



**Hubs & Spokes Network for Aging & Disability Townhall
Los Angeles & Southern California
October 12, 2021 | 2:00pm - 3:30pm
Captioners Transcript**

14:03:12 OKAY, WITH ABOUT 80 PEOPLE ON, WELCOME EVERYBODY, THANK YOU FOR JOINING THIS AFTERNOON FOR OUR FOURTH REGIONAL TOWN HALL FOCUSED ON THE HUBS AND SPOKES INITIATIVE.

14:03:26 PARTICIPANTS WILL BE MUTED DURING PRESENTATIONS AND WE ARE SAVING TIME AT THE END TO HEAR FROM YOU. USE THE RAISE HAND ICON ON YOUR TOOLBAR OR Q AND A ICON TO SUBMIT QUESTIONS AND COMMENTS.

14:03:35 CLOSED CAPTIONING AS WELL AS ASL ARE AVAILABLE, YOU SHOULD SEE OUR ASL INTERPRETER KIM ON THE SCREEN.

14:03:45 CLOSED CAPTIONING DOES NEED TO BE ENABLED, CLICK THE ICON AND ENABLE OR SHOW SUBTITLES TO GET THAT GOING.

14:03:58 THIS WILL BE ARCHIVED. VISIT THE DEPARTMENT OF AGING YOU TUBE CHANNEL OR HUBS AND SPOKES WEB PAGE TO ACCESS THIS SESSION AND PAST SESSIONS AS WELL.

14:04:00 I WILL PASS IT OFF TO YOU.

14:04:10 >> THANK YOU, GOOD AFTERNOON EVERYONE. THANK YOU FOR JOINING, LIKE SHE SAID THIS IS OUR FOURTH TOWN HALL THAT WE HAVE HOSTED.

14:04:29 SO YOU SEE WE HAVE A SERIES OF STAKEHOLDER ENGAGEMENT OPPORTUNITIES THAT WE'VE HAD OVER THE LAST FEW MONTHS. THIS IS THE FOURTH, THE LAST TOWN HALL WE'LL HAVE. WE HAVE A FEEDBACK SURVEY AS WELL THAT IS STILL OPEN UNTIL THIS FRIDAY.

14:04:59 WE DID JUST GET IT TRANSLATED IN SPANISH AS WELL. THAT WILL BE AVAILABLE UNTIL THE END OF OCTOBER. WE REQUEST ANY ENGLISH PARTICIPANTS TAKING THE SURVEY TO COMPLETE BY THE 15TH. PLEASE WELCOME RECOMMENDATIONS THROUGH E-MAIL, AND LOOKING TO HOST RESULTS AND RECOMMENDATIONS BRIEFING MID DECEMBER WHAT WE ARE LOOKING AT, NEXT SLIDE, PLEASE.

14:05:18 ALL THE INFORMATION CAN BE FOUND ON THE CDA WEB PAGE UNDER THE HIGHLIGHT SECTION THERE WILL BE A DIRECT LINK TO THE HUBS AND SPOKES INITIATIVE WEB PAGE. THERE YOU WILL FIND THE RESOURCE AND LINKS TO PREVIOUS TOWN HALLS AND LEADERSHIP AGING WEBINARS AND THE SURVEY YOU CAN FIND THERE.

14:05:30 NEXT SLIDE. AND JUST BRIEFLY WHAT NEXT STEPS MEAN, AGAIN ENGAGEMENT OPPORTUNITIES FOR ASKING FOR EVERYONE TO SUBMIT THEIR FEEDBACK THROUGH OCTOBER 15.

14:05:43 WHICH IS THIS FRIDAY. CALIFORNIA DEPARTMENT OF AGING AND CALIFORNIA COMMISSION ON AGING WILL BE HOSTING THE RESULTS AND RECOMMENDATION BRIEFING IN DECEMBER, THIS WILL BE IN PARTNERSHIP WITH SACRAMENTO STATE UNIVERSITY.

14:05:57 WE WILL BE WORKING WITH THEM, WHERE THEY WILL HELP US ANALYZE ALL OF THE INFORMATION AND THEMES AND FEEDBACK WE HAVE GOTTEN THROUGH THE TOWN HALLS AND WEBINARS AND E-MAIL OR REGULAR MAIL.

14:06:12 THAT WILL LEAD TO THE RESULTS BRIEFING IN DECEMBER WHERE WE CAN ALL TALK ABOUT WHAT HAS BEEN HEARD AT ALL THESE TOWN HALLS AND WEBINARS AND TALK ABOUT NEXT STEPS AND WHAT THESE RECOMMENDATIONS MAY BE OR WHAT THE NEXT STEPS MAY BE.

14:06:27 THAT COULD INCLUDE STATE BILLS WE SHOULD LOOK AT, BUDGET ISSUES, LOCAL ACTIONS WE CAN DEVELOP AND ADVANCE. NEXT SLIDE. .

14:06:39 WE HAVE A QUICK POLL TODAY TO SEE ON YOUR SCREEN, SEE WHO IS JOINING TODAY. TAKE A QUICK MINUTE TO ANSWER THAT POLL. THAT WOULD BE GREAT. WE WILL GO OVER THE RESULTS SHORTLY.

14:06:45 I WILL GO OVER THE AGENDA REALLY QUICKLY, WE HAVE A PACKED AGENDA TODAY.

14:06:57 WE WILL FIRST GO OVER A LITTLE BIT OF BACKGROUND, THE OPPORTUNITY FOR CALIFORNIA AS WE BUILD BACK BETTER, BRIEF BACKGROUND ABOUT THE VISION, AND HUBS AND SPOKES FOR AGING AND DISABILITY IN EVERY COMMUNITY LOOKS LIKE.

14:07:07 THEN WE WOULD LIKE TO HEAR FROM A COUPLE OF LOCAL PERSPECTIVES AND WE ARE EXCITED TO HEAR ABOUT. AND MOST IMPORTANTLY HAVE THE PUBLIC DISCUSSION, THE SECOND HALF.

14:07:33 SO, LOOKS LIKE AS FOLKS ARE SEEING THE POLL. SHARE THE RESULTS. A LOT OF DIFFERENT FOLKS JOINING US TODAY. AREAS AGENCIES AND ADVOCATES AS WELL. WELCOME EVERYONE.

14:07:38 I WOULD LIKE TO TOSS IT OVER TO BUILDING BACK BETTER.

14:07:53 >> GOOD AFTERNOON, MY NAME IS JOAQUIN, I HAVE BEEN INVOLVED IN THE FIELD OF AGING FOR 45 YEARS. I FEEL PRIVILEGED TO HAVE SEEN THE DEVELOPMENT OF AGING NETWORKS SINCE THEIR BEGINNING.

14:08:03 WITH TWO OTHER PERSONS I WROTE THE PROPOSAL THAT CREATED THE SAN DIEGO COUNTY AREA AGENCY ON AGING BACK IN 1973.

14:08:19 FOR MOST OF THE TIME I WORKED IN THE VARIOUS POSITIONS IN AGING PROGRAMS AND LATER I WAS LUCKY TO TEACH SEVERAL GERONTOLOGY COURSES AT SAN DIEGO UNIVERSITY.

14:08:41 I HAVE BEEN A MEMBER OF THE CALIFORNIA COMMISSION ON AGING SINCE 2016 AND I AM PLEASED TO REPRESENT THE COMMISSION TODAY AT THIS TOWN HALL. THE CALIFORNIA

COMMISSION ON AGING IS AN INDEPENDENT STATE ADVISORY BODY TO SERVE AS THE PRINCIPLE ADVOCATE FOR OLDER CALIFORNIANS.

14:08:58 THE COMMISSION'S MANDATE PROVIDING, PUT THROUGH THE GOVERNOR STATE DEPARTMENTS AND LEGISLATURE, GAVE US A UNIQUE OPPORTUNITY TO BE A INTEGRAL PART OF THE DEVELOPMENT OF THE MASTER PLAN ON AGING.

14:09:25 AND NOW FOR US TO GET INVOLVED IN ITS IMPLEMENTATION AND MONITORING. THE COMMISSION SUPPORTS THE MASTER PLAN ON AGING INITIATIVES FOCUSED ON STRENGTHENING LEADERSHIP AT THE LOCAL AND STATE LEVELS. INCLUDING REVISITING THE LOCAL STRUCTURE, WHICH HAPPENS TO BE THE FOCUS OF TODAY'S TOWN HALL.

14:09:41 BUT, TO BE CLEAR THE COMMISSION HAS TAKEN NO POSITION ON HOW THE LOCAL AREA AGENCY ON AGING THE AAA STRUCTURE MIGHT BE RECON FIGURED.

14:09:53 I AM HERE TO LISTEN, ALONG WITH AND PARTNERING WITH THE CALIFORNIA DEPARTMENT ON AGING. NEXT SLIDE, PLEASE.

14:10:11 AS WE KNOW, NOWADAYS MORE AND MORE DIVERSE CALIFORNIANS ARE LIVING LONGER. WE COULD SAY THAT GETTING OLDER IS BECOMING FASHIONABLE. AND WHY? BECAUSE THE NUMBER OF OLDER PERSONS CONTINUES TO INCREASE.

14:10:34 BY 2030, THE OVER 60 POPULATION, WILL EXCEED THE POPULATION 18 AND UNDER FOR THE FIRST TIME IN OUR NATION. THERE WERE TWO RESENT NATIONWIDE POLLS BY THE SCAN FOUNDATION AND AARP THAT CONFIRM MANY OF THE THINGS THAT WE ALREADY KNOW.

14:10:46 BASICALLY, THAT PEOPLE AS THEY GET OLDER THEY WANT TO CONTINUE LIVING IN THEIR HOMES AND IN THEIR COMMUNITIES AS THEY AGE.

14:11:02 ALSO, TODAY OLDER ADULTS APPROACH THEIR RETIREMENT YEARS MUCH DIFFERENTLY THAN EARLIER. MANY

OF THEM WANT TO CONTINUE AN ACTIVE LIFESTYLE EITHER BY WORKING OR BY VOLUNTEERING.

14:11:10 MANY OF THEM, MANY OF US ARE CAREGIVERS, CARING FOR A FAMILY MEMBER OR RAISING OUR GRANDCHILDREN.

14:11:46 AND WE PROVIDE SOME OF THE MOST IMPORTANT VOLUNTEER SERVICES TO OUR COMMUNITY. NEXT, PLEASE. THE LAST TWO YEARS HAVE BEEN UNPRECEDENTED AND HISTORIC PERIOD FOR OLDER ADULTS IN CALIFORNIA. THE CONVERSIONS OF THREE FACTORS THAT WILL BE HIGHLIGHTED IN THIS SLIGHT ARE FOR US A ONCE IN A GENERATION OPPORTUNITY TO BUILD BACK BETTER.

14:12:20 WITH A SYSTEM THAT CONNECTS PEOPLE TO SERVICES THAT ALLOW THEM TO LIVE WITH DIGNITY AND INDEPENDENCE IN THE HOMES AND IN THE COMMUNITIES OF THEIR CHOICE. FIRST OF ALL, THESE FACTORS IS THE REASON THE COVID-19 PANDEMIC, WHICH CREATED AN URGENCY TO ADDRESS DISPARITIES IN HEALTH AND HUMAN SERVICES SYSTEMS.

14:12:45 TODAY WE HAVE A OPPORTUNITY TO LEARN FROM ADVANCES IN TECHNOLOGY. WE ALL LEARNED HOW TO USE ZOOM, MYSELF INCLUDED. THE ACCEPTANCE OF TELE-HEALTH, INNOVATIVE PARTNERSHIPS FOR MEAL DELIVERY, NEW HOUSING ALTERNATIVES AND HEALTH CARE WITHOUT LONG TERM SERVICES AND WITH LONG TERM SERVICES AND SUPPORT.

14:13:06 SECOND HAPPENING, WAS THAT WE HAVE DEVELOPED A THOUGHTFUL MASTER PLAN FOR AGING. INFORMED BY THOUSANDS OF HOURS OF WORK.

14:13:21 AND THE DYNAMIC LEADERSHIP OF THE FORMER CDA DIRECTOR KIM MCCOY WADE. WHO HAS NOW BEEN APPOINTED SENIOR ADVISER TO THE GOVERNOR FOR AGING, DISABILITY, AND ALZHEIMER'S.

14:13:30 THE CDA EXCEPTIONAL TEAM, AND SECRETARY GHALI AT THE HEALTH AND HUMAN SERVICES AGENCY.

