



**Hubs & Spokes Network for Aging & Disability Townhall  
Sacramento & Central Valley  
August 31, 2021 | 2:00pm - 3:30pm  
Captioners Transcript**

14:02:23 PARTICIPANTS WILL BE MUTED DURING PRESENTATION, BUT WE HAVE AMPLE TIME TOWARDS THE END FOR PUBLIC COMMENT. USE THE RAISE HAND ICON ON YOUR ZOOM TOOLBAR OR Q AND A TO SUBMIT YOUR COMMENT OR QUESTION.

14:02:38 CLOSED CAPTIONING AND ASL IS AVAILABLE, YOU SHOULD BE ABLE TO SEE OUR AIBL INTERPRETERS ON THE SCREEN. CLOSED CAPTIONS WILL NEED TO BE ENABLED. CLICK YOUR C C ICON ON YOUR ZOOM TOOLBAR TO GET YOUR SUBTITLES GOING.

14:02:50 PRESENTATIONS AND RECORDINGS WILL BE ARCHIVED. VISIT THE YOU TUBE CHANLT OR HUBS AND SPOKES NETWORK WEB PAGE TO ACCESS TO SLIDES, RECORDING AND TRANSCRIPT.

14:02:55 WITH THAT I WILL PASS IT OVER TO CONNIE.

14:03:20 >> THANK YOU. GOOD AFTERNOON, THANK YOU FOR JOINING US TODAY, TODAY IS ACTUALLY OUR FIRST OF 4 REGIONAL VIRTUAL TOWN HALLS, SO, THANK YOU VERY MUCH FOR JOINING US, TO RECAP STAKEHOLDER ENGAGEMENT OPPORTUNITIES WE HAVE, WE ARE GLAD YOU ARE ABLE TO JOIN TODAY, WE HAVE SEVERAL PLANNED THROUGH THE REST OF THE YEAR. THE FIRST WAS BACK IN JULY.

14:03:45 THE INITIAL KICK OFF MEETING, TODAY IS THE FIRST OF 4 REGIONAL VIRTUAL TOWN HALLS, WE HAVE 3 MORE SET. SEPTEMBER 14, SAN FRANCISCO AND BAY AREA, AND SEPTEMBER 28 IS RURAL AND REMOTE. OCTOBER 12, IS LA AND SOUTHERN CALIFORNIA. ALSO EXCITED WE HAVE A PUBLIC SURVEY THAT LAUNCHED TODAY.

14:04:07 ALSO AVAILABLE ON THE WEBSITE UNDER THE HUBS AND SPOKES WEB PAGE. PUBLIC SURVEY IS AVAILABLE FOR EVERYONE, AND WE ENCOURAGE EVERYONE TO TAKE PART IN THE SURVEY. YOU KNOW, TO SUBMIT YOUR FEEDBACK, REGARDING THE PROPOSED HUBS AND SPOKES MODEL WE ARE DISCUSSING TODAY.

14:04:23 ALSO WE HAVE WEBINARS WITH EXPERT RESEARCHERS PLANNED FOR SEPTEMBER 8 AND 15, AND WRITTEN RECOMMENDATIONS ALSO WELCOME IF YOU CAN'T PARTICIPATE IN TOWN HALLS, WE WELCOME THROUGH E-MAIL AS WELL.

14:04:37 IN DECEMBER WE ARE LOOKING TO HAVE A RESULTS AND RECOMMENDATION BRIEFING, THE DATE IS TBD, BUT IN DECEMBER, WE ARE LOOKING A HOSTING THAT, ENCOURAGE THE FEEDBACK BY OCTOBER 15. NEXT SLIDE, PLEASE. .

14:04:56 NEXT, AGAIN, WE ARE ENCOURAGING ALL OF THE FEED BACK COMMENTS AND QUESTIONS TO BE SUBMITTED BY OCTOBER 15. CAD AND COMMISSION ON AGING WILL HOST IN KES WITH PARTNERSHIP WITH SACRAMENTO STATE UNIVERSITY.

14:05:19 WE ARE EXCITED WITH THAT. THIS MEANS 2022. ALL TBD, INCLUDE STATE BILLS, BUDGET. LOCAL ACTIONS TO DEVELOP AND ADVANCE RECOMMENDATIONS. NEXT SLIDE, TODAY'S AGENDA REALLY QUICKLY, WHAT WE WILL DO IS GO THROUGH QUICKLY THE OPPORTUNITY FOR CALIFORNIA TO BUILD BACK BETTER. WE WANT TO TALK ABOUT THE VISION.

14:05:43 THE HUBS AND SPOKES FOR AGING AND DISABILITY IN EVERY COMMUNITY. WE WILL LISTEN TO A COUPLE OF LOCAL PERSPECTIVES AND TELL US ABOUT OPPORTUNITY ANDS CHALLENGES AND ADVICE AND RECOMMENDATIONS AND IMPORTANT PORTION WE WANT TO BE ABLE TO HAVE PUBLIC DISCUSSION, REGARDING ANY FEEDBACK OR QUESTIONS OR COMMENTS, REGARDING TODAY'S MATERIALS, NOW, GET STARTED. I WILL TURN IT OVER.

14:06:18 >> HI THERE. GOOD AFTERNOON. THANK YOU SO MUCH FOR INVITING ME, I AM ELLEN, THE CURRENT CHAIR FOR THE CALIFORNIA COMMISSION ON AGING. AND WE ARE THE

PRINCIPLE ADVOCATE FOR OLDER CALIFORNIANS, WE ARE APPOINTED FOR UP TO TWO 3-YEAR TERMS AND WORK IS FOCUSED AND SUPPORTED BY A STAFF OF 3. OUR MANDATE TO PROVIDE INPUT TO THE LEGISLATURE AND GOVERNOR GAVE US A UNIQUE OPPORTUNITY TO BE INVOLVED IN THE DEVELOPMENT OF THE MASTER PLAN FOR AGING.

14:06:42 AND ONGOING MONITORING OF IMPLEMENTATION. AND CURRENTLY I AM WORKING WITH SAINT PAUL'S SENIOR SERVICES. AND, IN THAT VENUE WE HAVE RESIDENTIAL CARE. ASSISTED LIVING AND INDEPENDENT. AND MEMORY CARE AND SKILLED NURSING AND PROGRAM FOR ALL INCLUSIVE CARE FOR THE ELDERLY.

14:06:53 AS WELL, PRIOR TO COMING TO SAINT PAUL'S, I WORKED WITH THE COUNTY OF SAN DIEGO, AT A LOCAL AREA AGENCY ON AGING, THERE MORE THAN 20 YEARS.

14:07:21 WE IN SAN DIEGO IN AGING INDEPENDENT SERVICES WERE ONE OF THE FIRST 2 AGING AND DISABILITY RESOURCE CONNECTIONS IN THE NATION. AND, WE SAW FIRSTHAND WHAT IT MEANT TO DEVELOP A ONE STOP SHOP. IN THE LATE 90'S, PART OF A SUPER AGENCY HEALTH AND HUMAN SERVICES, WE ADOPTED THE NO WRONG DOOR APPROACH. WE USED THAT.

14:07:43 WE INTEGRATED THE OLDER AMERICANS ACT PROGRAMS, AND IN HOME SUPPORT SERVICES, ADULT PROTECTIVE SERVICE, AND MOTTO WAS WHEN YOU DON'T KNOW WHERE TO TURN, TURN TO US. WE SAW FIRSTHAND WHAT IT MEANT TO HAVE A EASY WAY IN, AND EXPERT ASSISTANCE PROVIDING CARE AND SERVICES TO THAT ONE STOP SHOP.

14:08:00 MY CURRENT ROLE AT SAINT PAUL'S, IT IS JUST AS CLEAR TO ME HOW IMPORTANT IT IS FOR SENIORS AND FAMILY MEMBERS TO KNOW WHAT THE RESOURCES ARE, HOW TO ACCESS THEM IN A TIME OF NEED AND FIND CARING PROFESSIONALS ON THE OTHER END.

14:08:33 NEXT SLIDE, PLEASE. SO, I DON'T HAVE TO TELL ALL OF YOU HOW MUCH IS HAPPENING RIGHT NOW, WITH SENIORS IN OUR STATE. IN A FEW SHORT YEARS, WE WILL HAVE 25% OF OUR

POPULATION 60 PLUS. AND FOR THE FIRST TIME EVER, THIS GROUP WILL SURPASS YOUNG PERSONS UP TO 18. WHAT IS SO UNIQUE ABOUT THIS GROUP, ONE THING THEY HAVE IN COMMON, WITH SENIORS OF ALL KINDS.

14:08:56 THEY PREFER TO LIVE AT HOME OR IN COMMUNITIES WITH A LOVED ONE. WE HEARD RECENTLY FROM TWO NATIONWIDE POLLS FROM SCAN FOUNDATION AND AARP TO REENFORCE THIS. MANY ENJOY LIVING COMMUNITIES SUCH AS ONES OPERATED BY SAINT PAULS.

14:09:14 MANY OTHERS WOULD LIKE TO RECEIVE CARE AND SUPPORT TO AGE AT HOME. BUT THE OLDER ADISABILITIES OF TODAY AND TOMORROW WITH VERY DIFFERENT, MANY OF THEM DON'T LOOK AT RETIREMENT IN THE SAME WAY, THEY WANT TO CONTINUE CONTRIBUTING EVERYTHING THEY HAVE.

14:09:24 THROUGH PAPERWORK, VOLUNTEERING, A LOT OF TIMES THE INCOME IS IMPORTANT TO THEM. OTHER TIMES IT'S THE MISSION AND PURPOSE FROM REMAINING ENGAGED THAT MATTERS.

14:09:49 MANY ADULTS ARE CAREGIVERS, FOR LOVED ONES, PARTNERS, CHILDREN, GRANDCHILDREN, AND THEN THEY COMPRISE MANY OF THE VOLUNTEERS THAT KEEP OUR NATION STRONG AND VIBRANT. NEXT SLIDE. WHAT WE HAVE GONE THROUGH IN THE PAST YEAR AND A HALF HAS BEEN UNPRECEDENTED AND HISTORIC.

14:10:01 THE COVID-19 VACCINE HAS SHATTERED NORMS AND CREATED A TREMENDOUS SENSE OF URGENCY TO GET THINGS RIGHT SO WE CAN SERVE SENIORS TO THE BEST OF OUR ABILITIES.

14:10:10 WE HAVE HAD TO ADAPT TO AN EMERGENCY SITUATION AND PULL UP RESOURCES WE NEVER KNEW WE HAD AVAILABLE.

14:10:26 I WILL USE ZOOM AS AN EXAMPLE. IT IS A PRIVILEGE TO BE HERE WITH YOU TODAY AND HAVE A OPPORTUNITY FOR ALL OF YOU TO PARTICIPATE ON THE PHONE, THROUGH ZOOM. THESE

ARE THINGS WE DID NOT USE TO THE EXTENT WE NOW ARE ABLE TO.

14:10:53 TELE-HEALTH HAS BEEN IMPORTANT TO THOSE WE SERVE AT SAINT PAUL'S AND ACROSS THE NATION. CONNECTING WITH DOCTORS AND HEALTH PROFESSIONALS TO MAKE SURE CARE WAS PROVIDED. WE ALSO HAVE SEEN INNOVATIVE PARTNERSHIPS, GETTING MEALS OUT HAS BEEN AN AMAZING RESOURCE FOR SO MANY AND MANY DIFFERENT PERSONS THAT HAVE BEEN WORKING HARD TO MAKE SURE THOSE BASIC NEEDS ARE MET.

14:11:06 THE MASTER PLAN FOR AGING CAME A MIDST ALL OF THIS ACTIVITY RELOUSED IN JANUARY OF THIS YEAR. IT OFFERS A BOLD VISION, AT A TIME WHEN WE MUST CHANGE THE WAY WE DELIVER SERVICES.

14:11:29 WE HAVE TO IN ORDER TO MOVE FORWARD, WE CAN'T DO THINGS THE WAY WE HAVE ALWAYS DONE THEM AND EXPECT TO SERVE THE GROWING POPULATION WITH SO MANY DIFFERENT NEEDS. I CAN HONESTLY SHARE WITH YOU, IN THE TIME I HAVE WORKED IN THIS FIELD, I HAVE NEVER SEEN THE TYPE OF FINANCIAL RESOURCES BECOMING AVAILABLE.

14:11:48 FOR SERVICES FOR OLDER ADULTS AND PERSONS WITH DISABILITIES, WE HAVE MONEYS COMING FROM OLDER AMERICANS ACT, WE HAVE FEDERAL DOLLARS, STATE DOLLARS, AND NOW DEPARTMENT OF HEALTH CARE SERVICES HAS PUT FORWARD WITH THE LEGISLATURE THE HOME AND COMMUNITY BASED CARE SPENDING PLAN.

14:12:06 \$3 BILLION. I CAN SAY JUST PERSONALLY FOR OUR FOLKS WE SERVE, THE SUPPORTS FOR CAREGIVERS, BOTH PAID AND UNPAID ARE TREMENDOUSLY IMPORTANT, HELPING US TO MOVE FORWARD TO PROSIDE SERVICE THAT IS NEEDED.

14:12:10 THIS OFFERS US A ONCE IN A GENERATION OPPORTUNITY TO BUILD BACK BETTER.

14:12:33 TO CREATE A SYSTEM THAT CONNECTS PEOPLE WITH THE SERVICES THEY NEED. THIS IS FUNDAMENTAL TO ALLOW THEM

TO MEET THEIR WISHES TO REMAIN AT HOME AND AS INDEPENDENT AS POSSIBLE FOR AS LONG AS POSSIBLE. WITH SUPPORT WITH THEIR NEEDS BEING MET. NEXT SLIDE, PLEASE.

