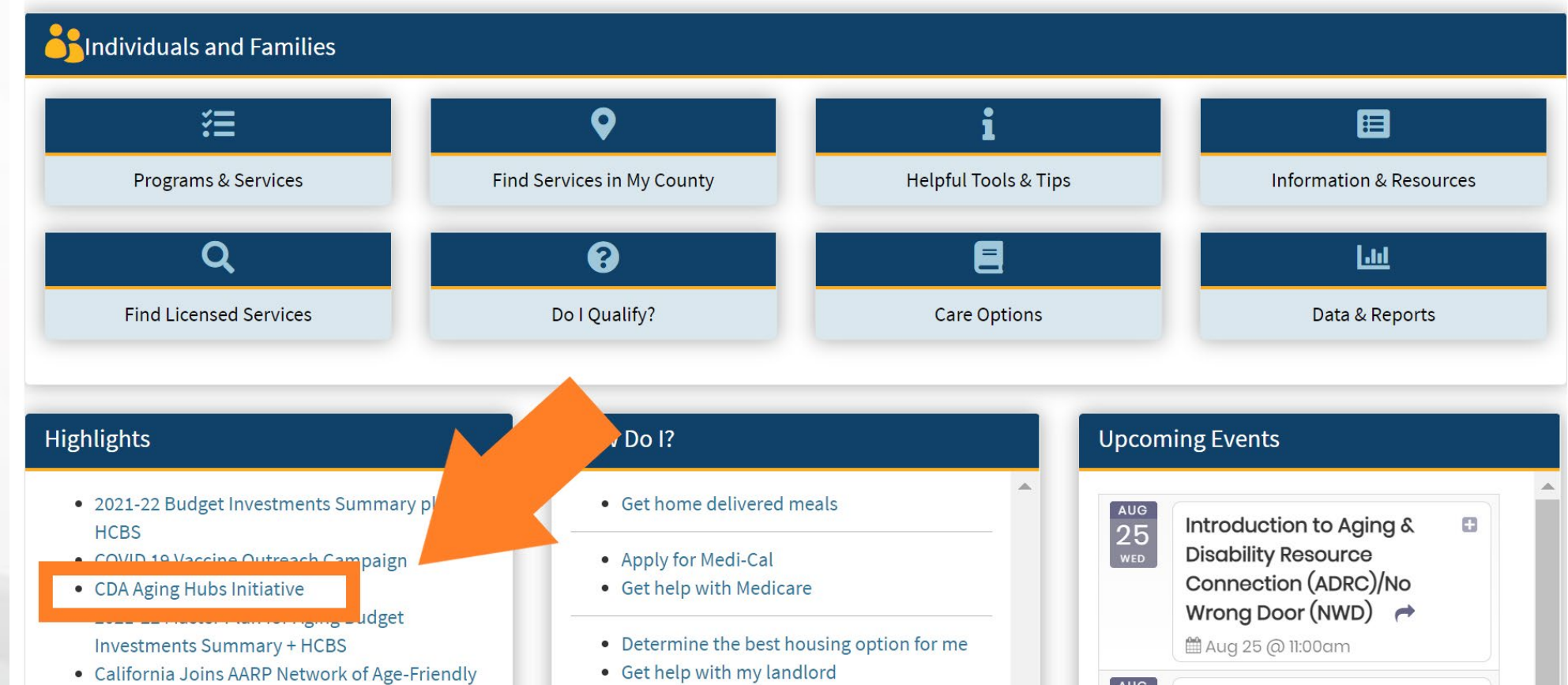




# DISCUSSION:



- How can the State help communities establish a Hubs & Spokes Network for Aging and Disability in your community?
- What are the opportunities & challenges?
- Do you have advice or comments to share?



- For more information and to keep updated about **Aging Hubs Initiative**, go to [CDA Webpage](#) Highlights Section.

- Direct link:
- [Aging Hubs Initiative Webpage](#)

# THANK YOU!



## CCoA

California Commission on Aging

Healthy and Purposeful Longevity  
For All Californians

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