14:13:44 AND FINALLY WE HAVE EXTRAORDINARY FEDERAL AND STATE INVESTMENTS IN HOME AND COMMUNITY SERVICES. IN WORKFORCE AND INFRASTRUCTURE.

14:14:06 THESE ARE EXCITING TIMES AND I AM HOPEFUL ABOUT THE FUTURE AND I LOOK FORWARD TO A DYNAMIC AND INFORMATIVE DISCUSSION. AND NOW I'M PLEASED TO HAND IT OVER TO ACTING DIRECTOR OF CDA MARK.

14:14:31 >> THANK YOU SO MUCH, I WANT TO SAY THAT CDA IS HAPPY AND PLEASED TO BE PARTNERING ON THE AGING HUBS AND SPOKES INITIATIVE WITH THE CALIFORNIA COMMISSION ON AGING. SO, DEFINITELY EXCITING TIMES WE LIVE IN AS WAS STATED. UNPRECEDENTED LEVELS OF INVESTMENT IN AGING AND DISABILITY PROGRAMS.

14:14:54 IT'S A REALLY EXCITING TIME I THINK FOR ALL OF OUR PROGRAMS, AS STATED I AM CURRENTLY THE INTERRUM DIRECTOR OF THE CALIFORNIA DEPARTMENT OF AGING. WE HAVE A NEW DIRECTOR STARTING SOON. FROM THE ALZHEIMER'S ASSOCIATION, WE LOOK FORWARD TO HAVING HER ON BOARD WITH US SOON.

14:15:17 I WANT TO START OFF BY TALKING A FEW MINUTES ABOUT WHAT THE HUBS AND SPOKES INITIATIVE IS ABOUT AND WHY WE ARE HERE TODAY. WE ARE HERE BECAUSE THE STAKEHOLDERS THAT WERE INVOLVED WITH THE DEVELOPMENT WITH THE MASTER PLAN FOR AGING FELT IT REALLY IMPORTANT THAT CDA TAKE A LOOK AT THE LEADERSHIP STRUCTURES ACROSS ALL LEVELS OF GOVERNMENT.

14:15:24 AT THE LOCAL AND STATE LEVEL AND PARTNERSHIPS AT THE FEDERAL AND INTERNATIONAL LEVELS.

14:15:30 IN THIS SLIDE YOU SEE THREE KEY LEADERSHIP INITIATIVES CALLED OUT IN THE MASTER PLAN FOR ANALING PROCESS.

14:15:53 FIRST IS FOCUS ON THE AREA AJEP SI AGING LOCAL LEADERSHIP STRUCTURE, INITIATIVE 101. RELATED, SEPARATE INITIATIVE IS BUILD OUT A STATEWIDE NO WRONG DOOR SYSTEM

IN CALIFORNIA, INITIATIVE 98. THIS CHANGE IN LEADERSHIP IS HAPPENING AT THE STATE AND LOCAL LEVELS.

14:16:16 AS MENTIONED OUR FORMER DIRECTOR KIM MCCOY WADE HAS BEEN APPOINTED THE NEW GOVERNOR SENIOR ADVISER ON AGE K, DISABILITY AND ALZHEIMER'S SERVICES. THIS IS A TREMENDOUS OPPORTUNITY FOR OUR PROGRAMS TO HAVE A STRONG ADVOCATE IN KIM IN THE GOVERNOR'S OFFICE.

14:16:43 WE WISH HER WELL IN HER NEW ROLE. NEXT SLIDE, WHY DID THE STOERDS IN THE MASTER PLAN FOR AGING RECOMMEND WE FOCUS ON LEADERSHIP, WHAT PROBLEM ARE WE TRYING TO SOLVE. I THINK THE SINGLE PICTURE CAPTURES THE ISSUE IDENTIFIED IN THE PROCESS. WHAT WE SEE IS TOO MANY CONSUMERS EXPERIENCE LOOKING FOR AGING AND DISABILITY SERVICES FOR THEMSELVES AND FOR THEIR LOVED ONES.

14:17:11 LIKE THE PICTURE ON THE LEFT, WITH LOTS OF ARROWS AND LOTS OF DOORS, LOTS OF REFERRALS, AND SOMEONE ATTEMPTS TO SEARCH FOR SERVICES AND SUPPORTS IN THE AREA, SUCH AS HOME CARE, MEALS, TRANSPORTATION, LEGAL SERVICES AND CARE. THE VISION WE HEARD FROM THE LONG-TERM SERVICES AND SUPPORTS SUB COMMITTEE, AND ALZHEIMER'S TASK FORCE, WAS A NEED FOR A STATEWIDE SINGLE POINT OF ENTRY.

14:17:33 TO THE ARRAY AFTER SERVICES AND SUPPORTS THAT THE COMMUNITY HAS TO OFFER. THIS INCLUDES SERVICES OFFERED BY PUBLIC, PRIVATE, NONPROFIT ENTITIES AND AT THE CITY, COUNTY AND REGIONAL AND STATE LEVELS. THE KEY QUESTION IS HOW CAN WE MAKE THESE SERVICES MORE READILY AVAILABLE AND ACCESSIBLE TO ALL CALIFORNIA.

14:18:12 THAT IS THE VISION WE HEARD, AND THE KEY QUESTION IS HOW DO WE DELIVER ON THAT, NEXT SLIDE, PLEASE. AS LAID OUT THIS CONVERSATION IS ABOUT POTENTIAL FRAMEWORK WE COULD POTENTIALLY ADOPT AS A AT A TIME AND MOVE FORWARD TOGETHER. WHAT I REALLY WANT THE MAKE CLEAR IS THIS IS A PROPOSAL FOR DISCUSSION, NO DECISIONS HAVE BEEN MADE. NOTHING HAS BEEN SET IN STONE. WE REALLY ARE INTERESTED

IN HEARING FROM YOU AND ALL OF YOUR IDEAS AND YOUR INPUT IN OUR FRAMEWORK, AND AS MENTIONED AT THE END OF

14:18:21 COMPILE INTO A REPORT AND PRESENT BACK TO THE GROUP.

14:18:36 WE ARE PROPOSING A STATEWIDE FRAMEWORK FOR THE COMMUNITIES TO ADOPT, DELIVERING PERSON-CENTERED, EQUITY FOCUSED AND DATA DRIVEN OUTCOMES FOR CALIFORNIA AS WE AGE.

14:18:45 THAT IS A GENERAL DESCRIPTION, LET ME GET A LITTLE MORE SPECIFIC, THIS SLIDE DESCRIBES WHAT A CONCEPT FOR A FRAMEWORK AND FOUNDATION WOULD LOOK LIKE.

14:19:02 START AT THE BOTTOM OF THE SLIDE. FOR THERE TO BE AN EFFECTIVE LEADERSHIP ACROSS THE STATE, THERE NEEDS TO BE A KEY PARTNERSHIP AT THE LOCAL LEVEL AMONG THREE KEY PARTNERS, LOCAL AREA AGENCY ON AGING, COUNTY ADULT SERVICES DEPARTMENT.

14:19:26 AND COMMUNITY BASED ORGANIZATIONS IN AGING AND DISABILITY. FOR THIS LAST GROUP INCLUDES SEVERAL TYPES OF PROVIDERS, INDEPENDENT LIVING CENTERS, MEALS ON WHEELS, LEGAL SERVICES, AND MANY OTHER NONPROFIT PARTNERS ESSENTIAL TO DELIVERING SERVICES TO OLDER ADULTS AND INDIVIDUAL WITH DISABILITIES.

14:19:34 THIS PARTNERSHIP IS THE FOUNDATION OF BUILDING THIS FRAMEWORK, BUILD NOW TO THE TOP OF THE SLIDE.

14:19:40 WE PROPOSE SIX COMMON FEATURES TO BE SHARED BY STATE AND LOCAL NETWORKS.

14:20:00 LEFT TO RIGHT WE HAVE ONE DOOR ADRC SYSTEM THAT MANY OF YOU HAVE HEARD ABOUT. THIS WOULD BE A PERSON-CENTERED ENTRY POINT INTO AGING AND DISABILITY SERVICES. VISION IS ONE COMMON BRAND SO THERE IS NAME RECOGNITION AND ASSOCIATION WITH ARRAY OF SERVICES THAT OUR COMMUNITIES IS HAVE TO OFFER.

14:20:15 WOULD ALSO INCLUDE A SINGLE STATEWIDE TELEPHONE NUMBER AND WEB PAGE THAT INDIVIDUALS AND THEIR LOVED

ONES COULD USE AND CONTACT IF THEY NEED SERVICES. SO I MEAN I THINK YOU CAN THINK OF MODELS DEVELOPED BY FIRST FIVE.

14:20:39 COVERED CALIFORNIA AND OTHER SUCCESSFUL SERVICE MODELS. THEN BEHIND IT IS A COMPREHENSIVE SYSTEMS OF SPOKES, OF ALL OF IS SERVICES THAT THE COMMUNITY HAS TO OFFER. I AM REALLY INTERESTED TO HEAR TODAY FROM OUR PARTNERS IN SOUTHERN CALIFORNIA ABOUT THE WORK THEY HAVE DONE TO BUILD OUT SPOKES FOR SERVICE OFFERINGS IN THEIR COMMUNITIES.

14:21:07 WHAT IS IMPORTANT TO REMEMBER AND UNDERSTAND ABOUT THIS FRAMEWORK IS WE ARE NOT TALKING ABOUT JUST SERVICES DELIVERED BY ONE INDIVIDUAL AAA OR COUNTY DEPARTMENT OR NONPROFIT PROVIDER. BUT A COMPREHENSIVE SYSTEM COMPRISED OF THOSE WORKING COLLABORATIVELY TOGETHER TO PROVIDE PERSON-CENTERED SERVICES AS WE AGE.

14:21:28 IT'S GREAT WE HAVE A VAST ARRAY OF SERVICES TO OFFER, BUT, WHAT'S THE QUALITY OF THE SERVICES WE ARE ACTUALLY DELIVERING AND WHAT ARE THE OUTCOMES WE ARE SEARCHING FOR, OUR GOAL ALWAYS IS MAKE PERSON-CENTERED AND DATA DRIVEN AND EQUITY DRIVEN FOCUSED SERVICES.

14:21:36 HOW CAN WE MOVE BEYOND THE INITIAL REFERRAL TO TRUE PERSON-CENTERED SERVICES THAT INCLUDE COMPREHENSIVE NEEDS ASSESSMENTS.

14:21:58 CARE COORDINATIONS AND SUCCESSFUL TRANSITIONS AND CONTINUED SUPPORT. ONCE YOU GET THROUGH THE FRONT DOOR, THERE NEEDS TO BE A QUALITY SERVICE DELIVERY SYSTEM BEHIND IT. THE FOURTH KEY PIECE IS PARTNERSHIPS, IN ADDITION TO THE PARTNERSHIPS I SPOKE ABOUT EARLIER, THERE ARE THREE ADDITIONAL PARTNERSHIPS WE INTEND TO LIFT UP.

14:22:15 THE FIRST IS HEALTH PLANS, THIS IS AN EMERGING AREA, AS MEDICAID GOES TO CAL AIM, AND CALIFORNIA LOOKS AT MEDICARE INTEGRATION, HOW CAN WE HELP HEALTH PLANS PAY

FOR MORE HOME AND COMMUNITY LIVING SERVICES THAT SUPPORT HEALTH AND PREVENT INSTITUTIONALIZATION.

14:22:39 THE SECOND KEY PARTNERSHIP IS EMERGENCY SERVICES. UNFORTUNATELY CALIFORNIA LIVES IN A TIME OF WILDFIRES, CLIMATE CHANGE AND POWER SHUT OFFS, WE NEED TO CLOSELY AND CONTINUOUSLY PARTNER WITH OUR FRIENDS AT EMERGENCY SERVICES TO ENSURE WE ARE ADEQUATELY PREPARED FOR EMERGENCIES.

14:22:49 AND THIRD KEY PARTNERSHIP IS HISTORIC PARTNERSHIP WITH OVER ONE HUNDRED FEDERALLY RECOGNIZED TRIBES IN CALIFORNIA THAT SERVE OUR FIRST ELDERS.

14:23:05 ALL RIGHT. MOVING ALONG. THE FIFTH PIECE IS ESSENTIAL BACKBONE OF TECHNOLOGY AND ADMIN STRAY TOIF SERVICES.