14:12:52 THE GOVERNOR'S MASTER PLAN HAS MANY BOLD GOALS, AND THE COMMISSION ON THE CALIFORNIA COMMISSION ON AGING IS RIGHT THERE NEXT TO THE CALIFORNIA DEPARTMENT ON AGING AND MANY OTHERS IN PROVIDING SUPPORT FOR THE MASTER PLAN.

14:13:15 SOME OF THE INITIATIVES WE HAVE LENT OUR SUPPORT TO INCLUDE THIS WHAT WE ARE VOED IN RIGHT NOW. REVISITING THE AREA ON AGING AT THE LOCAL LEVEL TO BETTER POSITION OURSELVES TO MEET NEEDS AND MAKE SURE SERVICES ARE ACCESSIBLE AND AVAILABLE IN AN EQUITABLE FASHION.

14:13:33 I ALSO TALK ABOUT WITH YOU ALL THE IMPORTANCE OF HAVING THAT NO WRONG DOOR. THE WAY INTO THE SERVICE NETWORK, WITH INFORMATION AND ASSISTANCE. AND THE GOVERNOR'S OFFICE OF LEADERSHIP POSITION. THIS IS ONE WE FEEL EXTREMELY STRONGLY ABOUT.

14:13:48 BECAUSE AT THE STATE GOVERNOR'S OFFICE LEVEL, HAVING AN ENTITY TO HOLD AUS ACCOUNTABLE AND DRIVE FORWARD THE CHANGE THAT THE MASTER PLAN INDICATES WILL BE FORGONE.

14:14:06 WHAT IS HAPPENING AHEAD, WE HAVE NOT TAKEN A POSITION ON HOW THE TRIPLEA STRUCTURE MIGHT BE CON FIGURED. WE ARE HERE TO LISTEN TO ALL OF YOU HOW TO LOOK AT THE LOCAL LEVEL.

14:14:18 ONE THING I CAN SHARE, WE HAVE A TREMENDOUS OPPORTUNITY WITH LEADERSHIP, WE HAVE THE MASTER PLAN, WE HAVE DYNAMIC LEADERSHIP WITH KIM MCCOY WADE AND HER EXCEPTIONAL STAFF AT THE TEAM.

14:14:33 AND SECRETARY GHALY, ALL OF WHO ARE WILLING AND LISTENING FOR INPUT, THIS IS WHERE YOU COME IN. FINALLY I WOULD LIKE TO SAY HOW EXCITING THIS IS FOR ME TO BE PART OF THIS.

14:14:45 I THINK CALIFORNIA HAS ALWAYS BEEN A LEADER AND WILL CONTINUE TO BE A LEADER, AND MASTER PLAN IS THE ROAD MAP, WE KNOW THINGS WILL CHANGE AND IT'S OUR ROAD MAP FOR MOVING FORWARD.

14:14:51 EXCITING TO BE HERE AND NOW AS THE KEY TOPICS ARE BEING CONSIDERED.

14:15:01 NOW A GREAT PLEASURE TO INTRODUCE KIM MCCOY WADE TO TALK WITH US ABOUT THE VISION FOR HUBS AND SPOKES FOR AGING AND DISABILITY IN EVERY COMMUNITY, THANK YOU.

14:15:21 >> THANK YOU ELLEN, AND THANK YOU ALL OF YOU. WHO AS ELLEN SAID, IT'S A SHAME WE ARE NOT ALL TOGETHER IN FRESNO OR SACRAMENTO OR SOMEWHERE IN THE VALLEY. BUT IT'S GREAT SO MANY OF US ARE TOGETHER IN A SAFE WAY. I AM THRILLED TO BE WITH YOU AND LISTEN.

14:15:38 I AM GOING TO HAVE A FEW MINUTES TO SHARE WITH YOU. WHAT WE HAVE ALREADY HEARD IN TWO YEARS OF LISTENING, AS WE HAVE HELD THE MASTER PLAN FOR AGING STAKEHOLDER PROCESS AND ABLE ALSO TO PARTICIPATE IN THE GOVERNOR'S ALZHEIMER'S PREPAREDNESS TASK FORCE.

14:15:58 AND HEAR HUNDREDS AND HUNDREDS OF RECOMMENDATIONS ABOUT HOW WE MOVE FORWARD, AND ONE OF THE CLEAR THEMES IS LEADERSHIP. CALIFORNIA LEADS. AND SO I WOULD LIKE TO SHARE WITH YOU TODAY, IS A POSSIBLE VISION WE THINK WE HAVE HEARD FROM LOTS OF FOLK AND CONTINUE TO DEVELOP AND REFINE IT WITH ALL OF YOU.

14:16:14 SO, LET'S START WITH WHY. ANY OF US WHO HAVE TRIED TO ACCESS AGING SERVICES OR DISABILITY ADULT SERVICES, MAY HAVE HAD EXPERIENCE ON THE LEFT. WHAT WE HAVE HEART FROM MANY PEOPLE ALL AROUND THE STATE.

14:16:27 THE PICTURE ON THE LEFT SHOWS PEOPLE AND SERVICES AND ORGANIZATIONS WITH ARROWS IN ALL DIFFERENT DIRECTIONS. A LITTLE BIT LIKE A MAZE, OR GOING IN CIRCLES.

14:16:52 REMINDS ME OF AN OLD FAMILY CIRCUS CARTOON WHERE THE KID IS RUNNING ALL OVER THE NEIGHBORHOOD. WE WANT WHERE YOU CAN WITH ONE DOOR ACCESS A WHOLE RANGE OF SERVICES AND SPORES THAT HELP US LIVE AT HOME OR THE PARENTS AND LOVED ONES LIVE AT HOME AS WE AGE.

14:17:12 MAYBE MEALS, HELP PERSONAL ASSISTANCE, MAYBE A ONE TIME HOME MODIFICATION, MAYBE SOME COUNSELING. ANY RANGE OF SERVICES MAY HELP US LIVE AT HOME OR INDEPENDENTLY AND COMMUNITY OF CHOICE AS WE TRAVEL THROUGH MANY STAGES OF AGING.

14:17:24 OUR OWN AGING JOURNEY WILL BE DIFFERENT OVER THE YEARS, BASED ON PREFERENCES AND FAMILY AND VALUES, WE WANT TO HAVE THOSE CHASES AVAILABLE IN AN EASY WAY.

14:17:38 FOR ALL OF US NO MATTER WHERE WE LIVE IN THE STATE, NO MATTER HOW MUCH MONEY WE HAVE, NO MATTER WHAT LANGUAGE WE SPEAK. THAT'S THE KIND OF PICTURE IF YOU HAVE IN YOUR HEAD OF MOVING FROM THE TANGLED NOT OF MAZE TO A HUB WITH SPOKES.

14:18:04 NEXT SLIDE, WHAT DOES THAT MEAN? SO, WHAT WE MEAN WHEN WE MEAN HUBS AND SPOKES, IS WE ARE MAKING A PROPOSAL FOR DISCUSSION OVER THE NEXT FEW MONTHS OF WHAT WOULD IT MEAN IF WE EMBRACED AS A STATE A PRAMWORK IF YOU WILL. OR A BLUEPRINT OF HUBS AND SPOKES FOR EVERY COMMUNITY TO MOVE TOWARDS.

14:18:17 PERSON-CENTERED EQUITY FOCUSED DATA DRIVEN WAY OF PROVIDING SERVICES AND OUTCOMES, FRAMEWORK IS IMPORTANT, IT WILL BE DIFFERENT IN EVERY COMMUNITY, CALIFORNIA IS A STATE OF MANY COMMUNITIES.

14:18:44 THE FRAMEWORK THAT SAN FRANCISCO HAS BUILT OF HUBS AND SPOKES WILL BE DIFFERENT FROM WHAT LA, DIFFERENT FROM OUR COLLEAGUES IN THE FOOTHILLS AND SACRAMENTO AND FRESNO WHO WE ARE GOING TO HEAR FROM NEXT. ONE MORE SLIDE BEFORE I HAND IT OVER TO THEM. AND DIG IN A LITTLE DEEPER, I AM GOING TO SPEND TIME ON THIS, THIS



IS THE FRAMEWORK AND FOUNDATION CONCEPT WE ARE TALKING ABOUT.

14:19:09 LET'S START AT THE BOTTOM, AT THE FOUNDATION, WE HAVE COME TO BELIEVE AND HEAR FROM SO MANY PEOPLE THAT THE KEY TO PROVIDING THE ROBUST SET OF CHOICES AS WE AGE, IS A STRONG PARTNERSHIP BETWEEN 3 CENTRAL ORGANIZATIONS. YOUR LOCAL AREA AGENCY ON AGING, TRIPLEA IN SHORTHAND.

14:19:16 COUNTY ADULT SERVICES, THESE HAVE BEEN GROWING, CBO, OR COMMUNITY BASED ORGANIZATIONS IN AGING AND DISABILITY.

14:19:48 FOR EXAMPLE INDEPENDENT LIVING CENTERS, KEY PARTNERS ON ADRCS WE WILL TALK ABOUT. ALZHEIMER'S ASSOCIATION, FAMILY CAREGIVER RESOURCE, SO MANY MORE. MEALS ON WHEELS, I CAN GO ON AND ON. BUT THAT PARTNERSHIP BETWEEN AREA AGENCIES ON AGINGS, THE DEPARTMENT OF AGING PARTNERS, AND COUNTY ADULT SERVICES, AND CBO, WHEN THEY PULL TOGETHER, MIRACLES CAN AND DO HAPPEN.

14:20:01 IF YOU HAVE THAT FOUNDATION, WHAT WOULD A SHARED FRAMEWORK LOOK LIKE THAT WOULD HELP ALL ADULTS IN CALIFORNIA HAVE THAT EXPERIENCE OF EASY TO FIND TO CHOICES WE NEED.

14:20:15 HERE IS 6 ELEMENTS WE IDENTIFIED ON THE FRAMEWORK PART OF THE SLIDE, TOP HALF, WALK IN THAT DOOR ON YOUR LEFT. SOMETIMES NO WRONG DOOR, WE CALL IT A HUB.

14:20:37 THE CLEAR PLACE EVERYONE KNOWS WHERE TO CALL WHEN THEY HAVE QUESTIONS OR NEED ASSISTANCE WITH AGING AND DISABILITY AS AN ADULT. SOMETIMES PEOPLE KNOW 211, OR MAYBE PEOPLE KNOW FIRST 5 FOR YOUNG CHILDREN. DO WE KNOW WHO TO CALL FOR THE SECOND HALF OF YOUR LIFE AND INFORMATION OR ASSISTANCE YOU MIGHT HAVE.

14:20:52 WE DON'T HAVE A COMMON BRAND, WE HAVE A COMMON PHONE NUMBER, BUT WE CAN DO MORE TO PROMOTE THAT.

THAT IS THE HUB, ONE DOOR, NO WRONG DOOR, MULTIPLE NAMES ON THERE.

14:21:04 SECOND PART IS THE SPOKES, ONCE YOU WALK THROUGH THAT DOOR, WHAT'S THERE, ARE YOU CONNECTIONS TO ALL THE RANGE OF SERVICES THAT MIGHT YOU CHOOSE THAT WILL HELP YOU LIVE AT HOME AND IN THE COMMUNITY.

14:21:24 THERE ARE MANY, MANY SERVICES, OUR DEPARTMENT FUNDS DOZENS OF HOME AND COMMUNITY BASED SERVICES, AS DO OTHERS, DEPARTMENTS, FEDERAL, TRIBES, PRIVATE SECTOR, NONPROFIT, CAN BE CHALLENGING, SOMETIMES MAP IT OUT AS THE PERIODIC TABLE.

14:21:35 CAN WE HELP PEOPLE WHEN THEY WALK THROUGH THAT DOOR CONNECT TO THE FULL DIVERSITY OF SERVICES THAT SUPPORT THE DIFFERENT AGES AND STAGES OF LIVING.

14:21:53 THE THIRD IS ABOUT QUALITY, NOT ENOUGH TO JUST OFFER SERVICES, MAKE SURE WE ARE DOING SO IN A PERSON SCEPTERED WAY, HEARING FROM PEOPLE, WHAT IT IS THEY NEED AND WANT, TO LIVE INDEPENDENTLY AND IN HOME IN THEIR COMMUNITY.

14:22:17 MAKE SURE WE HAVE EQUITY AT THE CENTER, NOT BRINGING BIAS, DISCRIMINATION, OR ACCESS BARRIERS TO INCREASINGLY DIVERSIFIED STATE. HOW DO WE MAKE SURE WHEN PEOPLE ANSWER THE PHONE OR WEB INQUIRY, WE ARE DOING SO AS TRAINED AND SUPPORTED AS POSSIBLE TO BE PERSON-CENTERED AND EQUITY FOCUSED.

14:22:27 THE FOURTH IS PARTNERSHIPS, AGING A EVERYTHING, WE ALWAYS SAY. WE KNOW THERE ARE VERY IMPORTANT PARTNERS TO TRULY LIVING INDEPENDENTLY.

14:22:41 ONE IS HEALTH PLANS, THERE ARE MORE AND MORE OPPORTUNITIES WITH THE MEDICAID, INNOVATION IN CAL AIM, WITH NEW MEDICARE AND MEDICAID PARTNERSHIP OFFICE AT THE DEPARTMENT OF HEALTH CARE SERVICES.