14:23:36 WE ARE IN THE PROCESS OF WORKING WITH OUR NETWORK TO MIGRATE OFF OF FOUR PLATFORMS TO ONE AND CDA WILL BE JOINING THIS. THE GOAL IS MAKE FASTER ACCESS TODAY TA, QUICKER DECISIONS AND EXIMPROVE REPORTING AND BUILD BETTER PUBLIC TRANSPARENCY FOR DATA TO SEE THE GREAT WORK WE ARE DOING AND PROGRESS WE ARE MAKING IN DEVELOPING AND EXPANDING THE PROGRAMS.

14:24:03 FINALLY THE AREA OF ADMINISTRATIVE SERVICES, WE NEED TO INCREASE THE RESOURCES TO SERVE THE GROWING AND DIVERSIFYING CALIFORNIA POPULATION, AND CUT THE BURDEN ASSOCIATED WITH THE PROGRAMS. WHETHER THAT IS CONTRACTS OR SUB CONTRACTS, OVERALL WE WANT TO INCREASE THE SERVICES RELATED TO NETWORK AND REDUCE THE ADMINISTRATIVE BURDEN.

14:24:14 TO MORE EFFECTIVELY AND EFFICIENTLY FOCUS ON SERVICES TO OLDER ADULTS AND INDIVIDUALS WITH DISABILITIES THROUGH THE STATE.

14:24:15 THAT IS THE HUBS AND SPOKES CONCEPT.

14:24:39 WE HAVE A FEW QUESTIONS THAT WE WOULD LIKE TO CONSIDER AS A GROUP. DOES THIS FRAMEWORK MAKE SENSE

TO YOUR COMMUNITY? DOES THIS CONNECT WITH YOU, AND CAN YOU ALIGN WITH IT, IF YOU CAN, WHAT TYPE OF SUPPORT WOULD YOU NEED TO IMPLEMENT THIS FRAMEWORK, ANYTHING IN THE FRAMEWORK YOU WOULD CHANGE. I THINK WHAT IS REALLY IMPORTANT DURING THIS LISTENING PERIOD.

14:25:02 AS CDA PROPOSED THE FRAMEWORK AND NOW TAKING A STEP BACK TO LISTEN THROUGH THE TOWN HALLS, PLEASE, BE FRANK, BE OPEN AND PROVIDE US WITH YOUR BEST THINKING IN TERMS OF WHAT CAN MAKE FOR A STRONGER PERMITABLE FRAMEWORK WE CAN ALL MOVE FORWARD TOGETHER AND IMPROVE OUR PROGRAMS COLLECTIVELY.

14:25:11 SPEAKING OF LISTENING, WHAT I AM ES ESSENTIALLY INTERESTED IN LISTENING TODAY IS OUR SPEAKERS, OUR FIRST SPEAKER IS LAURA.

14:25:25 THE LA CITY, AAA DIRECTOR, LAURA HAS JUST A VAST AMOUNT OF EXPERIENCE IN AGING AND DISABILITY PROGRAMS AND HAS REALLY BEEN INNOVATIVE AND CUTTING EDGE OF EXPANDING SERVICES.

14:25:39 THE SECOND SPEAKER IS PAUL, THE PRESIDENT AND CEO IN SERVING SENIORS AND PROVIDES SERVICES THROUGH SOUTHERN CALIFORNIA.

14:25:55 >> GOOD AFTERNOON EVERYONE. THANK YOU TO THE CALIFORNIA COMMISSION ON AGING AND TO THE CALIFORNIA DEPARTMENT OF AGING FOR INVITING ME TO SHARE OUR VISION AND WORK HERE IN LOS ANGELES. FIRST SLIDE PLEASE.

14:26:15 I PREPARED A SLIDE WITH LOTS OF DATA, BUT ONE THING TO KEEP IN MIND IS THAT AGING IS A DYNAMIC PROCESS, AND NO PROPEOPLE AGE THE SAME. LOS ANGELES AS A REGION IS HOME TO ONE OF THE NATION'S LARGEST CONCENTRATIONS AND MOST DIVERSE CONCENTRATIONS OF OLDER PEOPLE IN THE COUNTRY.

14:26:48 ONLY TEN STATES HAVE A OLDER ADULT POPULATION LARGER THAN LOS ANGELES COUNTY, QUICKLY BECOMING ONE OF THE MOST DIVERSE, TO GIVE YOU A SENSE, THE CITY OF LOS ANGELES CURRENTLY HAS THE LEVEL OF DIVERSITY IN ITS OLDER

ADULT POPULATION THAT CALIFORNIA WILL HAVE IN 2030. SO WE ARE ACTUALLY A LIVING MAP OF HOW TO ADDRESS THE ISSUES AND NEEDS OF NEW EMERGING OLDER ADULT POPULATIONS, NEXT SLIDE, PLEASE.

14:27:02 AS YOU CAN SEE, I WANTED TO SHARE WITH YOU KIND OF WHAT IS THE JOB FOR AREA AGENCY ON AGING. REALLY ADDRESS A STAGE OF LIFE THAT ENCOMPASSES OVER 40 YEARS AND GETTING LONGER EVERY DAY.

14:27:26 NOT UNUSUAL ANYMORE FOR PEOPLE TO REACH THEIR 100TH BIRTHDAY. I RECENTLY READ A STATISTIC THAT SAID A 13-YEAR-OLD COULD EXPECT TO LIVE TO BE A HUNDRED, WHICH IS REALLY AMAZING TO ME. CHALLENGE US TO BUILD A INFRASTRUCTURE TO MEET THE NEEDS OF THAT 13-YEAR-OLD IN THE FUTURE.

14:27:50 AAAS WHILE THEY FOCUS ON THE SPAN OF LIFE HAVE A LOT OF FUNCTIONALITY, WE ADDRESS THE NEEDS OF OLD IR ADULTS IN THE COMMUNITY. THAT SHAPING ONGOING. AND WE LEVERAGE, REPURPOSE AND DEVELOP PROGRAMS AND CONSTANTLY LOOKING TO BE CREATIVE ON HOW TO DELIVER SERVICES OUR CONSUMERS NEED.

14:28:13 WE NOT ONLY PROVIDE DIRECT SERVICES, WE ALSO CONTRACT WITH COMMUNITY BASED ORGANIZATIONS TO DELIVER THE SERVICES AS WL. WE SERVICE A PORTAL OF CARE TO OTHER SYSTEMS, FOR EXAMPLE CLIENTS NEEDING HEALTH CARE AND LONG TERM SERVICES AND NURSING HOMES, WE INTERFACE WITH THOSE SYSTEMS AND TRY TO INFLUENCE ON BEHALF OF THE CLIENTS.

14:28:28 WE HAVE THE RESPONSIBLE TO EFFECTIVELY AND EFFICIENTLY MANAGE FUNDING STREAMS. I CAN TELL YOU THAT THE LOS ANGELES MY DEPARTMENT IS CONSIDERED A TRAINING GROUND. WE HANDLE SO MANY FUNDING STREAMS IN ORDER TO FULFILL OUR MISSION.

14:28:42 WE ALSO HAVE TO ENSURE THAT THERE IS A VIBRANT AND RELEVANT PROVIDER NETWORK TO MEET TO NEEDS OF OLDER PERSONS IN OUR COMMUNITY, NEXT SLIDE, PLEASE.

14:29:00 THIS IS TO SHARE WITH YOU HOW I SEE LOS ANGELES, AS YOU SEE, YOU SEE THE HUBS AND SPOKES, AND THERE IS A SHADOW, THERE ARE TWO AREA AGENCIES ON AGING IN LOS ANGELES, WE ARE UNIQUE IN CALIFORNIA, THERE ARE TWO COEXISTING IN THE COUNTY. WE ALSO HAVE SIX INDEPENDENT LIVING CENTERS.

14:29:26 UNIQUE WE HAVE THAT MANY. WE HAVE HUNDREDS OF COMMUNITY BASED ORGANIZATIONS, AND WE HAVE DOZENS OF GOVERNMENT AGENCIES THAT PROVIDE SERVICES AND SUPPORTS, JUST TO GIVE YOU AN EXAMPLE THE COUNTY OF LOS ANGELES, AN ACTUAL ASSESSMENT CAN BE ACCOUNTABLE FOR 120 UNIQUE SERVICES THAT MEET THE NEEDS OF OLDER PEOPLE IN LOS ANGELES COUNTY.

14:29:54 THE LEVEL OF COORDINATION IS QUITE LARGE AND ENCOMPASSES A GREAT ARRAY OF SERVICE NEEDS THAT OLDER PEOPLE FACE. ONE THING WE ARE IN THE PROCESS OF DOING RIGHT NOW IS BUILDING OUR AGING AND DISABILITY RESOURCE CONNECTION. ENCOMPASSES BOTH AREA AGENCIES. OUR DREAM IS TO ENCOMPASS ALL OF THE ILCS.

14:30:16 THAT IS TO GIVE YOU A SENSE OF WHAT LOS ANGELES LOOKS AT. NEXT SLIDE, PLEASE. ONE OF THE AREAS WE ARE EXTREMELY PROUD OF IS THE WORK WE STARTED IN 2016 AS A REGION WE BECAME DESIGNATED AS AGE FRIENDLY COMMUNITY.

14:30:22 OUR VISION WAS TO MAKE THE LOS ANGELES REGION MOST AGE FRIENDLY IN THE WORLD.

14:30:48 WE LOOK AT THE WORK WE ARE DOING UNDER PURPOSEFUL AGING UNDER FOUR LENSES. IS THE WORK WE ARE DOING AGE APPROPRIATE. IS IT ACCESSIBLE, IS IT INCLUSIVE AND DEMENTIA FRIENDLY? ALL OF THE WORK WE DO MUST MEET AND ANSWER THOSE QUESTIONS. AS YOU SEE PART OF OUR WORK IS VERY DYNAMIC, WE ARE ENCOURAGING THE OTHER 87 CITIES TO JOIN US.

14:31:15 SO FAR WE HAVE HAD 8 AND 30 HAVE EXPRESSED INTEREST. WE ARE WORKING TO SORT OF BECOME A HUB FOR THE TAS FORCES, AFFINITY GROUPS, ET CETERA, WORKING WITH

ACADEMIC PARTNERS. THREE OF OUR UNIVERSITIES HAVE NOW JOINED THE NATIONAL NETWORK OF AGE FRIENDLY UNIVERSITIES AND ALSO DEVELOPING NEW PROGRAMS AS WE MOVE FORWARD.

14:31:32 NEXT SLIDE, LA IS IN MOTION, A LOT OF AK TVTY IN THE REGION, GIVEN THE SIZE OF THE POPULATION, WE ARE ON TASK TO BE DOUBLE OF THE SIZE OF THE OLDER ADULT POPULATION IN THE NEXT 8 YEARS.

14:31:55 WE ARE ALSO DOING A LOT OF OTHER THINGS THAT ADDRESS THE UNIQUE NEEDS OF OLDER PEOPLE. WE ARE CREATING FOR EXAMPLE AS A RESULT OF OUR ACTION PLAN WITH OUR AGE FRIENDLY INITIATIVE THE COUNTY OF LOS ANGELES WOULD LIKE TO DEVELOP A COMPREHENSIVE DEPARTMENT OF AGING, WE ARE EXCITED ABOUT THAT.

14:32:04 WE HAVE LAUNCHED A PARTNERSHIP WITH PUBLIC HEALTH DEPARTMENT, IN THE MIDDLE OF A PANDEMIC. HEALTHY BRAIN INITIATIVE.

14:32:18 HOW TO BECOME DEMENTIA FRIENDLY. AS I SHARED WITH YOU WE ARE BUILDING A AGING AND DISABILITY RESOURCE CONNECTION IN LOS ANGELES. AS AREA AGENCY ON AGINGS WE ARE COMMITTED TO ASSIGNING THE SERVICES CLOSER.

14:32:42 ONE OF THE EXCITING GOALS, WE ARE ALIGNING TO CREATE A SHARED AREA PLAN BY 2024. SO YOU SEE WE HAVE A LOT OF DIFFERENT INITIATIVES IN LOS ANGELES. WE ARE WORKING ON THE DIGITAL INCLUSIVENESS, HOMELESSNESS, SOCIAL SECURITY ALL OF THOSE HAVE POLICIES WE ARE IMPLEMENTING IN THE LOCAL COMMUNITIES.

14:33:09 ALSO LOOKING AT THE STAKEHOLDER. FOR EXAMPLE I STARTED DISCUSSIONS WITH FUNDERS, AND ALSO LOOKING HOW WE MOBILIZE THE INCREDIBLE TRUST OF THE ADVOCATES IN THE COMMUNITY TO HELP US BUILD FUTURE SERVICES WE WANT TO SEE. HOW TO BETTER COORDINATE AND EFFECTIVELY MANAGE THE STAKEHOLDERS THAT ARE IN THE COMMUNITY BASED ORGANIZATION.