14:23:01 PARTNERSHIP BETWEEN AGING AND DISABILITY AND HEALTH PLANS IN A PERSON-CENTERED WAY IS MORE IMPORTANT

THAN EVER. HOW WE PARTNER WITH HEALTH PLANS, REALLY IS A QUESTION BEFORE US. YOU KNOW OTHER PARTNERSHIPS THAT ARE CRATE CAL, ONE IS PARTNERSHIP WITH TRIBAL ORGANIZATIONS. .

14:23:28 TRIBAL ORGANIZATIONS HAVE A PARTICULAR CULTURE AND APPROACH TO AGING THAT WE COULD ALL LEARN FROM, OUR RESPONSIBILITY TO SUPPORT THE FIRST AMERICANS AND TRIBAL ELDERS AND FOLLOW THEIR LEAD IS UPON US. HOW WE MEET THEM WITH WITH THE OVER A HUNDRED TRIBAL ORGANIZATIONS AND LEARN FROM THE ORGANIZATIONS IS SOMETHING WE CAN ALL DO.

14:23:43 MY THIRD PARTNERS IS EMERGENCY AND DISASTER SERVICES, OLDER AND DISABLED ADULTS FACE PARTICULAR RISK. OUR HEARTS AND MINDS ARE WITH FELLOW CALIFORNIANS EXPERIENCING FIRE, SMOKE, EVACUATIONS RIGHT NOW.

14:23:59 IMPORTANT THOSE PARTNERSHIPS KNOW SPECIAL NEEDS FOR ACCESS AND PREPARATION, AND POTENTIALLY EVACUATION SUPPORT AND ACCESSIBLE EVACUATION SITES, AS MORE AND MORE OF US ARE FACING CLIMATE CAUSED DISASTER AND EMERGENCIES.

14:24:28 FEW OTHER PIECES WE HAVE TO ACKNOWLEDGE IS TECHNOLOGY AND DATA. TO BE EFFECTIVE WE NEED TO MODERNIZE, THANK YOU TO THE TRIPLEA WORKING WITH US, TO PLAN FROM 4 COMPUTER SYSTEMS INTO ONE SINGLE STATEWIDE SYSTEM IN COMING MONTHS AND YEARS, SO, WE CAN BE EFFICIENT AND EFFECTIVE, AND HELP FAMILIES IN DIFFERENT AREAS, AND TRACK DATA AND PERFORMANCE IN A VISIBLE DASHBOARD WAY.

14:24:54 FINALLY, FISCAL ADMINISTRATION. WORKING HARD TO MODERNIZE TO MOVE FROM PAPER AND CONTRACT BASED INTO E-LOCK TRONIC MODELS, WE WERE ABLE TO DO THAT WITH EMERGENCY AUTHORITY WITH COVID AND BUILD THAT BETTER AND CONTINUE BEST IN CLASS BUSINESS PRACTICE TO MAKE SURE MORE MONEY AND TIME GOES TO SERVICES FOR PEOPLE AND NOT THE BACK OFFICE.

14:25:14 AS IMPORTANT AS THE BACK OFFICE IS, WE WANT TO MAKE THAT AS EFFECTIVE AND MODERN AS POSSIBLE. THAT IS THE VISION OF KIND OF A BLUEPRINT, IF YOU WILL, THAT WE WOULD LIKE TO HAVE COUNTIES AND COMMUNITIES, SEE IF THAT WORKS FOR YOU, IF SO, WHAT WOULD YOU NEED TO BE SUCCESSFUL.

14:25:24 THOSE ARE THE QUESTIONS WE ARE INTERESTED IN. IS THIS A FRAMEWORK THAT CAN WORK, AND HOW CAN WE WORK TO HELP YOU ACHIEVE THAT VISION IF IT'S A SHARED VISION.

14:25:48 WITH THAT, I WANT TO TURN IT OVER TO LEADERS, WE ARE SO LUCKY TO HAVE FROM KINGS AND TULARE, AND SACRAMENTO, COUNTY AND NONPROFIT, DIRECT CONTRACTOR, SUB CONTRACTOR, A COUPLE OF DIFFERENT VOICES AND HOPING WE HAVE A DIVERSITY OF VOICES HERE FROM THOSE PARTICIPATING, AND EAGER TO HEAR FROM YOU NEXT.

14:25:59 I SEE THE POLL POPPED UP. PERFECT TIMING TO TELL US ABOUT YOURSELF, AND HEAR FROM YOU NEXT. THANK YOU.

14:26:17 >> GOOD AFTERNOON EVERYONE, I OVERSEE THE KING'S AREA AGENCY ON AGING, I WOULD LIKE TO START BY THANKING THE CALIFORNIA DEPARTMENT OF AGING AND COMMISSION ON AGING FOR PUTTING ON TODAY'S TOWN HALL AND PROVIDING THE OPPORTUNITY TO DISCUSS THE WAYS TO IMPROVE AGING IN THE COMMUNITIES.

14:26:34 THANK YOU FOR HAVING ME, I AM HONORED TO SHARE LOCAL PERSPECTIVE, NEXT SLIDE. I WILL START WITH A LITTLE ABOUT WHAT WE ARE. THE AREA AGENCY ON AGING OR KTAAG IS A JOIN POWERS AGREEMENT BETWEEN THE COUNTIES.

14:26:45 WE ARE ADMINISTRATIVELY HOUSED IN THE COUNTY HEALTH AND HUMAN SERVICE SS AGENCY BUT ALL OF THE PROGRAMS SERVE BOTH COUNTIES.

14:26:57 OUR ORGANIZATION, ESTABLISHED IN 1980, IS MANDATED TO PROVIDE LEADERSHIP, VISION, ADVOCACY FOR OLDER ADULTS, FUNDING IS FEDERAL, STATE, COUNTY, AND PRIVATE DONATIONS.

14:27:23 AND PROGRAMS ARE A BLEND OF DIRECT AND CONTRACTED SERVICES. AS YOU SEE HERE WE RUN THE INSURANCE ADVOCATE PROGRAM. ASSISTED ADULTS IN NAVIGATING THE MEDICARE, AND MSSP, WHICH IS INTENDED TO KEEP SENIORS WHO ARE CERTIFIABLY ELIGIBLE FOR NURSING HOME PLACEMENT IN THEIR HOMES RERUN DIRECTLY.

14:27:36 (INAUDIBLE) BLENDS NICELY IN MANY WAYS. WE OFFER CONTRACTED SERVICES THAT YOU CAN ALSO SEE HERE. I WON'T READ YOU THIS LIST, BUT I WILL MENTION A FEW TO PAINT A PICTURE OF WHO WE ARE.

14:27:47 WE OVERSEE THE SENIOR NUTRITION PROGRAMS, PROVIDING MEALS IN SENIOR CENTER SETTINGS, AND HOME DELIVER MEALS TO THOSE HOME BOUND. .

14:28:06 WE OFFER INFORMATION AND ASSISTANCE PHONE LINE, PROVIDES SENIORS WITH A ONE STOP ENTRY POINT BY WHICH TO CONNECT TO THE SERVICES, WE OVERSEE LONG TERM CARE PROGRAM, ADVOCATES FOR SENIORS IN LONG TERM CARE FACILITIES, FAMILY CAREGIVER SUPPORT, LEGAL ASSISTANCE, TRANSPORTATION.

14:28:33 AND THROUGH A PARTNERSHIP WITH BEHAVIORAL HEALTH, WE PROVIDE MENTAL HEALTH SCREENINGS AND CONNECT FOLKS WHO NEED IT WITH SERVICES. WE ARE BLESSED BY NUMEROUS LOCAL AND REJOVENAL PARTNERSHIPS AND OPPORTUNITIES, WE WORK CLOSELY WITH OUR COLLEAGUES AT IHSS ICE, ADULT PROTECTIVE, AND BOTH COUNTIES.

14:28:55 OES. ALL BRANCHS OF LAW ENFORCEMENT, AND HEALTH CARE PARTNERS, WE WORK WITH COLLEAGUES IN PUBLIC HEALTH, AND BEHAVIORAL HEALTH TO ENSURE THAT MANY AND VARIED NEEDS OF SENIORS ARE MET. ACTIVE IN LOCAL CONTINUUM CARE ON HOMELESSNESS AND REGIONAL TRANSPORTATION TASK FOES.

14:29:14 I SHARE ALL OF THAT TO SAY IN MANY AREAS THE HUBS AND SPOKES MODEL THAT DIRECTOR WADE INTRODUCED US TO, CAN AND DOES WORK. ENOUGH ABOUT US, I WAS ASKED TO SHARE PERSPECTIVE ON WHAT OPPORTUNITIES AND

CHALLENGES EXIST LOCALLY AND RECOMMENDATIONS ON MOVING FORWARD.

14:29:39 IN TERMS OF OPPORTUNITIES, I THINK THE BIG ONE ON EVERYONE'S MIND IS PLASTER PLAN ON AGING. MASTER PLAN FOR AGING INCLUDES NUMEROUS INITIATIVES, WHICH ALLOWS US TO TAKE A LONG HARD LOOK AT HOW THINGS ARE GOING LOCALLY, AND PROVIDES A BLUEPRINT TO HELP US IMPROVE WHERE THERE ARE AREAS OF OPPORTUNITIES.

14:29:58 WE HAVE SEEN INCREDIBLE SUPPORT FROM THE LEGISLATORS THIS YEAR, THEIR CONTINUED SUPPORT WILL BE INTEGRAL AS WE STRENGTHEN SYSTEMS. WE STRIVE TO INCREASE OUR VISIBILITY AND PUSH FORWARD NEEDS THAT ARE SPECIFIC TO OUR RURAL COMMUNITIES.

14:30:32 ANOTHER INCREDIBLE OPPORTUNITY FACING THE REGION IS EXPANSION OF ADULT AND DISABILITY RESOURCE CONNECTION STATEWIDE. WE DO NOT YET OPERATE A ADRC IN OUR COUNTIES, BUT REMAINS OUR GOAL TO DO SO. THIS OPPORTUNITY ALLOWS US TO FURTHER STREAMLINE THE NAVIGATION OF SERVICES AND OFFER A TRUE ONE STOP SHOP. WHERE OLDER ADULTS, DISABILITY COMMUNITY, FAMILY AND CAREGIVERS CAN ALL CON NOEKT TO RESOURCES NEEDED.

14:31:03 THERE ARE CHALLENGES AS WE ADDRESS THE NEEDS OF THOSE LOCALLY, SOME OF WHICH HAVE BEEN HIGHLIGHTED. ONE WE HAVE SEEN GROWTH IN DEMAND OF OUR SERVICES, BACK UP ONE SLIDE FOR ME. PERFECT, THANK YOU SO MUCH. THIS RANGES FROM A ROUGHLY 400% INCREASE IN NEED FOR HOME DELIVERED MEALS, TO EFFECTS OF REAL SOCIAL ISOLATION AND LONELINESS THAT MANY EXPERIENCED THE LAST YEAR AND A HALF.

14:31:19 TO INCREASE LEGAL CONCERNS AROUND HOUSING. IMPORTANT THAT WE ENSURE RESOURCES TO THE PROGRAMS, SO THAT THE NEEDS CAN BE MET WITH COMPASSION AND DIGNITY. ANOTHER KEY CHALLENGE IS NEED FOR FLEXIBILITY AND FUNDING.

14:31:27 HONORED WE HAVE SEEN MORE FLEXIBILITY IN THE LAST YEAR THAN THE REST OF MY TENURE COMBINED.

14:31:53 ALLOWED US TO USE OUR RESOURCES. IT'S IMPORTANT WE ADVOCATE BEYOND THE PANDEMIC, AND FOCUS ON MEETING SENIOR NEEDS AS OUR LOCAL REALITIES INDICATE. ANOTHER CHALLENGE IS NEED FOR VOLUNTEERS, MANY ARE DEPENDENT ON PARTICIPATION OF VOLUNTEERS, DURING THE PANDEMIC THAT TOOK A HIT.

14:33:24 BECAUSE OF THE FUNDING AND FLEXIBILITY, WE WERE ABLE TO ENSURE THAT EVERY SENIOR REMAINED FED. DOES NOT GET MUCH MORE HEART WARMING THAN THAT. OTHER IMPORTANT LESSON WAS THE NEED FOR TRIPLEA'S TO BE PREPARED AND READY TO DEAL WITH OLDER ADULTS NEEDS DURING A CRISIS.

14:34:03 PRIOR TO THE PANDEMIC, WHEN THE SHERIFF ASKED WHERE THEY WERE, I COULD ANSWER. MORE RECENTLY THEY HAVE BECOMED INVOLVED. WHICH ONES CAN TRAVEL WITHOUT ASSISTANCE, WHO IS MEDICALLY COMPROMISED. WHOSE MEDICATION REQUIRES CONTINUED ELECTRICITY. ENSURE THAT THE AGING NETWORK REMAINS A RESOURCE DURING EMERGENCIES THAT CALIFORNIA IS LIKELY TO EXPERIENCE. NEXT SLIDE, PLEASE.

14:34:32 LAST BUT NOT LEAST, THE THINGS THAT COME TO MIND ARE NEED FOR SUPPORT OF PROGRAMS THAT ARE PERSON-CENTERED AND ENSURE THAT FOCUS REMAINS ON CLIENT EXPERIENCE, THE NEED TO ENSURE THAT EXISTING PROGRAMS HAVE THE SUPPORT AND RESOURCES THEY NEED TO REMAIN WHOLE, PRIOR TO TAKING ON NEW VENTURES.

14:34:43 WE NEED TO CONTINUE THE EFFORT TO STREAMLINE FUNDING, THIS IS TRULY THE ONLY WAY WE CAN REDUCE THE EXISTING SILOS TO PROVIDE EASILY NAVIGATABLE SERVICES.