14:33:25 I CAN TELL YOU RIGHT NOW WE ARE WORKING WITH ABOUT 250 THAT WE WORK WITH ON A DAILY BASIS, IN TERMS OF HOW TO REENVISION AND HOW TO REDESIGN THE FUTURE OF AGING IN LOS ANGELES.

14:33:43 MANY CHALLENGES AND STUDENTS THAT COME ALONG WITH SERVING OLDER ADULTS, I THINK THAT AN IMPORTANT THING I WANT TO TELL YOU WITH, AGING IS A STAGE OF LIFE, NOT A SOCIAL PROP. THINK OF IT THAT WAY, ALSO, REMEMBER, ONE SIZE DOES NOT FIT ALL.

14:34:02 WHATEVER WE ARE BUILDING HAS TO ADDRESS THE NEEDS OF DIFFERENT POPULATIONS, WHAT WE DON'T KNOW ABOUT THE AGING POPULATION IS A GREAT DEAL. WE ARE STILL IN DISCOVERY MODE. WHAT ARE OLDER ADULTS GOING TO NEED FROM GROUPS WE ARE NOT FAMILIAR WITH.

14:34:15 ALSO THINK ABOUT WHAT IS THE SPEED OF CHANGE, CHANGE OCCURS RAPIDLY AND A LOT AT THE LOCAL LEVEL, TO THE DEGREE THAT LOCAL COMMUNITIES ARE PART OF THE PROCESS OF CHANGE IS CRITICAL FOR OUR SUCCESS.

14:34:23 WE ALSO IS TO ADDRESS GROWING NEEDS, FOR EXAMPLE, HEALTH DISPARITIES, THAT IS AN INCREASING AREA OF CONCERN.

14:34:51 THE LACK OF AFFORDABLE AND ACCESSIBLE HOUSING, LACK OF TRANSPORTATION OPTIONS FOR PEOPLE TO STAY MOBILE, CONTINUING ISSUES OF HUNGER AND FOOD SECURITY, AND ECONOMIC SECURITY. WE HAVE TO LOOK AT THAT. WE ALSO HAVE TO LOOK AT WHAT ARE WE GOING TO DO ABOUT THE LOCAL LABOR FORCE, WILL THERE BE PEOPLE THERE TO DO WORK WE NEED DONE FOR THE AGING POPULATION.

14:35:20 AND I APPRECIATE MARK SAYING IT, WE HAVE TO DO A BETTER JOB IN DISASTER PREPAREDNESS. YOU WOULD THINK A STATE THAT FACES SO MANY TYPES OF NATURAL DISASTERS WOULD HAVE A PLAN, WE DON'T AND WE NEED TO DO A BETTER JOB. LAST, MOST OF THE TIME AREA AGENCY ON AGING ARE NOT AT THE TABLE WHEN POLICIES ARE BEING MADE.

14:35:32 MY RECOMMENDATION IS WE NEED TO BE AT THE TABLES IN ORDER FOR THE POLICY DECISIONS TO BE EFFECTIVE AT THE LOCAL LEVEL. I THANK YOU FOR THE OPPORTUNITY AND I LOOK FORWARD TO HEARING YOUR DISCUSSION.

14:35:43 >> THANK YOU LAURA, I AM PAUL THE PRESIDENT, C
RESHGSE OF SERVING SENIORS, WE ARE BASED IN SAN DIEGO.

14:36:08 I HAVE BEEN IN MY POSITION FOR 26 YEARS, I AM ALSO THE PAST CHAIR OF THE CALIFORNIA COMMISSION ON AGING, I AM A CURRENT BOARD MEMBER OF THE AMERICAN SOCIETY ON AGING AND CHAIR ITS PUBLIC POLICY COMMITTEE AND SERVE AS THE COCHAIR OF THE ELDER PROTECTION COUNCIL HERE IN SAN DIEGO AS WELL AS SERVING ON THE CONTINUUM OF CARE BOARD FOR THE REGIONAL TASK FORCE ON HOMELESSNESS.

14:36:39 IF WE GO TO THE NEXT SLIDE, PLEASE. I WANT TO TELL YOU ABOUT SERVING SENIORS. WE FOCUS ON MOSTLY FOLKS LIVING IN POVERTY, 85% OF APPROXIMATE 10 THOUSAND CLIENTS LIVE BELOW THE FEDERAL POVERTY LEVEL, MOST LIVE IN SINGLE ROOM OCCUPANCY HOTELS OR SUBSIDIZED HOUSING OR UNFORTUNATELY MANY ARE HOMELESS AND LIVING ON THE STREETS.

14:37:06 WE PROVIDE AN ARRAY OF SERVICES, MEALS, OF COURSE IS OUR BIG. FY 21 WE SERVED 1.7 MILLION MEALS, ALMOST 3 MILLION SINCE THE PANDEMIC BEGAN. WE HAD A NETWORK OF ABOUT A DOZEN SENIOR CENTERS FROM ONE END OF SAN DIEGO COUNTY TO THE OTHERS, AND, OF COURSE HAD TO CONVERT QUICKLY TO PROVIDING HOME BOUND AND TO GO MEALS.

14:37:24 I AM NOT GOING TO SPEND A LOT OF TIME THIS AFTERNOON TALKING ABOUT IT. BUT I DID WANT TO HIGHLIGHT THE CONGREGATE MEAL PROGRAM. THE PANDEMIC BROKE IT WHEN WE HAD TO SHUT EVERYTHING DOWN VIRTUALLY OVER NIGHT AND CONVERT PEOPLE TO RECEIVING MEALS AT HOME.

14:37:36 TOLD THEM TO STAY HOME, AND DON'T GO OUT AND STAY AWAY FROM FOLKS AND REOPEN THE STATE AND PEOPLE STARTED TO COME BACK AND DELTA VARIANT BROKE THE SYSTEM AGAIN.

14:37:51 LONGER TERM, THERE DOES NEED TO BE CONSIDERABLE DISCUSSION ABOUT WHAT WE ARE GOING TO DO ABOUT REBUILDING THE CONGREGATE NETWORK THAT FRANKLY PREPANDEMIC SEEING DECLINING NUMBERS IN MANY CASES.

14:38:08 THAT IS SOMETHING THIS DOES NEED ATTENTION, WE ALSO PROVIDE CASE MANAGEMENT INCLUDING MENTAL HEALTH CARE, WE HAVE ACCESS TO HEALTH CARE, DENTAL LEGAL AND FULL SAFETY NET OF SERVICES.

14:38:24 PROVIDE HOMELESSNESS SERVICES AND TRANSITIONAL HOUSING FOR PEOPLE COMING OFF OF THE STREETS, AS WELL AS OVER 400 UNITS OF SUPPORTIVE HOUSING.

14:38:52 IN THE PROCESS OF BREAKING GROUND NEXT YEAR ON 172 UNITS IN SAN DIEGO. WE FIND THE NUMBER ONE ISSUE FOR LOW INCOME SENIORS RELATES TO HOUSING AND HOMELESSNESS. THEY ARE CHALLENGED WHEN THEY ARE SPENDING SOMETIMES 80-85% OF THEIR INCOME ON HOUSING AND ARE VERY PRECARIOUS ABOUT FALLING OVER THE EDGE INTO HOMELESSNESS.

14:39:15 GO ONTO THE NEXT ONE, PLEASE. SO I WANT TO TOUCH ON THIS, WE ARE VERY COLLABORATIVE, WE WORK WITH SAN DIEGO COUNTY AREA AGENCY ON AGING. WE ARE OLDER AMERICAN ACT NUTRITION FUNDER FOR THE COUNTY.

14:39:29 WE WORK FOR THE COMMUNITY DEVELOPMENT DEPARTMENT, AND PARTNERING WITH THEM ON THE PROJECT THAT I MENTIONED. THE COUNTY PROPERTY THAT WE ARE BUILDING HOUSING WITH A 99 YEAR LEASE.

14:39:41 WE ALSO WORK WITH COUNTY OFFICE OF HOMELESSNESS SOLUTIONS, IN TERMS OF DEVELOPING, IN THE PROCESS OF DEVELOPING A COMPREHENSIVE PLAN PR THE COUNTY.

14:39:47 WE WORK WITH THE COUNTY BEHAVIORAL HEALTH DEPARTMENT ON MENTAL HEALTH CHALLENGES.

14:40:01 WE WORK CLOSELY WITH THE CITY OF SAN DIEGO HOUSING COMMISSION ON VOUCHERS AND EMERGENCY HOUSING

VOUCHERS, 30 UNITS OF TRANSITIONAL HOUSING WE USE SECTION 8 VOUCHERS FOR.

14:40:18 NEVER INTENDED FOR THAT PURPOSE, BUT WORKED WITH HUD AND USING THEM FOR TRANSITIONAL HOUSING, WE WORK WITH 211 SAN DIEGO, THEY ARE LOCAL AND WE ARE SPOKES IN TERMS OF HELPING THEM ACCESS THE SERVICES FOR THEIR CLIENTS.

14:40:32 WE ALSO WORK WITH 30 FORMAL COLLABORATIVE PARTNERS, RANGE FROM SHARP HEALTH CARE.

14:40:52 UNIVERSITIES, AND ELDER LAW AND ADVOCACY AND A HOST OF OTHERS, WHERE WE BRING THEM INTO OUR FACILITIES AND THEY PROVIDE DIRECT SERVICES IN COLLABORATION WITH YOUR STAFF. SO IT'S A SEAMLESS ONE STOP SHOP FOR RESOURCES FOR VERY LOW INCOME SENIORS.

14:41:16 GO ONTO THE NEXT ONE, PLEASE. I WAS ASKED SPECIFICALLY TO REALLY TOUCH ON THE HOMELESSNESS ISSUE. BECAUSE THIS IS A GROWING TOPIC. GROWING CHALLENGE THAT YOU KNOW HAS NOT RECEIVED AS MUCH ATTENTION, AT LEAST FROM MY PERSPECTIVE AS DESERVES AND HISTORICALLY HAS BEEN OUTSIDE OF THE TRADITIONAL AGING NETWORK.

14:41:43 BEEN OVER WITH HOUSING AND COMMUNITY DEVELOPMENT AND OTHER AREAS OF GOVERNMENT, BUT THERE DEFINITELY IS AN INTERSECTION WITH THAT. TO GIVE A QUICK SET OF BASICS. IN SAN DIEGO, ACCORDING TO 2020 POINT IN TIME COUNT. OVER A QUARTER OF THE FOLKS ON THE STREETS ARE 55 PLUS. 88% OF THOSE BECAME HOMELESS IN SAN DIEGO.

14:42:01 FRIENDS AND NEIGHBORS WHO ENDED UP ON THE STREET. THAT TRANSLATES INTO 2000 PEOPLE ON THE STREETS. SIGNIFICANT PERCENTAGE AS WELL AS SIGNIFICANT NUMBER IN SAN DIEGO.

14:42:07 BECAUSE THIS IS SOUTHERN CALIFORNIA DISCUSSION I PULLED LA NUMBERS.

14:42:29 36%, OVER A THIRD ARE 55 PLUS. 90% BECAME HOMELESS, AND THAT IS 15 THOUSAND PLUS. NUMBERS ARE THE SAME. YOU SEE ANYWHERE FROM A QUARTER TO THIRD.

14:42:45 IF YOU LOOK AT SAN FRANCISCO, ABOUT 40%, SIGNIFICANT PORTION OF THE FOLKS ON THE STREETS. WHEN WE DISCUSS HOMELESSNESS, QUITE OFTEN YOU HEAR DISCUSSION ABOUT YOUTH VETERANS AND CHRONICALLY HOMELESS.

14:42:58 BUT YOU DON'T HEAR A LOT OF DISCUSSION ABOUT OLDER ADULT HOMELESSNESS AS A FOCUS, DESPITE THE FACT THAT THE NUMBERS SUPPORT THAT NOTION. ONTO THE NEXT ONE PLEASE.

14:43:26 WHAT WE DID AT SERVING SENIORS, WE RECEIVED A \$100 THOUSAND GRANT ABOUT A YEAR AND A HALF AGO. GO OUT AND DO A COME PREHEN SIEVE DEEP DIVE ON HOMELESSNESS AND COME BACK WITH RESULTS.