14:35:00 WE SUGGEST LOCAL FLEXIBILITY OFTEN AS FEASIBLE, WE KNOW THE NEEDS OF RESPECTIVE COMMUNITIES, WE HAVE A OPPORTUNITY TO FACILITATE JOINT PROJECTS AND REGIONAL

CONTRACTS TO ASSIST ONE ANOTHER WHEN AND WHERE IT MAKES SENSE.

14:35:13 THE CENTRAL VALLEY IS AMAZING. THAT CONCLUDES MY PRESENTATION, THANK YOU, WITH THAT I WILL PASS IT ON.

14:35:37 >> THANK YOU. I WOULD LIKE TO THANK THE CALIFORNIA DEPARTMENT OF AGING AND COMMISSION ON AGING FOR INVITING ME TO TALK ABOUT SOME OF MY PERSPECTIVES. ON HOW WE CAN MOVE FORWARD IN THIS SPACE OF AGING HUBS AND SPOKES PROPOSAL.

14:36:06 SO, FIRST OF ALL, I WOULD LIKE TO INTRODUCE MYSELF TO ALL OF YOU IN THE AUDIENCE. I CURRENTLY SERVE AS THE PRESIDENT AND CEO AT ACC SENIOR SERVICES, A PRIVATE NONPROFIT ORGANIZATION, FOUNDED BACK IN APRIL 1972. TO NEXT YEAR WE WILL BE CELEBRATING OUR 50TH ANNIVERSARY. WE HAVE BEEN PROVIDING HEALTH, SOCIAL, AND SUPPORTIVE SERVICES IN SACRAMENTO CALIFORNIA.

14:36:21 INCLUDING A 99 BEST IN NURSING. (INAUDIBLE).

14:36:45 WE HAVE 21 VEHICLES ON THE FLEET, 10 ZIP CODES IN SACRAMENTO. LIFELONG LEARNING AND WELLNESS PROGRAMS, WE PROVIDE EMPLOYMENT TRAINING, FAMILY CAREGIVER SUPPORT, AND MOST RECENTLY, A SENIOR SAFETY COLLABORATIVE RESPONSE TO ANTIASIAN HATE.

14:37:01 ALSO CREATED A ORGANIZATION, BY MANAGING THE MEALS ON WHEELS OF SACRAMENTO. WE PROVIDE TRADITIONAL NUTRITION, HOME DELIVERED MEALS AND NONTRADITIONAL MEALS.

14:37:19 BEFORE JOINING THE ACC SERVICES, I HAD THE TOONT TO SERVE MORE THAN 12 YEARS WITH THE FEDERAL GOVERNMENT AS THE FEDERAL PROJECT OFFICER, US ADMINISTRATION, UNDER THE US HEALTH.

14:37:33 I WORK IN A FEW STATES, OTHER THAN CALIFORNIA. ALSO STATE OF HAWAII, SAMOA, AND 60 TRIBAL ORGANIZATIONS IN CALIFORNIA.



14:37:54 AND ALSO ONE THING YOU MAY NOT BE AWARE. IS MY FORMER CAPACITY AS EXECUTIVE DIRECTOR OF SAN FRANCISCO DEPARTMENT OF AGING AND SERVICES, I WAS PART OF THE EARLY ADOPTION OF SERVICES IN 2000.

14:38:32 IN THAT SPACE WE INTEGRATED AREA AGENCY ON AGING, ADMINISTRATOR, CONSERVATOR, PROTECTIVE SERVICES, VETERAN. WE STARTED WE WERE AT ABOUT \$11 MILLION, AND WHEN I LEFT IN 2005, WE WERE UP TO \$30 MILLION, AND RECENTLY I HEARD THE BUDGET HAS GROWN 12 TIMES, REACHING \$370 MILLION, BIG ACCOMPLISHMENT.

14:38:57 NEXT SLIDE, PLEASE. I HAVE BEEN ASKED TO TALK ABOUT SOME OF THE AREAS THAT HAVE BEEN COVERED. IN THE FIRST CATEGORY. KEY OPPORTUNITIES, I THINK THAT IS TECHNOLOGICAL AND MEDICAL AND SOCIAL ADVANCES.

14:39:11 BRINGING ON LONGEVITY, WELLNESS, LIFELONG LEARNING, AND CARE IN CHOICE FOR OLDER CALIFORNIANS, I HAD NEVER SEEN BEFORE.

14:39:21 PRIVATE INVESTMENTS AT A STATE LEVEL. AND ADVANCING THE CALIFORNIA PLASTER PLAN FOR AGING, I AM PART OF THE STAKEHOLDER ADVISORY COMMITTEE.

14:39:34 AND ALSO IMPROVE OPTIONS IN QUALITY OF LIFE FOR MORE PEOPLE. AND THEN ALSO WE HAVE SEEN A SHIFT TO HOME AND COMMUNITY BASED SERVICES AND UP TICK OF INTEGRATED MODELS OF CARE.

14:39:48 WHICH PROVIDE CONSUMERS TO DIRECT CARE IN A WHOLE SPECTRUM OF LONG-TERM SERVICES AND SUPPORTS. AND ALSO ONE THING I WOULD LIKE TO POINT OUT, IS THE SUPPORT FROM LOCAL FUNDERS.

14:40:22 I WANT TO GIVE A SHOUT OUT TO THE LOCAL AREA AGENCIES ON AGING, AAA 4, THEY HAVE BEEN VERY SUPPORTIVE TO NONPROFITS DURING COVID. THAT ALLOWED THEM TO PIFT IN CERTAINING AMENITIES, BY PROVIDING WITH A RAPID RESPONSE TO SERVE THEM. SAY WE RECEIVE ADDITIONAL DOLLARS TO HIRE ADDITIONAL STAFF MEMBERS.

14:40:50 PURCHASE A WALK IN FREEZER TO EXPAND STORAGE SPACE, RENT A THIRD OFFICE. ALLOW US TO PURCHASE ADDITIONALPE, CONTINUE FEEDING VULNERABLE MEMBERS OF THE COMMUNITY DURING THE COVID-19 PANDEMIC.

14:40:59 ALSO THE STAFF AT AAA 4 HELP US BY DELIVERING MEALS TO CURRENT PARTICIPANTS AND CONDUCT WELLNESS CHECKS.

14:41:09 THAT IS REALLY DEMONSTRATING THE PARTNERSHIP, BETWEEN THE LOCAL AREA ON AGING, BY THE WAY. .

14:41:26 ON THE AAC SIDE, TRANSPORTATION PROGRAM ALSO RECEIVED SUPPORT, ADDITIONAL FUNDING FROM THE AREA AGENCY ON AGING, AND ALLOWING US TO DELIVER HOME DELIVERED MEALS, FOR THE MEALS ON WHEELS PARTICIPANTS, 3 DAYS A WEEK.

14:41:42 AFTER THE STAY IN PLACE ORDER WENT IN EFFECT. AND BEEN RECOGNIZED AS AN INNOVATIVE PROGRAM. MOVE TO THE NEXT SLIDE, I WOULD LIKE TO COVER SOME KEY CHALLENGES.

14:42:06 WE HAVE A GREAT CALIFORNIA MASTER PLAN FOR AGING AT A STATE LEVEL. AT A NATIONAL LEVEL WE HAVE WITNESSED A LACK OF POLICY AND INVESTMENTS. THIS WAS SLOWED DOWN PROGRESS AND INNOVATION, AND INEQUITY IN ACCESS TO HEALTH AND LONG-TERM SERVICES AND SUPPORTS. I LOOK AS ONE OF THE KEY CHALLENGES.

14:42:29 COVID-19 DWURING THE PAST YEAR AND A HALF, REALLY HAS CREATED LOTS OF IMPABLTH ON THE STAFF, ON THE VOLUNTEERS, ON THE ORGANIZATION, KINDS OF PEOPLE WE SERVE. WITHIN ONE WEEK, AFTERCVID-19 RESTRICTIONS WERE IN PLACE. WE IMMEDIATELY CANCEL NOT ESSENTIAL SERVICES.

14:42:47 DURING THE FIRST MONTH WE NOTIFIED, TO ENSURE THEY ARE SAFE, AND REDUCE LIKELIHOOD OF EXPOSURE, EACH OF THE BUILDINGS, WENT STRAIGHT TO PROTOCOL, AND MAINTAIN COMMUNICATION WITH THE AGENCIES.

14:43:15 NOTIFY, AND EM FA SIZ ENGAGEMENT, WE WANT TO DEAL WITH THE NOTION OF TACKLING SOCIALLY ISOLATED INCIDENTS. WE CAN ALLOW RESIDENTS WHO HAVE REPEATEDLY BEEN

TESTED NEGATIVE FOR COVID-19 HAVE A SAFE ENVIRONMENT TO STAY.

14:43:41 ALSO ADOPTED DIGITAL TRANSFORMATION, AT THE END OF THIS MONTH WE LAUNCHED OVER 350 ONLINE CLASSES, WORKSHOPS AND CONCERTS. WE ALSO HAVE SET UP ON DEMAND ON SITE TESTING, TO MINIMIZE HOSPITAL READMISSION FROM RESIDENT BACK TO THE HOSPITAL.

14:43:48 ALSO HAVE INNOVATIVE ADAPTATION BY USING TECHNOLOGY TO ENABLE RESIDENTS.

14:43:59 CONNECT WITH THE FAMILY AND LOVED ONE VIRTUALLY. FAMILY MEMBERS CAN VISIT RESIDENTS UP TO 30 MINUTES IN SPECIAL AREA.

14:44:14 ON SITE VACCINATION CLINIC TO MAKE SURE THAT THE RESIDENT AND STAFF GET THE VACCINATION, ABOUT 420 HAVE BEEN VACCINATED.

14:44:26 WE GET OUTPOURING OF SUPPORT TO BE ABLE TO SUSTAIN OUR OPERATION DURING THIS TIME. LAST BUT NOT LEAST IN TERMS OF KEY CHALLENGES IS THE NOTION ABOUT RECRUITMENT AND RETENTION.

14:44:46 THIS IS NOT A NEW PROBLEM, IN THE SYSTEMS OVER THE PAST 30 SOMETHING YEARS, BUT ONSET OF COVID REALLY HAS EXACERBATED THE PROBLEM, WITH THAT WE ARE NOT GOING TO BE SITTING DUCKS AND DO NOTHING. STARTING A PLAN TO MITIGATE A PROBLEM.

14:44:54 ADJUSTMENT OF SALARY, OFFER SIGN ON BONUSES, AND REFERRAL, AND INCENTIVES TO MITIGATE CHALLENGES.

14:45:15 I WOULD LIKE TO TURN TO THE LAST SLIDE FOR YOU, THE RECOMMENDATIONS, AS A PROFESSIONAL WHO REALLY EMBRACED DIVERSITY, EQUITY AND INCLUSION, I WOULD LIKE TO RECOMMEND INCORPORATE DEI.

14:45:33 FUNDING BASED ON POPULATION AND SOME OF THE OTHER CRITERIA, BUT I MAY SUGGEST THAT INCORPORATE DEI, PUTTING AWAY TO RURAL AND SMALL COUNTIES, DUE TO THE FACT THEY HAVE LESS ACCESS, FOOD FOR THOUGHT.

14:45:46 SECOND, WE HAVE HEARD ABOUT THIS GREAT IDEA HAVING THE AGING HUBS AND SPOKES, I TRULY EMBRACE, IN THE MEANTIME, EACH PLANNING SERVICE AREA AND COUNTIES HAVE NEEDS AND CHALLENGES.

14:46:05 I RECOMMEND IN THE SPIRIT OF TRANSPARENCY, WE NEED TO BE INTENSAL BY INVOLVING EVERYONE IN KEY DECISION MAKING PROCESS. AND TIME FOR INPUT FROM EVERYONE. AND LAST BUT NOT LEAST, WHAT JAMIE MENTIONED ABOUT LOCAL FLEXIBILITY.

14:46:16 UNIQUE NEEDS AND CHALLENGES, ALLOW THAT, SO, WE CAN HAVE IN THE FINAL VERSION OF THE AGING HUBS AND SPOKES MODEL.

14:46:25 THANK YOU FOR YOUR TIME, I WOULD LIKE TO TURN TO COORDINATOR OF THIS EVENT, THANK YOU. BYE-BYE.

14:46:41 >> FANTASTIC, THANK YOU ALL SO MUCH. WE ARE GOING TO TURN TO Q AND A DISCUSSION. THANK YOU FOR SPOTLIGHTING.

14:46:49 BIG SHOUT OUT TO THE SPEAKERS TODAY, THANK YOU SO MUCH FOR YOUR PRESENTATIONS.

14:47:06 THOSE JOINING AS GUESTS AND LISTENING IN, YOU CAN ENGAGE IN Q AND A THROUGH 3 WAYS, ON YOUR TOOLBAR YOU SEE THE Q AND A ICON, SUBMIT YOUR QUESTION OR COMMENTS THERE, ALSO, RAISE HANDS, THAT IS ON YOUR TOOLBAR TO JOIN THE QUEUE.

14:47:21 WE WILL OPEN THE LINE TO HEAR FROM YOU, THOSE JOINING BY PHONE, YOU CAN PRESS STAR 9, THAT WILL ENTER YOU INTO THE QUEUE AND WE CAN OPEN YOUR LINE FOR COMMENTS OR QUESTIONS.

14:47:28 WHY DON'T WE START WITH SOMEBODY WHO HAS THEIR HAND UP FOR A WHILE. UNMUTE AND THEN JUMP IN.