14:43:45 OVER FOUR HUNDRED INDIVIDUALS WERE PART OF THAT, HALF OF WHOM HAS CURRENTLY BEEN EXPERIENCING HOMELESSNESS OR HAD BEEN, AND HALF WERE ON THE CUSP OF BECOMING HOMELESS, YOU KNOW LITERALLY A FEW DOLLARS HERE OR THERE AND THEY WERE GOING TO END UP ON THE STREET.

14:44:04 THE RESULTS CAME BACK WITH INTERESTING DATA. THE FIRST WAS THAT WE FOUND THAT OLDER ADULT ARE A UNIQUE COHORT. THEY REALLY NEED TO BE TREATED DIFFERENTLY THAN THE OTHER COHORTS, BECAUSE ECONOMIC ISSUES ARE THE PRIMARY CAUSE OF THE HOMELESSNESS.

14:44:28 SO ILLNESS FOR THEMSELVES, OF THEIR SPOUSE, LOSS OF JOB, HOUSING COST GOING UP ON FIXED INCOME. ANY NUMBER OF THINGS THAT LED TO THE HOMELESSNESS, BUT PRIMARILY ECONOMIC. NUMBERS CAME BACK WITH LOW INSTANCES OF HEALTH ISSUE AND LOW NUMBERS WHO HAD DRUG OR ALCOHOL ISSUES.

14:44:50 IT WAS AGAIN ECONOMICALLY DRIVEN HOMELESSNESS. SECOND IS WE ASKED THEM HOW MUCH WOULD IT HAVE TAKEN TO HAVE PREVENTED THE HOMELESSNESS FROM OCCURRING OR IF YOU WERE CURRENTLY HOMELESS, HOW MUCH WOULD IT TAKE TO GET YOU BACK INTO A STABLE HOUSING SITUATION.

14:45:19 WE GAVE THEM \$100 AND THEN UP TO \$500 OR MORE. CAME BACK WAS 56% SAID ALL THEY NEEDED WAS \$300 OR LESS TO REMAIN HOUSED PCHL WE ARE NOT TALKING SECTION 8 VOUCHER LEVELS OF SUPPORT, WE ARE TALKING BASIC KEEPING SOMEBODY HOUSED.

14:45:50 IF YOU COMPARE THAT \$3600, VERSUS THE COST OF A INDIVIDUAL ON THE STREETS. THIS IS A MOMENT FOR US THAT MAYBE SOMETHING CAN BE DONE. WE KNOW THAT LOS ANGELES IS CURRENTLY LOOKING AT DOING SHALLOW SUBSIDY PROGRAM, THE COUNTY THERE WORKING WITH THE SALVATION ARMY ON A PROGRAM.

14:46:19 WE WANT THAT EXPANDED IN SAN DIEGO AND ULTIMATELY STATEWIDE. WE ALSO IDENTIFIED THAT SHELTERS, THE OLDER ADULTS EXPERIENCING HOMELESSNESS AVOID SHELTERS, EXPRESS STRONG PHYSICAL FEAR. EXPRESS FEAR OF HAVING POSSESSIONS STOLEN AND CONCERNED ABOUT THE DRUG AND ALCOHOL AK TVTY GOING ON IN THE FACILITIES.

14:46:47 THIS IS WHERE THE AGING NETWORK NEEDS TO COME IN AND BECOME PART OF THE SHELTER DISCUSSION. ONE OF THE RECOMMENDATIONS IS A SIMPLE ONE, DEDICATE AGE FRIENDLY SPACE WITHIN A SHELTER. SORT OF A SHELTER WITHIN A SHELTER CONCEPT. PERHAPS MORE SECURITY AND A LITTLE BIT MORE SPACING, IF SOMEONE IS USING A WALKER OR WHEELCHAIR THERE IS SPACE.

14:47:12 BRINGING SPECIALIZED RESOURCES INTO THOSE AREAS, AND LONGER TERM LOOK AT DEDICATED OLDER ADULT SHELTERS THAT CATER SPECIFICALLY TO THAT POPULATION. ONE THING THAT CAME THROUGH, I SHOULD HAVE MENTIONED WE SURVEYED 40 PROVIDERS OF SERVICES TO THE HOMELESS. THESE WERE

NOT NECESSARILY AGING, JUST ACROSS THE BOARD FOLKS INVOLVED.

14:47:31 CAME BACK THAT MORE THAN HALF SAID THEIR CASE MANAGERS HAD ZERO TRAINING ON OLDER ADULT ISSUES AND RESOURCES. AND SO, WE DUG DEEPER AND WE FOUND THAT THEY DID NOT, THEIR CASE MANAGERS DID NOT KNOW HOW TO ACCESS SOCIAL SECURITY.

14:47:57 THEY DID NOT KNOW HOW TO ACCESS, OR DID NOT KNOW WHEN YOU MIGHT CALL APS, SO BASIC INFORMATION THEY DID NOT KNOW OR DID NOT HAVE. AND SO, THAT'S A MAJOR TRAINING AREA, AND AGAIN AS WE LOOK AT THINGS LIKE ADRCS AND WHATNOT, IS REMEMBERING THE NONAGING PROVIDERS THAT PROVIDE SERVICES TO OLDER ADULTS.

14:48:35 THEY NEED TO BE INCLUDED AS WELL AS TRAINING. WE ALSO IDENTIFIED THAT CURRENT ASSESSMENT TOOLS ARE NOT OPTIMIZED FOR OLDER ADULTS. THE CURRENT PRIMARY MECHANISM FOR DOING ASSESSMENTS FOR COORDINATED ENTRY SYSTEMS IN MOST COMMUNITIES. IT PROVIDES A POINT IF YOU ARE MENTALLY ILL, POINT IF YOU HAVE A DRUG OR ALCOHOL PROBLEM, POINT IF YOU ARE CHRONICALLY HOMELESS OR BEEN IN JAIL. AND DESIGNED TO TARGET CHRONIC HOMELESSNESS.

14:48:52 BUT DOESN'T DO WELL FOR SOMEBODY WHO IS ECONOMICALLY HOMELESS WHO DOESN'T HAVE THOSE THINGS AND SO THE SYSTEM HAS NOT BEEN DOING A PARTICULARLY GOOD JOB OF PROVIDING RESOURCES TO THEM. PRIORITIZING AND PLANNING, AND DISCUSSIONS.

14:49:22 THE MASTER PLAN DOES ADDRESS THIS ISSUE, BUT A LOT OF OTHER TRAINING DOCUMENTS AND PLANS IN CITIES AND COUNTIES DON'T. IF YOU GO TO THE CITY OF SAN DIEGO'S WEBSITE AND LOOK AT THE CURRENT PLAN ON HOMELESSNESS, ABOUT A HUNDRED PAGES, NOT A SINGLE MENTION OF OLDER ADULTS OR SENIORS OR AGING ANYWHERE IN THE DOCUMENT.

14:49:39 DESPITE THE FACT IT WAS WRITTEN OVER 30% OF THE FOLKS ON THE STREETS WERE 55 PLUS. AS WE LOOK AT AGING

NETWORK, BE AT THE TABLE AND DISCUSSIONS AS PLANNING IS GOING ON AROUND HOMELESSNESS ISSUES.

14:49:58 LAST ONE, CLEARLY WE NEED MORE AFFORDABLE HOUSING THAT IS EVIDENCE TO MOST FOLKS, AGAIN THAT NEEDS TO BE PART OF THE DISCUSSION WITHIN THE AGING NETWORK AND WITHIN THE HOUSING NETWORK, AGING NEEDS TO BE BROUGHT IN SO EVERYBODY IS SPEAKING TO EACH OTHER.

14:50:12 WITH THAT I AM TOSSING BACK FOR SOME QUESTIONS AND ANSWERS.

14:50:25 >> THANK YOU BOTH FOR SHARING YOUR LOCAL PERSPECTIVES IT'S VERY INSIGHTFUL. WE WOULD LIKE TO MOVE ONTO COMMENTS AND QUESTIONS NOW, TO ADVANCE TO THE NEXT SLIDE.

14:50:34 TO HELP LEAD TO DISCUSSION, WE HAVE A FEW QUESTIONS TO THINK ABOUT. HOW CAN THE STATE HELP COMMUNITIES ESTABLISH A HUBS AND SPOKES NETWORK FOR AGING AND DISABILITY IN YOUR COMMUNITY.

14:50:51 WE WOULD LIKE TO HEAR ABOUT WHAT ARE OPPORTUNITIES OR WHAT MAY SOME OF THE CHALLENGES BE IN YOUR REGION SPECIFICALLY OR IF YOU HAVE ANY ADVICE OR COMMENTS YOU WOULD LIKE TO SHARE OR DISCUSS WITH ANY OF THE FOLKS THAT HAVE BEEN SPEAKING TODAY.

14:51:13 SO, IF YOU HAVE SOME QUESTIONS, FEEL FREE TO EITHER RAISE YOUR HAND AND WE WILL UNMUTE YOUR MIC AND ASK IT LIVE OR FEEL FREE TO SEND IT THROUGH THE Q AND A SECTION. YOU'LL FIND THAT ON THE BOTTOM TOWARDS YOUR SCREEN, YOU SEE IT SAYS Q AND A, TYPE IN YOUR QUESTION THERE.

14:51:28 LET'S START OFF WITH, LOOKS LIKE A HAND RAISED. THERE IS ONE HAND RAISED RIGHT NOW. MEGAN, WE WILL UNMUTE YOUR MIC AND BRING YOU IN.

14:51:50 >> OH GOOD MY ZOOM IS ACTING ODD. THIS IS MEGAN, I REPRESENT THE ORANGE COUNTY AGING AND DISABILITY RESOURCE CONNECTION, I AM HERE AS A PROFESSIONAL. I

WANT TO MAKE A PERSONAL COMMENT. THIS IS THE HUBS AND SPOKES MODEL FOR AGING AND DISABILITY AND THERE ARE NO PRESENTERS HERE FROM THE DISABILITY COMMUNITY.

14:51:57 THERE HAS BEEN NO DISCUSSION OF DISABILITY ISSUES, OUTSIDE OF PAUL BRIEFLY MENTIONING SHELTER ACCESSIBILITY.

14:52:19 AS A PERSON WITH A DISABILITY MYSELF WHO USES THESE SERVICES AND PLANS TO USE THIS NETWORK IT KIND OF BROKE MY HEART. SO I WANT TO ASK, I KNOW WE HAVE HAD A LOT OF CONVERSATION AROUND POTENTIALLY ADDING INDEPENDENT LIVING CENTERS AS PART OF THE HUB IN THE HUBS AND SPOKES MODEL TO REALLY MAKE SURE THAT DISABILITY IS REPRESENTED.

14:52:28 TO THE EXTENT THAT IT NEEDS TO BE. I WANT TO ASK IF THAT IS STILL BEING CONSIDERED AND WHAT THE CURRENT STATUS IS ON THAT?

14:52:32 >> MARK GO AHEAD.

14:52:52 >> THANK YOU, THAT'S A WONDERFUL QUESTION. I REALLY APPRECIATE IT. I DID IN MY PRESENTATION SHARE WITH ALL OF YOU THAT WE ARE IN THE PROCESS OF DEVELOPING AN AGING AND DISABILITY RESOURCE CONNECTION AND WE ARE WORKING WITH PARTNERS IN THE COMMUNITY.

14:53:05 REALLY ONE THING WE ARE VERY PROUD OF IS THAT THE CALIFORNIA ASSOCIATION OF AREA AGENCY ON AGING HAS BEEN PARTNERING.

14:53:21 OFFERING AND BRINGING US TOGETHER, WE LITERALLY HAD AN EVENT ON BEHAVIORAL ISSUES ON AGING AND DISABILITY LAST WEEK THAT WAS INCREDIBLY WONDERFUL TO PARTICIPATE IN AND I THINK THAT THOSE ATTENDED ENJOYED IT.

14:53:32 I THINK THERE IS A LOT OF WORK TO DO AND ALIGN THE SERVICES TIGHTER TOGETHER AND I REALLY APPRECIATE YOU BRINGING IT TO OUR ATTENTION.

14:53:59 >> THANK YOU LAURA. SO I WILL GO OVER TO THE Q AND A. THERE IS A QUESTION HERE. I AM WONDERING HOW THE AAAS IN THESE REGIONS THINK ABOUT SUPPORTING ADULTS WITH

MODERATE INCOMES WHO DO NOT QUALIFY FOR SERVICES BUT CANNOT AFFORD PRIVATELY. I GUESS TALK ABOUT THE HUBS AND SPOKES MODEL.