14:47:39 >> CAN YOU HEAR ME?

14:47:40 >> YES.

14:47:55 >> MY NAME IS SAREE. I AM A SENIOR. I AM GLAD TO BE PART OF THIS MEETING.

14:48:35 I WANT TO TELL YOU THAT MY FAMILY HAS 5 SENIORS. I MYSELF AM A SENIOR, MY WIFE, MY MOM IS 86, MY UNCLE, MY AUNT. LOOKING AT MY FAMILY YOU KNOW. WE CAME HERE FROM SOUTHEAST ASIA MANY YEARS AGO.

14:49:12 BUT MOST OF US ARE FIRST GENERATION SENIORS RIGHT NOW. WE NEED LOTS OF HELP. WE DON'T REALLY HAVE ASSISTANCE AS WE ARE SUPPOSED TO. SO, INCLUDING MY FAMILY AND MYSELF, WE STRUGGLE TO COPE WITH THE AGING PROBLEMS. AGING INDIVIDUAL. I WANT TO PUT IT HERE, TO TELL THE POLICY MANAGER OR PEOPLE WHO TRY TO MAKE THE PROGRAM.

14:49:41 MEET TO NEEDS OF OUR DIVERSE STATE. WHICH IS THE CALIFORNIA STATE. EVEN LIKE THE ASIAN COMMUNITY. THERE'S MANY DIFFERENT ASIAN PEOPLE FROM DIFFERENT REGIONS OF THE ASIA CONTINENT. NOT ONE ASIAN GROUP CAN REPRESENT ALL ASIAN PEOPLE. I JUST WANT TO BRING THE ISSUE TO YOUR ATTENTION, THANK YOU SO MUCH.

14:49:59 >> THANK YOU, I WANT TO ASK OUR TEAM TO MAKE SURE THAT WE HAVE IN THE Q AND A, I THINK WE HAVE A SLIDE, FOR ANYONE NOW, WITH QUESTIONS ABOUT LOCAL RESOURCES, WE HAVE THE STATEWIDE NUMBER AVAILABLE. .

14:50:07 800-510-2020. TO BE CONNECTED TO YOUR LOCAL LEADERSHIP.

14:50:20 TO ANSWER YOUR QUESTIONS WE WANT TO MAKE SURE YOUR QUESTIONS FOR SERVICES AND NEEDS ARE MET, THANK YOU SO MUCH FOR THE COMMENTS. THAT'S THE COMMENT SLIDE, I WANT TO MAKE SURE WE KNOW PEOPLE KNOW HOW TO GET HELP AND INFORMATION.

14:50:31 PUT IN THE Q AND A THE I AND A NUMBER IF WE CAN, TEAM. THANK YOU, OTHER WISE, KEEPING THAT DOWN TO SEE WHO IS TALKING IS ALWAYS WONDERFUL.

14:50:42 >> THANK YOU SO MUCH. CAROLE AND I ARE TAG TEAMING TODAY BETWEEN Q AND A AND THOSE WHO HAVE HANDS RAISED. I WANT TO PASS TO YOU.

14:50:58 WE HAVE STAFF WHO HAVE BEEN RESPONDING TO QUESTIONS THROUGH OUT THE WEBINAR, I DO ENCOURAGE YOU TO CHECK THE Q AND A IF YOU SUBMITTED EARLIER, THERE MIGHT BE A REAPPLY TO IT THAT IS NOT FORMALLY ADDRESSED.

14:51:16 >> SURE, FIRST QUESTION IS FOR YOU, HUBS AND SPOKES IS ONE ISSUE, NO WRONG DOOR, RECON FIGURING PSA IS DIFFERENT, WHAT ARE REASONS CDA AND MASTER PLAN ARE FOCUSED ON RECON FIGURING THE PSA.

14:51:24 >> THE REASON THIS CONCEPT WORKS FOR YOU, WHEN YOU WALK IN THE DOOR, WHAT MATTERS IS THE HOUSE INSIDE THE DOOR.

14:51:42 WE SEE THAT NO WRONG DOOR, ONE UNIFIED FRONT DOOR, EVERYONE KNOWS WHERE TO CALL AND WHAT WEBSITE. WHEN YOU WALK IN THE DOOR ARE THERE A LOT OF ROOMS IN THE HOUSE. CAN YOU FIND THEM, ARE THE ROOMS CONNECTED IN THE WAY THAT MAKES SEASONS.

14:51:51 THOSE ARE THINGS WE ARE ASKING ABOUT FOUNDATION AND FRAMEWORK, ONCE YOU WALK IN, DOES THAT HOUSE PROVIDE A RANGE OF SERVICES YOU CAN CONNECT AND GET TO.

14:52:09 WE DON'T WANT THAT FRONT DOOR, HERE IS A LIST, NAVIGATE IT YOURSELF. WE WANT TAB ABLE TO HELP PEOPLE TO PUT IT TO GET R, BEYOND TO DOOR, TO FOUNDATION AND FRAMEWORK SO THE WHOLE HOUSE MAKES SENSE.

14:52:17 ANOTHER PIECE OF THAT, WE WANT EVERY BLOCK IN THE STATE, WE WANT TO HOUSE TO HAVE COMMON STANDARDS FOR PERFORMANCE AND SAFETY.

14:52:28 I AM GOING SO FAR WITH THIS, OF COURSE IT'S A FRAMEWORK AND FOUNDATION, BUT WHEN YOU BUILD THAT HOUSE YOU MAKE IT YOUR OWN, WE KNOW THAT EVERY COMMUNITY WILL MAKE IT THEIR OWN.

14:52:38 WILL DECIDE WHAT WORKS FOR ALPINE TO ALAMEDA COUNTY. WE THINK IT MAKES SENSE TO HAVE STANDARDS WE AGREE ON.

14:52:54 YES THERE'S THAT COMMON FRONT DOOR, NO WRONG DOOR ADRC, WHN YOU WALK IN YOU HAVE AN IDEA WHAT TO EXPECT, EACH HOUSE PROVIDES WHAT WE NEED TO LIVE INDEPENDENTLY AND COMMUNITIES OF OUR CHOICE.

14:53:06 MAY OR MAY NOT REQUIRE CHANGING, CONVERSATION WE ARE LOOKING TO ENGAGE EVERYBODY IN NOW, HOW ARE WE DOING?

14:53:17 >> GREAT, I AM GOING TO JUMP IN, LOOKS LIKE THERE'S A QUESTION FOR YOU AS WELL. CAN YOU SPEAK TO WHETHER YOU SEE YOUR AGENCY AS A SPOKE MANY THE SYSTEM OR DO YOU SEE IT AS A HUB.

14:53:25 >> AND HOW DO YOU WORK WITH COUNTY SOCIAL SERVICES.

14:53:42 >> ABSOLUTELY, WE SEE OURSELVES AS ONE OF THE SPOKES IN SACRAMENTO COUNTY. BECAUSE WE HAVE DIFFERENT SERVICE PROVIDERS. IN THE MEANTIME WE ARE LOOKING AT THE POSSIBILITY OF BEING AN EXTENDED PARTNER WITH THE AREA AGENCY ON AGING.

14:53:45 AND ALSO WITH RESOURCES FOR INDEPENDENT LIVING.

14:54:03 TO BE EXTENDED PARTNER IN DEVELOPMENT OF AGING AND DISABILITY RESOURCE CONNECTION. SO THAT IS THE FIRST PART OF THE QUESTION. SO A LOT OF WORK STILL HAS TO BE DONE. THAT IS MAKING MOVEMENT RIGHT NOW. I WOULD SAY BABY STEPS.

14:54:09 ANOTHER QUESTION IS HOW DO WE WORK WITH THE COUNTY SOCIAL SERVICES.

14:54:31 WELL, WE CURRENTLY DON'T WORK DIRECTLY WITH THEM. WE WORK WITH THE STATE DEPARTMENT OF SOCIAL SERVICES, BECAUSE WE ARE A LICENSED ASSISTED LIVING IN THE STATE OF CALIFORNIA. WE WORK WITH THE SERVICES AND

COMMUNE KI CARE. WE WOULD LOVE MORE OPPORTUNITIES TO WORK WITH THEM.

14:54:46 WE CAN EXPLORE OUR COMMON CONCERNS AND SEE HOW WE CAN LEVERAGE RESOURCES AND SHARE SOME IDEAS IMPROVE WELL BEING OF OLDER ADULTS AND DISABILITY POPULATION IN SACRAMENTO.

14:54:55 AND ALSO I THINK THAT'S THE QUESTION ABOUT PSA, PLANNING SERVICE AREA.

14:55:03 >> TO FILL IN ON THAT, IN CALIFORNIA WE DIVIDED THE STATE TO 33 PLANNING AND SERVICE AREAS.

14:55:22 PEOPLE CAN CORRECT ME, LATE 70'S OR EARLY 80'S, YOU MAY KNOW THEY ARE DIVIDED INTO 58 COUNTIES, AGING DIVIDED THE STATE INTO 33 PSA'S. MANY ARE SINGLE COUNTY.

14:55:32 YOU CAN TELL FROM NUMBERS, SOME ARE MORE THAN ONE COUNTY, JAMIE HAS A 2 COUNTY, AND YOU ARE IN 8 COUNTY, RIGHT?

14:55:33 >> 7.

14:55:40 >> EXCUSE ME I GAVE YOU ANOTHER ONE SORRY, WE HAVE A MIX OF SINGLE AND MULTIPLE COUNTY PSAs.

14:55:48 >> SHOULD I START WITH THE NEXT QUESTION IN

14:55:50 >> YEA, JUMP IN CAROLE.

14:56:02 >> SURE, ONE WROTE I AM WORRIED ABOUT THE TRIPLEA'S BEING AT THE COUNTY LEVEL, HAS ANYONE BEEN ABLE TO GET THROUGH THE TO COUNTY, THEY ARE NOT RESPONSIVE AT ALL. .

14:56:09 COUNTY SALARIES ARE HIGH COMPARED TO NONPROFIT, MORE MONEY IS TAKEN AWAY FROM DIRECT SERVICES.

14:56:30 >> GREAT TO HAVE THIS ADDRESSED DIRECTLY. GOOD NEWS WE HAVEAAA AT THE COUNTY AND NONPROFIT. WE HAVE THAT WHOLE EXPERIENCE. IT'S INTERESTING GEOGRAPHICALLY IN SOUTHERN CALIFORNIA, THE TRIPLEA IS IN THE COUNTY. AND NORTHERN IT'S A MIX.



14:56:52 BETWEEN COUNTIES AND YOU CAN JUMP IN. SO, YOU KNOW, I THINK I HAPPEN TO THINK THAT BOTH COUNTIES ANSWER THE PHONE, FOR MY EXPERIENCE AT THE CAL FRESH EXPERIENCE. PHONE SERVICES AND INTERNET SERVICES AT THE COUNTIES. AND PHONE E-MAIL SERVICES AT THEAAA'S, AND OUR GOAL IS IMPROVE ALL OF THAT.

14:57:03 SO I THINK REGARDLESS OF HOW WE RESTRUCTURE WE ARE COMMITTED TO WORKING WITH EVERYONE TO SUPPORT RAPID RESPONSE IN THE TECHNOLOGY OF CHOICE OF PEOPLE WHO CALL.

14:57:34 AND YOU KNOW, YES, THERE'S ABSOLUTELY PRO'S AND CONS, AND AGAIN, JAMIE FEEL FREE TO JUMP IN HERE, IT'S TRUE, THE COUNTIES TRADITIONALLY PAY MORE THAN NONPROFITS, DEPENDING ON THE COUNTY I WILL SAY. AND, ALSO, THEN THERE'S OTHER CONSIDERATIONS THAT HAVE COME UP FOR EXAMPLE AROUND SHARING HEALTH DATA, WHAT IT MIGHT MEAN BETWEEN GOVERNMENT AGENCIES, OTHER QUESTIONS COME UP AROUND PARTNERING WITH EMERGENCY SERVICES.

14:57:41 THESE ARE ALL REALLY GOOD CONSIDERATIONS, AND URGE YOU TO CHEMOTHEM COMING AND WEIGH IN ON THEM.

14:58:17 >> IF I MAY CHIME IN I HAVE SEEN BOTH. BECAUSE OF MY INVOLVEMENT WITH THE FEDERAL ADMINISTRATION ON AGING, AND ADMINISTRATION ON COMMUNITY LIVING. SOME NONPROFITS ARE SMALLER AND SOME ARE BIGGER. I THINK THE WHOLE THING HAS REALLY OPENED THE OPTION FOR INDIVIDUAL COUNTIES TO HAVE THEIR OWN LOCAL DETERMINATION.

14:59:07 THAT'S THE FLEXIBILITY. AND KNOWING SOME COUNTIES WILL HAVE DIFFICULTY CREATING AN AREA AGENCY ON AGING IF THEY ARE SPLIT UP. BECAUSE THEY MAY NOT HAVE RESOURCES. MAY CHOOSE TO PRIORITIZE THOSE RESOURCES. UNMET NEEDS, I THINK MY RECOMMENDATION IS TO ALLOW THAT CONVERSATION TO TAKE PLACE, MIGHT BE MORE TIME INVOLVED IN DELIBERATION. BUT I GUESS WITH THAT, THERE MAY BE MORE BUY IN. BECAUSE AT THE END OF THE DAY, WE WANT TO SEE A.

14:59:19 A EFFORT FOR DELIVERING SERVICES TO OLDER ADULTS AND PEOPLE WITH DISABILITIES, IN THAT SPIRIT WE WILL GET MORE SUPPORT AFTER THE DECISION IS MADE, THAT IS MY TWO CENTS.