14:54:10 MAYBE BOTH LAURA AND PAUL IF YOU HAVE ANY COMMENTS ABOUT HOW INDIVIDUALS THAT YOU KNOW ARE LIKE IN THE MISSING MIDDLE HOW THEY ARE DESCRIBING.

14:54:22 >> I WILL TAKE THIS AND PAUL YOU CAN GO NEXT. WE ARE LOOKING AT ECONOMIC INSECURITY AS A MAJOR FOCUS OF THE WORK WE ARE DOING IN LOS ANGELES.

14:54:42 I REALLY APPRECIATED THE COMMENTS AROUND THE INCREASING RISK OF HOMELESSNESS, SOMETHING WE HAVE BEEN PAINFULLY AWARE OF AND TRYING TO ADDRESS, ECONOMIC INSECURITY IS A MAJOR PART OF THAT. TO THE DEGREE THAT OLDER PEOPLE DO NOT HAVE WAYS TO AFFORD EATING WELL P.

14:55:01 IT CREATES A HIGHER LEVEL OF RISK, WE ARE WORKING ON MULTIPLE LEVELS TRYING TO ADDRESS WHAT ARE SOME OF THOSE THINGS THAT PREDISPOSE OLDER PEOPLE TO BECOMING MORE FINANCIALLY INSECURE.

14:55:20 NOT JUST COST OF HOUSING OR HEALTH CARE, LOTS OF OTHER THINGS IN THEIR LIVES. HOW IS IT THAT 75% ON SOCIAL SECURITY ARE USING PAYDAY LOANS WITH TREMENDOUS FEES THAT PREDISPOSE THEM TO A WHOLE BUNCH OF PROBLEMS AND SITUATIONS THAT COULD POTENTIALLY MAKE THEM END UP ON THE STREETS.

14:55:46 SO WE ARE LOOKING AT THAT AS A COMMUNITY. AND COMING UP WITH SOLUTIONS. I CAN TELL YOU ONE OF THE PROGRAMS I LAUNCHED A FEW YEARS AGO WAS A PAID JOB TRAINING PROGRAM FOR HOMELESS OLDER ADULTS. EVERYBODY TOLD ME THAT NO ONE WOULD PARTICIPATE. GUESS WHAT, NOT ONLY ARE THEY PARTICIPATING WE ARE SEEING REMARKABLE SUCCESS.

14:56:03 WE ARE SEEING THAT WE HAVE TO REALLY BLOW THE BOXES AND SILOS AND START THINKING DIFFERENTLY ABOUT

HOW TO RESPOND TO THE NEEDS OF PEOPLE IN OUR COMMUNITIES.

14:56:19 >> I AGREE WITH WHAT LAURA SAID. I THINK IT'S IMPORTANT TO NOTE. MY REMARKS WERE FOCUSED ON THE FOLKS WE WORK WITH WHO ARE MAKING \$12-13 THOUSAND A YEAR. I THINK IT'S IMPORTANT TO NOTE WHAT THE ELDER INDEX TELLS US WHAT.

14:56:48 I THINK IT'S OVER \$27-\$28 THOUSAND IN CALIFORNIA IS WHAT A OLDER ADULT NEEDS TO MEET THEIR NEEDS. IN URBAN AREAS, IT'S HIGHER THAN THAT. IF YOU LOOK AT THE HIGH END OF SOCIAL SECURITY YOU ARE BARELY CLEARING WHAT THE ELDER INDEX SAYS YOU NEED FOR BASIC NEEDS.

14:57:03 SO WE DO HAVE TO RECOGNIZE THERE'S A LOT OF PEOPLE YOU SAY ON THE SURFACE MAYBE THEY ARE MAKING \$40-\$50 THOUSAND WITH MENTIONS AND INVESTMENTS AND WHATNOT.

14:57:17 NOT LIVING COMFORTABLY A LOT OF PEOPLE ARE HOUSE RICH, AND CASH POOR. A THINK MAKING SURE THAT OUR PROGRAMS DO ADDRESS THAT, I THINK THINGS LIKE MEALS PROGRAMS ARE CRITICALLY IMPORTANT TO AUGMENTING SOME OF THAT.

14:57:37 I ALSO THINK YOU KNOW JOB TRAINING AND JOB READINESS IS PART OF THAT FOR FOLKS THAT WANT TO GO BACK TO WORK. HISTORICALLY THE WORKFORCE TRAINING PROGRAMS FOCUS ON GETTING PEOPLE BACK TO WHERE THEY WERE YOU KNOW AT THE HEIGHT OF THEIR PROFESSIONAL CAREER.

14:57:56 I MEAN WE HAVE LOOKED AT THAT HERE IN SAN DIEGO, WHICH IS GREAT IF YOU ARE 55 MAYBE 60, BUT IF YOU ARE 65 OR 70, AND WANT TO GET A PART-TIME JOB TO HELP AUGMENT WITH 4-500 A MONTH.

14:58:31 THE SYSTEM DOES NOT HELP YOU, IF YOU SUFFER FROM ISSUES OF DIGITAL DIVIDE, WHERE YOU DON'T HAVE ACCESS TO BE ABLE TO UPLOAD YOUR APPLICATION, YOU ARE NOT EVEN

ABLE TO APPLY. I THINK BRINGING IN ISSUES, LOOKING AT DIGITAL DIVIDE, AND JOB READINESS AND WAYS TO AUGMENT AND REMEMBERING THAT JUST BECAUSE SOMEBODY APPEARS ON THE SURFACE TO HAVE MORE INCOME THAN THE FOLKS LIVING AT THE POVERTY LEVEL THEY DO NEED ASSISTANCE.

14:58:39 >> I WILL TAKE THE NEXT QUESTION FOR PAUL, SOMEONE WANTED TO KNOW IF THE RESURGERY YOU ARE REFERENCING IS AVAILABLE ONLINE.

14:59:02 >> YES, IT'S ON OUR WEBSITE, SERVING SENIORS. I AM HAPPY TO DISTRIBUTE IT AT CDA TO DISTRY BUTTE TO FOLKS IT'S AVAILABLE AS A PDF AS WELL.

14:59:14 >> I WILL ASK ANOTHER ONE FOR LA, WHERE DOES LA PLACE HIGH CAP. IT'S PART OF THE AAA SERVICES CONTRACTED AND NOT SHOWN.

14:59:41 >> MY APOLOGY, I THINK I WAS RUSHING THROUGH MAKING THE LITTLE WHEELS, I AM NOT INEPT AT THAT I APOLOGIZE, I CHECKED BUT I LEFT IT OUT. WE HAVE A LOT MORE PROGRAMS THAN INCLUDED THERE, I WAS TRYING TO SHOW A SAMPLE FOR THE AUDIENCE OF THE WIDE ARRAY OF SERVICES THAT AREA AGENCIES ARE RESPONSIBLE FOR.

14:59:50 THANK YOU FOR LETTING ME KNOW, I WILL MODIFY IT.

15:00:03 >> MOVE OVER TO A FEW HANDS RAISED. WE WILL GO OVER TO THE LINE AND BACK OVER TO THE Q AND A. START AND UNMUTE YOUR MIC.

15:00:20 >> HELLO I AM THE EXECUTIVE DIRECTOR OF PASADENA VILLAGE, A SMALL NONPROFIT, I WANT TO ASK THAT SMALL NONPROFITS AND VILLAGES THROUGH THE STATE OF CALIFORNIA BROUGHT TO THE TABLE IN THESE CONVERSATIONS

15:00:26 >>

15:00:46 >> HERE IS A COMMENT, TO ADDRESS THE CASE MANAGER ISSUE I RECOMMEND PARTNERING WITH LOCAL NURSE ADVOCACY AGENCIES TO ENSURE EXPERIENCED CLINICAL CARE MANAGEMENT. I LOOK FORWARD TO COLLABORATING IN THIS AREA. THANK YOU FOR THAT.

15:01:00 HOW DO WE HANDLE THE NEED FOR EMERGENCY AND AND NEW HOUSING ACCESSIBLE TO PEOPLE WITH DISABILITIES.

15:01:44 >> I CAN TAKE A STAB AT IT I THINK ALL NEW HOUSING HAS TO FOLLOW ADA STANDARDS. AS A HOUSING DEVELOPER WE ARE REQUIRED. THAT IS A GIVEN. I THINK THE ISSUE IS MORE WITH SHELTERS. YOU KNOW, AS I ALLUDED TO, AND RAISED A COUPLE MINUTES AGO, THAT A LOT OF SHELTERS ATTEMPT TO BE ADA COMPLIANT, BUT YOU'RE STILL QUITE OFTEN DEALING WITH TENT OR OLD GYM LESS THAN OPTIMAL CONDITIONS.

15:02:07 WHERE RESTROOMS MAY BE A DISTANCE AWAY, AND EATING A DISTANCE AWAY. PARTLY WHY WE WERE SUGGESTING THAT SHELTER WITHIN A SHELTER CONCEPT, WHERE YOU DESIGN AGE FRIENDLY ENVIRONMENT, THAT OBVIOUSLY INCLUDE FOLKS WITH DISABILITIES ABSOLUTELY INCLUDED IN THAT. WHERE THERE IS ALITTLE MORE ATTENTION TO THOSE DETAILS.

15:02:21 I WOULD AGREE THAT OVERALL LOOKING AT BASIC SHELTERS, I MEAN IT BECOMES A CHALLENGE WHEN YOU TRY TO GET PEOPLE OFF THE STREET AND FINDING A PLACE THAT MEETS THE REQUIREMENTS.

15:02:28 BUT DOESN'T MEAN YOU CAN'T HAVE A AREA THAT IS SET UP TO MEET OR ACCOMMODATE THEIR NEEDS.

15:02:53 >> I WANT TO ADD THE CITY OF LOS ANGELES IN PARTICULAR WE ARE WORKING WITH THE HOUSING DEPARTMENT AND LOOKING AT EXISTING ORDNANCES AND REALLY EVALUATING ARE OPPORTUNITIES FOR US AT THE LOCAL LEVEL TO INFLUENCE HOW WE BUILD HOUSING IN THE FUTURE.

15:03:11 ONE THING WE ARE ALL LOOKING AT IS ACCESSIBLE DWELLING UNITS. NORMALLY, THAT IS A WORK IN PROGRESS RIGHT NOW, HOW DO WE BUILD AFFORDABLE HOUSING. ALSO SUPPORTIVE FOR OLDER PEOPLE.

15:03:27 I CAN TELL YOU AS A RESULT OF THE PANDEMIC, WE BEGAN TO REALLY DO A LOT OF SOUL SEARCHING AROUND HOW

YOU BUILD NURSING HOMES. AND HOW WE BUILD SUPPORTIVE HOUSING ENVIRONMENTS FOR OLDER PEOPLE IN THE FUTURE.

15:03:57 TO ADDRESS THE NEEDS OF AN AGING POPULATION, WITH UNIQUE UNDERSTANDING OF WHAT HAPPENED AS A RESULT OF PANDEMIC. I THINK THERE IS TREMENDOUS OPPORTUNITY TO WORK WITH BOTH AGING AND COLLEAGUES IN ILC'S AND ELDERS WHO ARE INTERESTED IN BRINGING THE CROSS SECTIONALTY OPPORTUNITIES TOGETHER AS IT RESULTS IN HOUSING.

15:04:10 >> I WANT TO JUMP IN, EARLIER THE INDIVIDUAL FROM ORANGE COUNTY ADRC ASKED A QUESTION ABOUT WHAT WE ARE DOING TO INCORPORATE INDIVIDUALS WITH DISABILITIES INTO THE AGING HUBS AND SPOKES CONVERSATION.

15:04:27 THIS QUESTION IS A GREAT ONE. WE DID JUST LAST WEEK ACTUALLY HOLD A TOWN HALL WITH CFILC AS WELL AS SCDD TO REALLY TALK ABOUT THE NEEDS OF INDIVIDUAL WITH DISABILITIES AND HOW TO BETTER INTEGRATE THEM INTO THE HUBS AND SPOKES INITIATIVE.

15:04:38 AND IT WAS YOU KNOW A GREAT CONVERSATION. I'M ACTUALLY GOING TO--IF WE COULD SHARE OUT THE LINK TO THE TOWN HALL TO EVERYONE IN THIS GROUP.

15:05:02 BUT I DO WANT TO, SURE, I MEAN YES, THIS IS NOT JUST AGING BUT COLLABORATIVE AGING AND DISABILITY EFFORT. WE WANT TO MAKE SURE THAT WE HAVE LINKS TO RESOURCES AND PROVIDE BETTER ACCESS TO RESOURCES FOR YOU KNOW ALL POPULATIONS.