14:59:34 >> I THINK THE ONLY THING I WOULD ADHERE IS IT SPEAKS TO IMPORTANCE OF PUTTING STANDARDS AROUND I AND A, I RECOGNIZE CAN BE CHALLENGES TO GET THROUGH TO ANY GIVEN PHONE NUMBER, AND EXPERIENCE THAT RIGHT WHEN SENIORS WANT TO GET VACCINATED.

15:00:07 AND ABLE TO BREAK 211, AND BREAK THE CALL CENTERS WE STOOD UP TO ASSIST PEOPLE, SHEER MAGNITUDE OF CALLS COMING IN. I THINK IT'S GOING TO BE IMPORTANT. I LIKE TO SAY, WHILE PRO'S AND CON'S TO BOTH SIDES, THE OTHER PIECE IS THAT WHEN WE IN OUR AREA. WHEN WE LEAVE ADDITIONAL SUPPORT WE ARE ABLE TO WALK DOWN THE HALL AND PULL THAT SUPPORT.

15:00:27 WHILE IT CAN SLOW THINGS DOWN, THERE ARE CERTAINLY BUREAUCRATIC PROCESSES IN PLACE, THERE'S ALSO THE OTHER SIDE OF IT, I WOULD SAY THERE ARE SUPPORTS AVAILABLE TO YOU THAT WOULD NOT NECESSARILY BE ABLE IF YOU WERE STRUCTURED DIFFERENTLY, PRO'S AND CON'S, TO EACH SIDE CERTAINLY.

15:00:40 >> THANK YOU. WHILE WE ARE ON THE TOPIC OF PSA, WE HAVE A QUESTION HERE, HOW WILL RECON FIGURING OF THE PSA IMPACT THE LONG TERM CARE PROGRAMS, SPECIFICALLY THE PROGRAMS THAT SERVE MULTIPLE COUNTIES

15:01:12 >> THAT IS A GREAT QUESTION, SAME THING CAN BE ASKED ABOUT HICAP, MEDICARE COUNSELING PROGRAM. ANOTHER PROGRAM, WE ARE EAGER TO HEAR FEEDBACK ON THAT, OPEN QUESTION. THERE'S A COUPLE DIFFERENT WAYS THAT COULD ANSWER. WE CERTAINLY SEE THE TRIPLE A OMBUDSMAN AND MEDICARE COUNSELING AS ECOSYSTEM. SO I THINK THERE'S DESIRE IN MAKING SURE THAT ANYTHING WE DO TO STREAMLINE.

15:01:48 I WILL SAY THAT ONE THING THAT HAS COME UP IS REGIONAL POSSIBILITIES, SO, IF THERE ARE, THERE ARE 33 AAA, DO THERE NEED TO BE 33 HICAP OR ARE THERE OPPORTUNITIES TO WORK TOGETHER AND DO A REGIONAL PROGRAM. IF THAT WAS THE LOCAL PREFERENCE.

15:02:12 ARE THERE WAYS WE AT THE STATE CAN MAKE THAT OPTION AS, NO MORE OR LESS BURDENSOME IF YOU WILL. SO LOCALS CAN MAKE THE BEST DECISION FOR LOCAL OR REGION AND NOT HAVE ONE OR ANOTHER BE TRICKY. SO, WE ARE OPEN TO PEOPLE'S SUGGESTIONS ON THOSE OTHER VERY IMPORTANT PROGRAMS AND WHAT THE BEST WAY TO DELIVER THOSE SERVICES TO.

15:02:16 THAT MAXIMIZES THE COORDINATION AND ALSO EFFICIENCY.

15:02:22 >> THANKS KIM. CAROLE DO YOU WANT TO PICK THE NEXT ONE?

15:02:35 >> IF THE COUNTY WISHES TO SPLIT FROM A MULTICOUNTY AAA. HOW SOON CAN THEY START WITH THE SERVICES. GIVING THE CHANGES THAT ARE NEEDED FIRST.

15:03:07 >> GREAT, QUESTION, THAT IS CORRECT. IF THERE WAS A COUNTY DESIRING TO CHANGE THEIR PSA, IF THEY WERE, WE HAVE ONE OF THESE HAPPENING RIGHT NOW, I WILL TALK ABOUT THAT IN A SECOND. IF THERE ARE FOLKS WHO WANTED TO, OR IN A MULTICOUNTY WHO WANTED TO GO STAND ALONE, PLEASE, APPROACH CDA, THEY CAN WORK TO RESISH EWE A MAP, UNDER CURRENT LAW AND AUTHORITY.

15:03:38 THAT DOES TRIGGER A NEW SELECTION OF AAA, IN PARTNERSHIP WITH LOCAL COUNTY BOARD OF SUPERVISORS IN THE AREAS. IT WOULD TAKE MANY MONTHS TO HAVE A SMOOTH PLAN TO CONSULT AND MAKE THAT MIGRATION WITH ALL PARTNERS. THE BIG 3. TRIPLE A, COUNTY AND CBA'S, TO MAKE THAT WORK SMOOTHLY AND SUBJECT TO FEDERAL APPROVAL. THAT IS ALLOWABLE NOW, AND CAN HAPPEN.

15:04:05 WE ARE LOOKING WITH LA COUNTY AND CITY, ONE PLACE WHERE WE HAVE ALMOST NESTED AAA'S, THEIR BOARD OF SUPERVISORS HAS DIRECTED THEM TO PLAN FOR CONSOLIDATION INTO A SINGLE AAA, AND AN INDEPENDENT COUNTY DEPARTMENT OF AGING THAT WOULD HOUSE THE AAA AMONG OTHER SERVICES AS I UNDERSTAND IT.

15:04:16 WE ARE WORKING WITH THEM THROUGH EXISTING OLDER AMERICANS AND CALIFORNIANS, TO WALK THROUGH WHAT WILL BE PROBABLY A MULTIYEAR PROCESS TO PLAN AND GET APPROVALS AND EXECUTE.

15:04:25 SO, THERE'S NO INTERRUPTION OF SERVICE TO THE PUBLIC, AND, EFFICIENT AS POSSIBLE.

15:04:39 >> WE HAVE A COMMENT, WHO WANTED TO POINT OUT THAT MUCH OF THE GOALS THAT HAVE BEEN DESCRIBED TODAY. KIND OF ALREADY EXIST AT A LOCAL LEVEL, WITH ACTIVE AND REAL COLLABORATION BETWEEN THE AAA, AND LOCAL GOVERNMENT AND CBO.

15:04:48 NO WRONG DOOR HAS BEEN THE BATTLE CRY FOR MANY YEARS, AND FEAR THAT LOSING WHAT HAS BEEN DEVELOPED OVER THE LONG TERM WOULD BE DISRUPTIVE IN THE LEAST.

15:05:01 I DON'T KNOW, KIM OR OTHERS CAN YOU SPEAK TO HOW TO PROCESS WOULD ENSURE THAT SYSTEMS THAT ALREADY EXIST AND RELATIONSHIPS THAT ALREADY EXIST ARE NOT DISRUPTED BY THE PROPOSED CHANGES.

15:05:20 >> PART OF THAT IS WHAT WE DOING RIGHT NOW, HEAR FEEDBACK ABOUT THAT, AND CHANGES DONE IN PARTNERSHIP WITH COUNTY BOARDS AND LEGISLATURE. ANY CHANGES THAT ARE MADE ARE DONE THOUGHTFULLY AND INTENTIONALLY TO MINIMIZE TRANSITIONS.

15:05:23 CHANGE IS HARD AND NOT ALWAYS BETTER TO BE CLEAR.

15:05:28 BE REALLY THOUGHTFUL ABOUT WHERE CHANGE MIGHT BE NEEDED TO BUILD BACK BETTER.

15:05:41 I THINK WE RECOGNIZE EVERY COMMUNITY IN A DIFFERENT PLACE. OPENED US UP BY SHARING THE SAN DIEGO

JOURNEY. WHERE YOU ARE ON THIS JOURNEY WILL HELP DETERMINE YOUR NEXT ROAD MAP.

15:05:47 WE WANT TO MAKE SURE WHATEVER WE DO HELPS EVERYBODY MOVE FORWARD FROM WHERE YOU ARE.

15:06:03 >> I HAVE ONE FOLLOW UP QUESTION, AND PASS IT OVER TO READ THE NEXT ONE. LOCATED IN KINGS COUNTY, THEY DON'T HAVE A AAA, HOW MIGHT THAT AFFECT A COUNTY LIKE KINGS?

15:06:05 >> JAMIE YOU WANT TO TAKE THAT ONE?

15:06:31 >> I THINK THAT THE HONEST ANSWER IS IT WOULD REQUIRE A LOT OF COLLABORATION AND CONVERSATION, WE KNOW THAT MSSP AND HICAP ARE IN TULARE COUNTY, AND PROVIDE IN KINGS AND THE OTHER WAY AROUND. SO WE EACH HAVE TO TAND UP OUR RESPECTIVE PROGRAMS AND FIGURE OUT WHAT THAT WAS GOING TO LOOK LIKE AND HOW TO COLLABORATE AND WORK TOGETHER.

15:06:44 I THINK TO HIS POINT, THE ISSUE FOR KINGS COUNTY IS THAT THE ADMINISTRATIVE PIECE OF IT DOES NOT EXIST, I WANT TO PUT THE PIECES IN PLAY TOGETHER.

15:06:46 SOMETHING WE HAVE TO WORK ONTO MAKE IT WORK.

15:07:08 >> EXCELLENT POINT. REALLY THAT IS EXACTLY THE KIND OF ANALYSIS AND CONVERSATION WE ARE INVITING EVERYONE TO THE TABLE ON. WHAT DOES MAKE SENSE FOR KINGS AND TULARE, I NO YOU HAVE DONE WORK WITH YOUR BOARDS AND SUPERVISORS ON THAT. TO CARRY THAT OUT.

15:07:21 IF THEY WERE TO SAY READY, WOULD INVOLVE REDRAWING THE MAP INTO 2 PSA, KINGS WOULD GET THE DIRECT ALOE CASE, AND SET UP AND, DIRECT RESPONSIBILITY WORKING ON THAT. .

15:07:52 I THINK THAT IS AN EXCELLENT QUESTION FOR THE VALLEY, THEY MIGHT SHARE THE SAME HICAP. HOW DOES THAT BECOME EFFICIENT. I THINK THOSE ARE QUESTIONS WE ARE TRYING TO SEEK. GET THEM ON THE ABLE, SEE IF THERE'S A WAY

TO DO THIS BETTER OR NOT. VARIES COMMUNITY BY COMMUNITY.

15:08:07 >> NEXT QUESTION, IF THERE'S A ADRC AND AAA IN PLACE, WHERE DO THEY GO FIRST, WHICH IS THE HUB AND WHICH IS THE SPOKE, SEEMS EASY, DESPITE THE OR VIEW.

15:08:26 >> IT IS CONFUSING, WE WELCOME BETTER METAPHORS, IDEA IS TRIPLEA WITH ILC IS THE HUB AND ADRC IS THE PUBLIC FRONT DOOR. THINK OF YOUR AIRPORT. A LOT THAT GOES ON BEYOND THE DROP OFF FOR ARRIVAL. THAT'S THE HUB, RIGHT, WHETHER YOU GO TO DENVER OR CHICAGO OR ATLANTA. .

15:08:52 WE ARE TRYING TO FIND THE RIGHT METAPHOR, WE THINK IT'S IMPORTANT WE STAND AT THE DOOR THAT SAYS HOAR IS WHERE YOU GO. THAT HUB, THE AAA, ILC, WHEREVER THEY ARE HOUSED. ILC WE KNOW THAT NETWORK. ARE ABLE TO PROVIDE COORDINATED COMPREHENSIVE CONNECTIONS TO SERVICES. THAT'S WHAT WE WANT TO MAKE SURE HAPPENS.

15:09:23 YOU ARE ABLE TO ACCESS TO SUIT OF SERVICES FROM COMMUNITIES, AND SUIT OF SERVICES FROM TRIPLEA AND COUNTY, AND COMING SERVICES FROM HEALTH PLANS, PARTICULARLY AS MEDICAID MOVES INTO IN LIEU OF SERVICES AND ENHANCED CAREMENT. WONDERFUL THEY HAVE MORE SERVICES THAN EVER. AND WONDERFUL THAT COMMUNITY GROUPS HAVE BUILT UP MORE AND MORE DIVERSE SERVICES.

15:09:45 HOW DO WE HELP PEOPLE IN THE COMMUNITY GET ACCESS TO THEM. HOW CAN THEY--AIR TRAFFIC CONTROLLER. ANOTHER METAPHOR, TO HELP PEOPLE CONNECT TO ALL OF THOSE AND NOT HAVE TO GO DOOR TO DOOR. MAYBE WE CAN SHARE MORE FROM SAN FRANCISCO. IT'S DIFFERENT. BUT HOW THEY WERE ABLE TO DO THAT.

15:10:05 IN TERMS OF ONE WAITING LIST FOR SERVICES, RATTER THAN CALLING EVERY NONPROFIT AND GET ON THE WAITING LIST, THEY COORDINATE AT THE HUB. THAT IS AN EXAMPLE. WE ARE LOOKING FOR THE METAPHOR AND FOR YOU TO PICK HOLES IN IT. KEEP IT COMING.

15:10:15 >> I HAVE A COMMENT FROM SOMEBODY, WE STARTED THE WEBINAR OUT BY TALKING ABOUT COVID AND OPPORTUNITIES THAT KOFD PRESENTED AS WELL AS CHALLENGES.

15:10:38 THIS INDIVIDUAL WANTED TO ELEVATE THE AAA'S ARE REELING FROM EFFECTS OF COVID. AND WHAT IS KIND OF THE TIME FRAME FOR THESE SIGNIFICANT CHANGES. THEY ARE HOPING THAT CRIPPLE A'S, AND OTHER ORGANIZATIONS MIGHT HAVE TIME TO RECOVER AND GET BACK ON THEIR FEET BEFORE TAKING ON THIS NEW INITIATIVE.

15:11:00 >> SURE, RIGHT NOW WE ARE IN MONTH 2 OF 6 MONTH LISTENING PROCESS, STAKEHOLDER ENGAGEMENT PROCESS TO GET PEOPLE'S INPUT. NOW BECAUSE OF THE URGENCY OF COVID, WE ARE DOING IT NOW BECAUSE OF THE OPPORTUNITY OF THE FUNDING AND DIRECTION OF THE MASTER PLAN AND ALZHEIMER'S TASK FORCE.

15:11:10 THIS IS 6 MONTHS OF LISTENING AND THINKING, AS WE SAID IN DECEMBER, WE COME BACK WITH REFLECTIONS AND RECOMMENDATIONS, CURRENT PHRASE, WHAT WE HEARD, FINDINGS AND FEEDBACK.

15:11:23 WHAT WE HEARD AND WHAT COULD GO FORWARD. YOU ARE ABSOLUTELY RIGHT, THESE THINGS TAKE TIME, AND REFLECTION BY THE LEGISLATURE, AND COUNTY BOARD OF SUPERVISORS, SOME OF THEM REQUIRE FEDERAL REVIEW.

15:11:46 TO BE SPECIFIC, ONE THING COULD BE UPDATE TO THE CALIFORNIA FEDERAL STATE PLAN, WHICH IS DUE NEXT JULY 1ST. THIS COULD INFORM OUR STATE PLAN UPDATE. THIS COULD INFORM LOCAL PLAN UPDATES THAT MIGHT BE DUE IN COMING YEARS. COULD INFORM A BUDGET REQUEST FROM ANY QUARTERS.

15:12:00 COUNCIL AS YOU KNOW, MANY PEOPLE ON THIS CALL KNOW, THE NETWORK DID RECEIVE, AND LEGISLATURE PROVIDED AND GOVERNOR SIGNED INCREASE IN ADMINISTRATIVE FUNDING FOR AAA'S, COULD LEAD TO BUDGET.

15:12:11 AND ALSO LEAD TO MODERNIZATION OF OLDER CALIFORNIANS ACT, COULD USE A FRESH LOOK IN THE WAKE OF COVID AND MASTER PLAN. THOSE ARE THINGS THAT TAKE TIME.

15:12:25 ONE TIME FRAME ON MY MIND I WILL SHARE, A LOT OF ONE TIME FUNDING INVESTMENTS WE HAVE BEEN FORTUNATE TO RECEIVE FROM THE FEDERAL AND STATE LEVEL, 3 YEAR HORIZON.

15:12:32 THINKING OF THE ONE PENDING APPROVAL AT CMS IN WASHINGTON, A 3-YEAR SPENDING PLAN.

15:13:15 AND NEW OLD R ADULTS, RESILIENCY AND RECOVERY FUND, ALSO HAD A 3 YEAR, AND COVID MONEY AS WELL. THAT'S REALLY A GOLDEN OPPORTUNITY IF MONEY IS HELPFUL IN ANY RESTRUCTURING. I KNOW IN THE PAST SOMETIMES TRIPLE A'S, WHO HAVE BEEN CONSIDERING SPLITTING FROM 2, 3, 4, INTO 1, WORRY ABOUT THE POT GOING DOWN. AND MAYBE A OPPORTUNITY. I THINK ABOUT THE NEXT 3 YEARS AS CRITICAL, BUT THE POINT IS NOTHING IS HAPPENING OVER NIGHT, NOTHING IS HAPPENING BEFORE DECEMBER, NOTHING IS HAPPENI.

15:13:27 WE WE GET LETTERS AND WELCOME THESE. THIS IS THE BEGINNING OF THE PROCESS THAT WILL BE THOUGHTFUL AND INTENTIONAL AND TRANSPARENT AND COLLABORATIVE. .

15:13:49 >> A CHALLENGE I HAVE NOT HEARD YET, IS INEQUITY THAT EXISTS BASED ON WHERE YOU ARE GEOGRAPHICALLY. SOME ARE RICH WITH GENERAL FUNDS, AND CONTRIBUTED HEAVILY, THOSE PROGRAMS ARE WONDERFUL. WE ALL WON'T THOSE KINDS OF PROGRAMS.

15:14:13 HOW WOULD THEY APPROACH THE AREAS LIKE THE CENTRAL VALLEY AND FRESNO. ALL SHOW DISMAL RATINGS. (READING) I LOST THE QUESTION, POPPED OUT.

15:14:24 >> I AM HAPPY TO JUMP IN. I HAVE BEEN KEEPING AN EYE ON IT. WOULD THERE BE ADDITIONAL INVESTMENT IN POOR COUNTIES TO CREATE FOUNDATION FOR ROBUST SERVICES TO BE DEVELOPED. APOLOGIZE I AM READING THAT FAST.

15:14:34 WE ALSO HAVE DIFFICULTY RECRUITING PROFESSIONALS AND CAPACITY.



15:14:49 >> YOU ARE RIGHT, PART OF WHY THIS OPPORTUNITY WITH UNPRECEDENTED FEDERAL AND STATE RESOURCES IN THE NETWORK IS ONE WE CAN'T SQUANDER. CORRECT, THERE'S NOT EQUITY BETWEEN REGIONS.

15:15:07 WE NEED TO DO EVERYTHING WE CAN TO ADDRESS THAT. I THINK THE QUADRUPLING OF RESOURCES FOR MEALS, ADRC FUNDING ONGOING FOR THE FIRST TIME. NUTRITION INFRASTRUCTURE GRANTS, FIRST TIECHL FOR THIS NETWORK, BEEN AT THE FOOD BANKS FOR A FEW YEARS, FIRST TIME.

15:15:31 I CAN GO ON AND ON, IT'S REALLY A TIME TO BE THINKING BOTH ABOUT IMMEDIATE RESPONSE AND CAPACITY BUILDING. AND WE DO WANT TO WORK WITH GROUPS, IF THERE ARE CHALLENGES IN SPENDING DOWN THE MONEY. BECAUSE OF THE WORKFORCE ISSUES, BECAUSE OF LOCAL PROVIDER NETWORKS, WE WANT TO BE INNOVATIVE AND CREATIVE WITH THE STATE FUNDING WHERE WE HAVE THAT FLEXIBILITY.

15:15:40 MAYBE A NEW PARTNERSHIP, WHAT CAN WE DO TO KEEP THE MONEY IN YOUR REGION WHERE PEOPLE HAVE THE IDZ R NEEDS.

15:15:45 I WOULD FLAG THAT A MAJOR PART OF THE, TWO OTHER INVESTMENTS.

15:16:04 WORKFORCE IS MAJOR PRIORITY, DIRECT CARE, HOME CARE, PERSONAL CARE, MAJOR PRIORITY OF THE HCBS SPENDING PLAN. DHCS WILL BE LEADING A NEW EFFORT TO INCREASE THE SUPPLY AND RETENTION AND SATISFACTION OF DIRECT CARE WORKERS.

15:16:30 I ALSO SAY PARTNERS AT DHCS WILL BE DOING A ROAD MAP MANY OF YOU ARE AWARE OF, WHERE HOME AND COMMUNITY BASED SERVICES EXIST. ADULT DAY CARE, COMMUNITY BASED ADULT SERVICES, MSSP. HOW TO USE THE MONEY TO BUILD THAT INFRASTRUCTURE AS WELL. .

15:16:39 AGAIN, BEEN LINING UP, I KNOW WE ARE TIRED, AND DEALING WITH DEALT TA, AND FIRES AND KIDS AND PARENTS AND EVERYTHING ELSE IN THE 18 MONTHS.

15:16:51 LINING UP, WITH OLDER AMERICANS ACT, GENERAL FUND, AND STIMULUS, AND MEDICAID. WE CAN GET OUR HOUSE IN ORDER, WE CAN REALLY BUILD SOMETHING TO LAST FOR THE NEXT GENERATION.

15:17:06 >> GREAT, WE HAVE GOT A COMMENT HERE. HIGHLIGHT WE HAVE USED SEVERAL METAPHORS TO DESCRIBE THE FUTURE OF SERVICES IN OLDER ADULTS, ONE DOOR, HOUSE WITH MANY ROOMS. .

15:17:24 IS THERE A MORE DEFINED VISION, WILL THIS BE A PHYSICAL LOCATION WHERE PUBLIC CAN GO AND MEET WITH REPRESENTATIVES FROM VARIOUS SERVICE ORGANIZATIONS, VIRTUAL. OVER THE PHONE, PILOT PROGRAMS? A LOT OF QUESTIONS.

15:17:41 >> ALL THOSE ARE GREAT QUESTIONS, I AM GOING TO PUT DARRICK ON THE SPOT. AND MAYBE EM, JAMIE I DON'T KNOW HOW YOU WANT TO DESCRIBE IT. THERE'S LOTS OF WAYS TO DO IT. DO YOU WANT TO START?

15:18:18 >> SO YOU WANT ME TO SHARE ST SAN FRANCISCO EXPERIENCE. YES, WALK BACK ON MEMORY LANE. 1999 THE CONTROLLER DID AUDIT OF SERVICES FOR OLDER ADULTS AND PEOPLE WITH DISABILITIES. SO HE FOUND THAT THE SERVICES WERE NOT COORDINATED AT ALL. AND PART OF THAT WAS BASED ON EXPERIENCE OF ONE OF HIS RELATIVES WHO DID NOT GET TYPE OF SERVICES.

15:18:42 WITH THAT HE MADE A RADICAL AND BOLD PROPOSAL TO INTEGRATE THE DEPARTMENT, WHICH I MENTIONED DURING MY PRESENTATION, INCLUDING THE PUBLIC ADMINISTRATOR, AND GUARD YEN, AND CONSERVATOR, AND APS, AND AAA, WE WERE ALL KINDS OF PUT TOGETHER.

15:18:53 I MAY USE THE TERM, FORGIVE ME IF THIS IS SHORT AND READY. NOT WILLING TO BE TOGETHER AT THE GET GO.

15:19:18 UPSIDE OF THAT, ONCE WE WERE ABLE TO INTEGRATE INTO A SINGLE DEPARTMENT, WE SAW SOME GREAT

COLLABORATION. WE TRIED TO FIND A WAY TO REALLY BLEND THE STAFF. IT WAS HARD FOR THE STAFF TO GO THROUGH THAT.

15:19:23 IMAGINE COMING FROM 8 DIFFERENT DEPARTMENTS AND YOU USE TO HAVE OUR OWN DEPARTMENT HEAD.

15:19:46 SO THAT'S THE FIRST STEP. AND I WAS WITH THAT FROM 2000-2005, THAT'S THE FIRST PHASE, SECOND PHASE WAS WHEN MY SUCCESSOR TOOK OVER. AS I DESCRIBED. WE WERE AT \$11 MILLION WITH THE AREA AGENCY ON AGING.

15:20:07 BEFORE WE MERGED, AFTER WE WERE INTEGRATED WE BECAME \$30 MILLION. AND SINCE YOU KNOW, MY DEPARTURE, THE DEPARTMENT HAS GROWN TREMENDOUSLY, AND NOW YOU TALK ABOUT A TRUE HUB AND SPOKE MODEL. BECAUSE THEY WERE INTEGRATED INTAKE AND ELIMINATE A LOT OF SILOS.

15:20:22 I THINK THAT'S THE KEY, ELIMINATE THE SILOS AND MAKE SURE THAT ANYONE IN NEED OF SERVICES WITHIN THE CITY AND COUNTY OF SAN FRANCISCO 47 SQUARE MILE GEOGRAPHICALLY CAN GET THE COORDINATED SERVICES.

15:20:42 BUT, BEFORE THAT, KIM, WE ACTUALLY HAVE A MODEL CALLED THE SIN ESSENTIAL, IT WAS A PRODUCT OF THE BOARD OF SUPERVISORS WHO STARTED TO LOOK AT HOW WE INTEGRATED AMGING AND DISABILITY SERVICES TOGETHER.

15:21:08 SO, KIND OF PREDATED THE ADRC, AND STARTED IN SAN FRANCISCO AND WE WERE EXCITED ABOUT THAT, THEY ARE LIKE 11 DISTRICTS IN SAN FRANCISCO COUNTY, AND WE HAVE 11 SIN ESSENTIALS. AND LATER BECAME THE ADRC MODEL. THAT'S THE WALK BACK IN TIME IN TERMS OF HOW IT STARTED.

15:21:24 NOT BY CHOICE BUT BASICALLY BY LEGISLATION. THAT'S VERY UNIQUE, IF WE ARE LOOKING AT STATEWIDE, I THINK ELLEN CAN ADDRESS WHY SAN DIEGO WENT THROUGH THAT, BUT DIFFERENT COUNTIES HAVE DIFFERENT ISSUES AND EXPERIENCES.

15:21:35 THAT IS WHY I RECOMMEND, ONE THING IS PROVIDE LOCAL DETERMINATION, AND FLEXIBILITY, AND, SECOND, I ALSO MENTIONED AT THE BEGINNING OF MY KEY ADVICE.