15:05:21 >> SO WE HAVE ANOTHER QUESTION HERE ABOUT ADRCS. WOULD IT MAKE SENSE FOR ADRCS AS EXISTING NO WRONG DOOR SYSTEM TO BE THE EXISTING MOEKS SYSTEM

15:05:25 SYSTEM.

15:05:39 WHAT'S THE DIFFERENCE AND SIMILARITY, IS THAT THE SAME THING, MAYBE LAURA OR PAUL, OR MARK, PARTICULARLY, LAURA AND PAUL IF YOU WANT TO TALK ABOUT ADRC, VERSUS THE HUBS AND SPOKES AND HOW DOES THAT WORK AND NOT WORK?

15:06:03 >> LET ME START OFF I WILL HAND IT OVER TO LAURA AND PAUL. YOU KNOW, I THINK THIS QUESTION DOES COME UP IN PRETTY MUCH EVERY SINGLE TOWN HALL, THE WAY WE EXPLAINED IT IS WE ARE FOCUSED ON THIS PARTNERSHIP BETWEEN THE AAA ADULT PROGRAMS IN THE COUNTY AS WELL AS NONPROFITS.

15:06:16 WE SEE THOSE AS THE FOUNDATION, THE STRONGER A AAA IS, THE MORE CONNECTIONS IT HAS AND BETTER RESOURCES IT HAS AND BETTER IT CAN HELP EQUIP AND SUPPORT AN ADRC.

15:06:35 IF YOU THINK OF THE AAA AS SORT OF YOUR BASE LAYER, THAT ADRC THEN GETS LAYERED ON TOP OF IT. ABSOLUTELY WE WANT A STATEWIDE STRONG ADRC SYSTEM THAT CAN TAKE IN REFERRALS AND REQUESTS AND CAN DO THOSE WARM HAND OFFS.

15:06:51 REALLY TO BE A STRONG ADRC YOU HAVE TO HAVE THAT AAA AND ILC BENEATH IT POSITIONED STRONGLY WITH THE RIGHT RESOURCES AND CONNECTIONS TO REALLY BOLSTER THAT ADRC. GO AHEAD.

15:07:05 >> YOU SAID IT BEAUTIFULLY, MARK, THANK YOU. REALLY IS AN AND, NEITHER OR. ABOUT BUILDING AND ENSURING. I CAN TELL YOU THIS MORNING I WAS SITTING WITH MY STAFF.

15:07:35 WE WERE RESPONDING TO THE CALIFORNIA DEPARTMENT OF AGING AND OUR ADRC. AND A LOT OF WHAT WE ARE LOOKING AT IS RELATIONSHIPS, HOW DO WE BUILD BRIDGES, HOW DO WE COMMUNICATE MORE EFFECTIVELY, AND ENSURE THAT AT THE THE CLIENT IS NOT TIED TO US, THAT AT EVERY STEP OF THE PROCESS WE CAN STAY HOLDING HANDS WITH THEM AS IT WERE AND MAKE SURE THEY GET SERVICES THEY NEED.

15:07:48 WE HAVE WAYS OF BEING ABLE TO TRACK THAT AND COMMUNICATE WITH EACH OTHER IF WE ENSURE THAT EVERYBODY IS ON THE SAME PAGE WITH THE CLIENTS' EXPRESSED NEEDS AND ALSO DESIRES.

15:08:02 SO A LOT OF OUR WORK AS A AAA AND WORKING WITH OUR PARTNERS IN THE INDPNT LIVING CENTERS AND EXTENDED PARTNERS, REALLY HOW DO WE MOBILIZE ALL OF THOSE NETWORKS IN A COORDINATED APPROACH.

15:08:19 I THINK IT'S AN AND, WE NEED BOTH APPROACHES AND FRAMEWORKS TO FULFILL THE VISION OF AGING WELL IN PLACE. AND INCLUSIVE TO ALL WHO NEED IT.

15:08:27 >> I THINK THEY SAID IT WELL, I AM GOING TO ASSOCIATE MYSELF WITH THE REMARKS I DON'T THINK I CAN ADD ANYTHING.

15:08:49 >> ASUCCESSFUL HUBS AND SPOKES FRAMEWORK SEEMS DEPENDENT ON COLLABORATION AND COMMUNICATION. A SIGNIFICANT BARRIER TO PROVIDERS IS ABILITY TO SHARE DATA. HOW CAN WE LINK COUNTY AND NONCOUNTY STAKEHOLDERS TO MAKE A MULTIDISCIPLINARY APPROACH WHEN REGULATIONS ARE IN PLACE?

15:09:27 >> I WOULD ASSOCIATE MYSELF IN THOSE REMARKS IN TERMS OF AGREEING, THAT'S A MAJOR MAJOR CHALLENGE. YOU DO HAVE CIEs, I MEAN YOU HAVE ABILITY TO SHARE INFORMATION. BUT AT LEAST I WOULD SAY FROM A LOCAL PERSPECTIVE, WE END UP DOING IT A LOT OF IT OURSELVES. AND YOU KNOW WE SHARE THE DATA THROUGH THE, FOR INSTANCE ON THE MEALS, THROUGH THE Q SYSTEM TO THE AAA TO THE STATE.

15:09:45 SO DEVELOPING A SIMPLE EASY TO USE, PERHAPS A SOFTWARE DESIGNED IN THE 21ST IS CENTURY APPROACH TO SOME OF THESE SOLUTIONS IS ABSOLUTELY NECESSARY AND SHOULD BE AND NEEDS TO BE A PRIORITY.

15:09:49 BECAUSE IT'S REALLY NOT HAPPENING RIGHT NOW.

15:10:12 >> YOU KNOW WHAT I WILL SHARE, AS SOMEBODY WHO HAS BEEN DOING THIS IN THE PUBLIC SECTOR FOR ALMOST 30 YEARS NOW, WE PROBABLY HAVE A LOT MORE FUNCTIONALITY, WE ACTUALLY UNDERSTAND IT. AND IT'S REALLY IMPORTANT FOR US TO LOOK AT THE WELFARE INSTITUTION CODE AND CODES OUT THERE. AND HIPPA, ET CETERA.

15:10:41 WHAT I HAVE FOUND WHEN I TALK TO LAWYERS AND CITY ATTORNEYS AND COUNTY COUNSELS AND STATE ATTORNEY GENERALS, WE ARE ABLE TO GET OPINIONS THAT ACTUALLY SUPPORT THE GOOD WORK WE NEED DONE. MANY TIMES IT'S ALMOST A SELF-LIMITATION WE BELIEVE WE CAN'T DO THAT. AS KIND OF A BIT OF A TROUBLEMAKER, I AM GOING TO SAY AS A GROUP OF ADVOCATES WE NEED TO START CHALLENGING AND PUSHING BECOME.

15:11:08 SAYING SHOW ME WHERE IT SAYS WE CAN'T DO THAT. BECAUSE TOO OFTEN WE DEPRIVE OUR CLIENTS OF SERVICES THEY NEED WITHOUT ASKING THAT QUESTION, IT'S ASSUMPTION. WE CANNOT COMMUNICATE, THERE ARE REAL COMMUNICATIONS I UNDERSTAND. WE NEED TO SAFE GUARD CLIENT CONFIDENTIALITY AND CLIENT DECISION MAKING CAPACITY.

15:11:35 TOO OFTEN WE ACTUALLY IMPOSE A MEANING TO SOMETHING THAT IS NOT THERE. LET US ALSO AS A COLLABORATIVE OF PEOPLE WHO CARE ABOUT PERSONS WITH DISABILITIES AND OLDER ADULTS WE NEED TO PUSH BACK ABOUT WHAT WE CAN DO AND WHAT WE NEED LEGISLATION IN TO INFORM OUR CLIENTS AND MEET THEIR NEEDS.

15:11:49 I HAVE FOUND THAT NO ONE EVER ASKS, CAN YOU PLEASE GIVE ME A OPINION ABOUT THAT. IT'S REALLY CRITICAL WE DO THAT A LOT MORE, I THINK WITH OUR PARTNERS AT THE CALIFORNIA DEPARTMENT OF AGING AND OTHERS, WE CAN DO THAT.

15:12:13 >> YEA, THIS IS MARK, YOU KNOW AT THE STATE LEVEL I WOULD SAY THIS IS AN AREA WHERE THE STATE'S REALLY STARTING TO WORK TOWARDS BREAK DOWN SILOS AND BARE YESES. WITHIN HEALTH AND HUMAN SERVICES WE HAVE OUR OPEN DATA INITIATIVE, WE STARTED CREATING A PORTAL WHERE ALL SORTS OF HUMAN HEALTH AND SERVICES DATA HAS BEEN SHARED.

15:12:30 AND GOING THROUGH LEGAL OPINIONS ABOUT WHAT CAN BE SHARED ACROSS STATE DEPARTMENTS AND WHAT CAN'T BE. ALSO THE HEALTH INFORMATION EXCHANGE INITIATIVE

RECENTLY LAUNCHED AND ALSO LOOKED TO DO GREATER SHARING OF HEALTH INFORMATION ACROSS INSURANCE AND PROVIDER.

15:12:47 I THINK THAT IS PROMISING AND ENCOURAGING, I THINK THAT WITH THE MASTER PLAN ON AGING WE ARE COLLECTING MORE DATA ON AGING AND DISABILITY THAN WE HAVE BEFORE, I THINK THAT WE ARE GOING TO KEEP PUSHING THE ENVELOPE IN TERMS OF WHAT WE CAN GET AND SHARE OUT.

15:13:05 THAT IS SOMETHING AT THE STATE LEVEL WE ARE GOING TO WORK ON. AND THE OTHER PART IS OF COURSE HAVING LIKE OPEN FREEWAYS OR HIGHWAYS THAT THIS DATA CAN TRAVEL ALONG. THE POINT PAUL WAS GETTING AT, THAT IS SOMETHING WE HOPE THROUGH THE SORT OF ONE COMPUTER SYSTEM I TALKED ABOUT.

15:13:14 WHAT WE CALL OUR RELATIONSHIP MANAGEMENT SYSTEM. IF WE CAN GET ALL OF THE AAAS ON ONE SINGLE PLATFORM WE ARE ABLE TO GET LOCAL DATA FASTER.

15:13:31 ABLE TO USE THAT TO THE PARTICIPANT BENEFIT, AND HOPEFULLY IMPROVE OUR PROGRAMS FASTER, OVER THE NEXT THREE YEARS WE HOPE TO GET THAT UNIVERSAL PLATFORM IMPLEMENTED.

15:13:40 >> GO OVER TO A RAISED HAND REALLY QUICKLY. GREG, WE WILL UNMUTE YOUR MIC OR UNMUTE YOURSELF.

15:14:06 >> GOOD AFTERNOON, EVERYBODY. I AM WITH COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY, PARTNER WITH THE ADRC IN ORANGE COUNTY. THIS IS EXCITING TALKING ABOUT HOW WE SHARE INFORMATION AND MAKING CROSS REFERRALS TO SUPPORT OLD R ADULT ANDS PERSONS WITH DISABILITIES.

15:14:24 RAISES ISSUE WITH CHALLENGES THAT LAY AHEAD. I DON'T HAVE SOLUTIONS, BUT I THOUGHT OF A COUPLE OF QUESTIONS, FOR EXAMPLE THERE IS A LOT OF COMPETITION FOR COMPETING PLATFORMS. HOW DO WE FIND A BALANCE BETWEEN THE PLATFORMS AND LOCAL CONTROL AND STATE CONTROLLED.

15:14:53 FOR EXAMPLE IN ORANGE COUNTY WE HAVE AT THE MOMENT WE HAVE UNITE US, CIE SYSTEM, 211, THE COUNTY IS WORKING ON A SYSTEM. WE HAVE OUR OWN CUSTOMIZED SYSTEM SO TO SPEAK WITH THE ADRC. SO, THERE'S A LOT OF COMPETITION. SO THAT IS MY FIRST QUESTION, MY SECOND QUESTION IS HOW DO WE FIND A BALANCE BETWEEN LOCAL AND STATE CONTROL WHEN SETTING UP A SYSTEM LIKE THIS, THANK YOU.

15:15:19 >> YOU KNOW THAT'S A GREAT QUESTION, I WILL SORT OF ANSWER THAT AT A HIGH LEVEL, YOU KNOW, IF YOU ARE CLIENT RELATIONSHIP MANAGEMENT SYSTEM, THAT IS QUESTION WE ARE STARTING TO ASK. WE HAVE MET WITH OTHER REFERRAL PROVIDERS AND REALLY BEEN THINKING THROUGH HOW DO ALL THESE DIFFERENT PLATFORMS RELATE TO ONE ANOTHER. WHERE DO THEY OVERLAP AND PROVIDE THAT BENEFIT.