15:21:49 HAVE A RADICAL APPROACH FOR COUNTIES WITH LESS RESOURCES, CONSIDER GIVING MORE WEIGHT. SO, THEY DON'T HAVE TO SCRAMBLE FOR RESOURCES TO MAKE ENDS MEET. THANK YOU SO MUCH.

15:21:55 >> WHAT IS THE CONCEPT OF THE METAPHOR OF HUB AND SPOKE, WHAT DOES THAT LOOK LIKE IN SAN DIEGO.

15:22:13 >> WELL, WE HAD A SIMILAR STORY AS TO WHAT SAN FRANCISCO SHARED. I THINK AT THE CURRENT TIME THERE'S BEEN MORE EVOLUTION WITH 211. 211 HAS BECOME ONE OF THE CENTRAL AREAS IN SAN DIEGO THAT INDIVIDUALS CAN CONTACT.

15:22:27 EVER MORE SO DURING THE PANDEMIC, INDIVIDUALS, SENIORS NEEDING SERVICES. 211 STEPPED UP. AND AVAILABLE.

15:22:42 I THINK AS I LOOK BACK ON THE HISTORY, BIG PART OF WHAT DROVE THE NO WRONG DOOR WAS MAKING EVERYTHING ACCESSIBLE. AND SENIOR SERVICES WERE CARVED OUT OF A MODEL THAT INCLUDED PHYSICAL CENTERS.

15:23:08 WHERE YOU COULD GO AND LEARN ABOUT PUBLIC HEALTH SERVICES OR WELFARE AT THE TIME FOOD STAMPS, CAL FRESH, AND CAL WORKS AND OTHER PROGRAMS. THERE WAS A REALIZATION THAT SENIORS HAD SPECIFIC NEEDS THAT NEED TO BE ADDRESSED IN A DIFFERENT PASSION. AND WALK IN AT A CENTER THAT WAS DEVISED.

15:23:44 I THINK THE WALK IN MODEL CONTINUES TO EVOLVE. AND DEVISION FOR SAN DIEGO THAT WE NEED ONE SIMPLE NUMBER, 211, WELL SOLIDIFIED. AND I JUST USE IT AS AN EXAMPLE FOR MAKING APS REPORTS, THERE'S A QUICK SEIZE SI NUMBER TO CALL, GET INTO THE SYSTEM AND MAKE ESPECIALLY URGENT MATTERS LIKE APS, IT'S EVOLUTION AND THINGS CHANGE. AND COVID DISRUPTED ALL OF THE WAYS WE DO BUSINESS.

15:24:05 AND EVERYBODY HAS TO FIND DIFFERENT WAYS TO BE RESPONSIVE TO A WHOLE NEW SET OF ISSUES. AND I THINK THAT'S WHAT I TAKE AWAY. YOU MENTIONED BEING THOUGHTFUL AND TRANSPARENT AND OPEN. I HEAR FEEDBACK TODAY I HEAR

THAT THE NEED FOR LOCAL FLEXIBILITY. EACH COMMUNITY IS SO DIFFERENT.

15:24:25 KNOWING THERE'S CERTAIN CORE STANDARDS THAT HAVE TO BE MET. BUT MAKING SURE THAT THERE'S THAT ABILITY TO DEVISE AND USE THE STANDARDS AT A LOCAL LEVEL THAT MAKES SENSE IN THE REGION. YOU KNOW, IT'S DEFINITELY A NATURAL TENSION THAT EXISTS BETWEEN CENTRALIZING AND LOCAL SERVICES.

15:24:30 BUT, I THINK IT'S GOING TO BE EXCITING, IT WILL BE UNIQUE.

15:24:47 >> I THINK THAT IS PART OF WHY THE STATE IS TRYING TO SPEAK, FRAMEWORK, BLUEPRINT AND CONCEPT, DOES REQUIRE THAT LOCAL DETERMINATION, AND EXPERTISE AND PRIORITIZING TO MAKE IT WORK IN EACH COMMUNITY.

15:24:57 TRAVEL BACK TO THE VALLEY AND HEAR FROM JAMIE. THE HUB AND SPEAK YOU MENTIONED A LOT O COORDINATE, WHERE WOULD YOU SIT, WHAT DOES THAT MEAN?

15:25:25 >> YEA, AS WITH MOST THINGS, KINGS AND TULARE IS HYBRID, WE HAVE WHAT I WOULD CONSIDER IS OUR I AND A LINE, EVERYBODY GETS STARTED AND ENTERED THE SYSTEM AND GET CONNECTED TO ANY OF THE PROGRAMS WE PROVIDE. THAT BEING SAID WE HAVE PROGRAMS PROVIDED IN BRICK AND MORTAR BUILDINGS IN THE TWO COUNTIES.

15:25:56 INTERESTING POINT, TO SAN FRANCISCO, IS THAT KINGS HAS 6200 SQUARE MILES, RIGHT, THERE ARE STILL CHALLENGES AND ROOM FOR GROWTH AND OPPORTUNITIES, BECAUSE, EVEN IF SOMEONE CALLS I AND A LINE, WE FEEL SECURE WE HAVE A KNOWLEDGEABLE HOME TEAM TO CONNECT TO RIGHT PLACE AND ASK RIGHT QUESTIONS AND PEOPLE ARE NOT GOING TO GET BOUNCED AROUND ONE AREA TO THE NEXT, WE KNOW THERE'S A GOOD POSSIBILITY THEY ENTER THE SYSTEM.

15:26:15 DUE TO ONE NEED AND THEN WE DETERMINE A VARIETY OF OTHER NEEDS ARE IN PLAY. RIGHT, WE HAVE A SITUATION THEY CALL TO I AND A, AND CONNECT TO RIGHT PLACE, BUT

MIGHT BE THE FIRST RIGHT PLACE AND BRICK AND MORTAL FOR THE SECOND, AND THIRD ARE LOCATED IN OTHER AREAS.

15:26:36 SO WE HAVE TALKED ABOUT TRYING TO BRING EVERYBODY UNDER ONE BUILDING AND TRYING TO HAVE OUR WEBSITE AND I AND A LINE PROVIDE SERVICES OR CONNECT THEM VIRTUALLY SO THEY DON'T HAVE TO COME IN ADDRESSING THE DIGITAL DIVIDE, AND MAKE SURE THEY HAVE ACCESS TO DO THAT.

15:26:50 I AM INCREDIBLY PROUD OF IT AND LOOKS SO MUCH BETTER THAN FIVE YEARS AGO, I ALSO THINK THERE'S A LOT OF STUDENT AND EXCITING AROUND SEEING WHAT THIS LOOKS LIKE MOVING FORWARD INTO THE FUTURE.

15:27:07 >>

15:27:15 >> FANTASTIC, I DON'T KNOW IF YOU WANT TO POSE ANOTHER QUESTION, WE HAVE A COUPLE MORE MINUTES LEFT.

15:27:27 >> YOU MIGHT BE MUTED.

15:27:37 >> I AM SORRY ABOUT THAT. HOW DO WE KNOW IF HUBS AND SPOKES NETWORK FOR AGING AND DISABILITY PLAN IS GOING TO BE EFFECTIVE FOR ALL OLDER ADULTS AND INDIVIDUALS ACROSS THE STATE. IS THERE DATA TO SHOW THIS WILL BE EFFECTIVE.

15:27:44 >> EXACTLY WHAT WE GATHER, INVITE YOU TO COME TO PARTICULAR RURAL AND REMOTE VIRTUAL TOWN HALL.

15:28:16 HAVING ONE JUST ON SPECIFIC CHALLENGES OF RURAL AND REMOTE. SO MANY, I RECOGNIZE THAT THE CENTRAL VALLEY IS EVERYTHING. URBAN, AND SUBURBAN AND RURAL. EVERYTHING. WE WANT TO FOCUS ON RURAL AND REMOTE. PARTICULARLY WE KNOW THAT I THINK JOY AND OTHERS HAVE MENTIONED. MAYBE NONPROFIT PARTNERS, FEWER DOLLARS, MORE MILES, MORE MILES. FEWER HEALTH INSTITUTIONS.

15:28:35 THINGS THAT REALLY NEED TO BE THOUGHT THROUGH. WE ARE HOPEFUL WITH SOME OF THE NEW RESOURCES COMING INTO ADULTS, AGAIN BOTH FROM CDA CHANNEL AND ALSO THE

CDSS CHANNEL, AND HOUSING AND HOMELESSNESS FUNDING, APS, ADULT PROTECTIVE SERVICES.

15:28:49 MAYBE SMALLER COUNTIES AND COMMUNITIES, MAYBE STARTING TO COME TOGETHER TO ENOUGH TO HAVE THE PILLAR OF ADULT SERVICES LIKE BUILT WERE CHILDREN. AND BETTER REFLECT THE DEMOGRAPHICS FRANKLY.

15:28:54 SOME ARE OLDER FASTER THAN THE COASTAL COUNTIES.

15:29:23 I DO THINK THOSE ISSUES ARE INCREDIBLY IMPORTANT, THAT IS WHY THIS THEME OF WHAT IS THE STATE CONCEPT AND FRAMEWORK THAT LOCALS CAN SPECIFICALLY IMPLEMENT, AND AGAIN, WE MAY NEED TO, ON SOME FUNDING AND REGIONAL PARTNERSHIPS AND HOW TO SUPPORT RURAL AGING

15:29:38 >> ENDING ABOUT 3:30, IF WE HAVE MORE TIME, I DEFER TO YOU, BUT I THOUGHT THE QUESTION WAS A NICE CLOSING OUT QUESTION. WHERE CAN STAKEHOLDERS GO TO FIND THE LIST OF COUNTIES INCLUDED IN THE SERIES OF LISTENING SESSIONS.

15:29:59 >> TERRIFIC, I WILL LET, WE HOPE THERE'S ONE FOR EVERYBODY, BUT SHE CAN TALK MORE ABOUT THIS. WE STARTED IN THE SACRAMENTO CENTRAL VALLEY. ONE FOR SAN FRANCISCO BAY AREA CENTRAL COAST, LA AND SOUTHERN CALIFORNIA, AND RURAL AND REMOTE. ALL WILL FOLLOW THE SAME FORMAT.

15:30:32 OF COMMISSION ON AGING OPENING, ELLEN AND COLLEAGUES, MYSELF GIVERING A SHORT VIEW OF VISION, AND HEARING FROM 2 LEADERS FROM THE REGION. FROM 2 SEATS TO KICK OFF THE LOCAL CONVERSATION, CALENDAR ON THE WEB PAGE AND URGE YOU TO TALK TO AS MANY AS YOU WOULD LIKE, AND HELP US PROMOTE TO MAKE SURE WE HAVE PEOPLE FROM THE REGIONS ABLE TO ATTEND.

15:30:37 YOU ARE WELCOME TO SELF-IDENTIFY, THERE'S NO WRONG DOOR.

15:30:42 >> FANTASTIC, KIM ARE YOU OPEN FOR MORE QUESTIONS.

15:31:05 >> YOU KNOW, I HAD COMPLETELY LOST TRACK OF TIME, IT'S 3:30. WHAT WOULD YOU LIKE, WHAT WOULD THE GROUP LIKE TO DO, DID YOU SEE MORE QUESTIONS THAT ARE NEW OR DIFFERENT, I DEFER TO THE GROUP. WHAT'S THE BEST THING TO DO.

15:31:10 >> WE HAVE COVERED A LOT OF GROUND HERE, THERE'S DEFINITELY COMMENTS AND QUESTIONS, MAYBE DO YOU HAVE A SENSE.

15:31:43 >> I WAS THINKING, WE CAN END ON TIME, WE DON'T WANT TO TAKE MORE TIME THAN WHAT ORIGINALLY PROMISED FOLKS AND THERE ARE QUESTIONS WERE NOT ABLE TO GET. RIGHT NOW ON THE WEB PAGE HUBS AND SPOKES, THERE'S A SECTION WHERE WE ARE PUTTING, YOU CAN SEE QUESTIONS THAT HAVE COME IN THAT WE HAVE ANSWERED. WE WILL PUT THESE QUESTIONS COMING IN THROUGH CHAT, ONES WE HAVE ANSWERED AND HAVE NOT BEEN ABLE TO ANSWER, AND PUT THEM UP THERE.

15:32:05 SO FOLKS CAN SEE SOME OF THE COMMENTS THAT ARE MADE. WE WILL DO THAT, SO WE CAN WRAP IT UP ON TIME. AND NOT OVEREXTND TIME WE ORIGINALLY A LOTTED FOR. AND ALSO THIS TOWN HALL IS RECORDED IF YOU MISSED ANY PARTS OR WANT TO WATCH IT AGAIN. THAT WILL BE AVAILABLE.

15:32:32 YOU WILL BE ABLE TO GET IT ON THE YOU TUBE AND ALSO THROUGH THE HUBS AND SPOKES AS WELL. EVERYTHING THAT IS RELATED TO HUBS AND SPOKES INITIATIVE, TOWN HALL, WEBINAR, SURVEY, ALL OF IT ON THAT PAGE. IF YOU CAN'T FIND IT OR HAVE QUESTIONS, E-MAIL US.

15:32:35 WE CAN WRAP IT UP. YOU WANT TO CLOSE IT OUT.

15:32:54 >> I WANT TO THANK YOU FOR THE FIRST TOWN HALL AND GREAT FEEDBACK, PLEASE KEEP IT COMING, WHETHER IT'S INDIVIDUALS AS MENTIONED PUBLIC SURVEY IS ROLLING OUT TODAY. TAKE THE PUBLIC SURVEY AS INDIVIDUALS AND FORWARD TO YOUR NETWORKS AND WE ALSO INVITE RECOMMENDATIONS FROM ORGANIZATIONS.