15:15:33 SO AT THE STATE LEVEL WE ARE TRYING TO UNTANGLE THAT. AND AT LEAST OUR PROCESS HAS BEEN WHEN WE ARE EVALUATING AND TRYING TO SELECT THE BEST SOLUTION, IS REALLY INCORPORATE YOUR PARTNERS INTO THOSE DISCUSSIONS.

15:15:51 SO, WITH DISCUSSION AROUND THE CLIENT RELATIONSHIP MANAGEMENT SYSTEM WE GOT A GROUP OF AAA DIRECTORS AND STAFF TO HELP US DETERMINE YOU KNOW EVALUATE WHAT PLATFORMS WOULD WORK BEST, AND THEN THE SAME PROCESS WITH THE ADRC PARTNERS RECENTLY.

15:16:17 YOU KNOW I THINK IT'S REALLY A TRUE PARTNERSHIP BETWEEN STATE AND LOCALS TO DETERMINE WHAT SORT OF UNIVERSAL PLATFORM TO USE. AT THE LOCAL LEVEL OF COURSE, THAT'S YOU KNOW, SORT OF A WHOLE OTHER SITUATION WHERE YOU INTERACT WITH SO MANY DIFFERENT DEPARTMENT AND PROVIDERS AND I CAN IMAGINE CAN BE EXTREMELY CHALLENGING DETERMINING HOW THEY SHARE INFORMATION AND THROUGH WHAT TOOLS.

15:16:27 I AM SURE LAURA HAS MAYBE SOMETHING TO ADD TO THAT.

15:16:44 >> I CAN TELL YOU THAT WE HAVE A REQUEST AND APPROVAL FROM THE DEPARTMENT OF AGING IN CITY AND COUNTY OF LOS ANGELES HAVE ESTABLISHED A SHARE VISION TO CREATE HOW TO MANAGE DATA TO DEMONSTRATE IMPACT OF THE WORK AND HAVE IT BE SEAMLESS.

15:16:59 WE REALLY ASPIRE FOR NO WRONG DOOR AND MARK AND THE TEAM HAVE BEEN INCREDIBLY SUPPORTIVE OF WORKING WITH US TO MOVE IN THAT DIRECTION, I TELL YOU IT'S BOTH FRIGHTENING AND EXCITING AT THE SAME TIME.

15:17:23 BUT IT'S STEPS WE HAVE TO TAKE. THIS IS THE NEXT FRONTIER. HOW DO WE MAKE SURE WE ARE LEVERAGING THE SUPPORT. HOW WILL WE MAKE SURE THAT INFORMATION SUPPORTS THEIR INDEPENDENCE, AND THEIR CAPACITY TO MAKE INFORMED DECISIONS.

15:17:55 >> I WOULD JUMP IN, I MEAN FOR US AS A SERVICE PROVIDER, DATA IS CRITICAL. I MEAN WE TRACK EVERYTHING THAT WE DO. LITERALLY, YOU KNOW EVERYBODY THAT COMES IN HAS A CARD WITH A CODE, SO, IF THEY GET A MEAL, WE CAN TRACK IT, IF THEY ARE GETTING EXERCISE CLASS WE ARE TRACKING IT. BUT I THINK BEING ABLE TO ACCESS INFORMATION BACK TO US IS A MISSING ELEMENT RIGHT NOW PARTICULARLY AROUND NUTRITION.

15:18:15 WE HAVE IT SO OUR CASE MANAGERS KNOW IF SOMEONE IS GETTING A MEAL OR NOT. I THINK BEING ABLE TO SHARE INFORMATION SO WE CAN DO OR SET PROPER METRICS AND BE ABLE TO DO PROPER VALUATION OF WHAT WE ARE DOING, SO WE CAN GO AND PROVE OUR MODELS AND HOPEFULLY BE ABLE TO ACCESS ADDITIONAL FUNDING.

15:18:30 I MEAN AT THE END OF THE DAY, YOU KNOW, IF WE CAN MOVE IT WE HAVE A BETTER SHOT OF GETTING IT

15:18:46 >> ARE THERE ANY PLANS TO DEVELOP A UNIVERSAL ASSESSMENT TO BE SHARED INTERDEPARTMENTS. (READING)

15:19:14 >> YEA, I'M SURE YOU KNOW SEVERAL ON THIS CALL MAY BE AWARE OF THE STATE'S REPEAT ATTEMPTS OVER THE YEARS TO ATTEMPT TO MAKE A UNIVERSAL ASSESSMENT KS SOMETHING THAT EVERYONE DESIRES AND THINKS WOULD BE A GOOD IDEA.

15:19:26 IT'S CHALLENGING, WHEN YOU LOOK AT THE PROGRAMS AND RIERLTS AND NEEDS, IT'S GETS COMPLICATED YOU KNOW. I THINK THIS IS SOMETHING FROM THE STATE LEVEL WE ARE GOING TO BUILD TOWARDS.

15:19:54 I AM SURE AT THE LOCAL LEVEL IT CONTINUES TO BE OF INTEREST. PERHAPS YOU KNOW, STARTS WITH PROGRAM BY PROGRAM BASIS, TRYING TO STREAMLINE AND MAKE TRULY EFFECTIVELY ASSESSMENT TOOLS AND GRADUALLY GO TOWARDS SOMETHING THAT MAYBE WOULD BE UNIVERSAL ASSESSMENT, THAT IS ABSOLUTELY ONE OF THOSE KEY IDEAS THAT A LOT OF STAKEHOLDERS LOT A LOT OF TIME AND THOUGHT INTO.

15:20:04 WE HAVE NOT QUITE GOT THERE YET, BUT THE SAME TIME NOT GIVING UP I THINK. MIGHT BE INCREMENTAL APPROACH, BUT HOPEFULLY BUILD TOWARDS THAT.

15:20:36 >> I CAN ADD, WE ATTEMPTED TO DO SOMETHING AT THE LOCAL LEVEL FOR OUR AGENCY, WE HAVE A COLLABORATIVE PARTNER THAT HAS A DENTAL CENTER IN ONE OF OUR FACILITIES, WE ATTEMPTED TO COME UP WITH ASSESSMENT TO COVER DENTAL AS WELL AS OTHER CASE MANAGEMENT AND NUTRITION AND NO WRONG DOOR THAT SOMEONE COMING TO THE DENTAL CENTER WHO NEEDED SOCIAL SERVICES COULD GET THEM.

15:20:56 AND WE HAD FUNDING TO BE ABLE TO DO IT AND WE CAME UP WITH SOMETHING, BUT, CAME UNWIELDLY, BECAUSE SOMEONE WANTS TO ADD ONE MORE QUESTION HERE AND ONE MORE QUESTION THERE. SO, THE CHALLENGE WAS COMING UP WITH SOMETHING HA WAS STWEEM LINED AND THAT WAS USEFUL.

15:21:23 OR SOMETHING THAT WAS LARGE AND UNWIELDLY, AND TOOK 45 MINUTES TO GO THROUGH AND THE PERSON SITTING THERE, ALL I WANT IS MY KATY FILLED AND YOU MAKE ME GO

THROUGH THIS ASSESSMENT. I AGREE, IT MAKES SENSE, THE PROBLEM IS ONE SIZE FITS ALL GIVEN ALL OF THE NEEDS.

15:21:44 WORKING ON THAT IN THE HOMELESSNESS ARENA RIGHT NOW IN SAN DIEGO, IS ASSESSMENT TOOL FOR OLDER ADULTS, THROUGH THE CONTINUUM OF CARE BOARD WE ARE LOOKING HOW TO COME UP WITH SOMETHING THAT IS A LITTLE MORE AGE FRNDLY IN TERMS OF RESOURCES.

15:21:47 THAT IS A NARROWER ASSESSMENT OR CONCEPT WE ARE WORKING ON.

15:21:58 >> I AM GOING TO BE A LITTLE PROVAKTIVE AND SAY THAT IT'S REALLY ABOUT STAFF TRAINING AND CAPACITY BUILDING IN SYSTEMS OF CARE.

15:22:20 LESS ABOUT FORMS AND HOW WE COLLECT DATA, I HAVE DONE ALL OF THE ABOVE IN THE PAST TRYING TO SOLVE THAT PROBLEM. AS SAID IT IS ENCREDBLY CHALLENGING, ASPIRATIONAL, AND I THINK PERIODICALLY I TAKE THE FORMS WE USE AT THE DEPARTMENT OF AGING. I ASK THE QUESTION, WHO OWNS THIS DATA, WHY ARE WE ASKING THAT QUESTION.

15:22:41 I THINK THAT IS PART OF BEING GOOD STEWARDS OF OUR STAFF TIME AND RESOURCES. BUT I ALSO HAVE BEEN CONVINCED THAT IN WORKING WITH OLDER ADULTS IN THE COMMUNITY. TRYING TO DO COMPREHENSIVE AND PHYSICAL SOCIAL ASSESSMENTS.

15:22:46 THE CRITICAL ELEMENT, I HAVE PEOPLE EVALUATE THIS, THE CRITICAL ELEMENT IS STAFF SKILLS.

15:22:56 IF THEY ARE ABLE TO TRULY EVALUATE AN OLDER PERSON SITUATION. LESS ABOUT THE DATA YOU ARE COLLECTING AND MORE ABOUT THE PROCESS OF HOW WE ARE ENGAGING WITH CLIENTS.

15:23:17 SO, THE DATA IS CRITICAL, AND CANNOT BE UNDERESTIMATED HOW IMPORTANT IT IS, ESPECIALLY WHN WE COMMUNICATE WITH OTHERS. I WANT TO SPEAK TO THE TREMENDOUS LABOR FORCE CHALLENGES THAT CALIFORNIA HAS

IN ORDER TO ENSURE WE HAVE ADEQUATE CARE FOR OLDER ADULTS WE ARE SERVING.

15:23:27 MOST OF THE PEOPLE WHO CARE FOR OLDER ADULTS ARE WOEFULLY UNTRAINED AND DO TO WORK THEY ARE DOING. AND WOEFULLY UNTRAINED TO WORK WITH PERSONS WITH DISABILITIES.

15:23:38 WE NEED TO PAY ATTENTION TO THE INVESTMENT WE HAVE TO MAKE IN OUR HUMAN RESOURCES TO BE ABLE TO MAKE SURE THAT THEY ARE ABLE TO PROVIDE THE SERVICES AT OUR CLIENT'S NEEDS.

15:24:05 >> I COULD FOLLOW UP, THIS GOES BECOME TO WHEN I WAS ON THE COMMISSION ON AGING. VISITING PARTICULARLY SOME SMALLER SITES AND RURAL SITES, NOT ONLY WAS IT TO TRAINING BUT IT WAS THE EQUIPMENT WHERE PEOPLE WERE PROUDLY SHOWING OFF THE 7-YEAR-OLD COMPUTER THAT HAD BEEN DONATED AND THAT WAS AN UPGRADE.

15:24:21 IT'S BOTH TRAINING AND INVESTING IN TECHNOLOGY AND HAVING PEOPLE JOIN THE 21ST CENTURY IN TERMS OF CAPABILITY.

15:24:41 >> WE HAVE A QUESTION HERE. IS THE HUBS AND SPOKES FRAMEWORK SUPPOSED TO SUPPORT AND BUILD UPON WHAT THE AAA IS CURRENTLY DOING OR WILL THIS FUNDAMENTALLY CHANGE THE AAA STRUCTURE IN PLANNING AND SERVICE AREAS ACROSS CALIFORNIA.

15:24:52 WILL THERE BE AN ANNOUNCEMENT ON THE RECOMMENDATIONS AND IMPACTS AND WILL THERE BE RESOURCES.

15:25:07 I AM WONDERING, LAURA, MAYBE GIVE US YOUR PERSPECTIVE ON HOW IT WAS DONE IN LA, IN TERMS OF HOW DID IT SUPPORT AND BUILD UPON THE AAA, AND HOW THE ANALYSIS WAS DONE.

15:25:12 HOW DID YOU IMPLEMENT THE HUBS AND SPOKES MODEL AND WHAT RESOURCES WERE NEEDED.

15:25:22 >> WELL, I GUESS I HAVE TO CORRECT THE ASSUMPTION. MY ASSUMPTION WAS WE WERE ALWAYS DOING HUBS AND SPOKES AND I AM GOING TO PUT THAT ONE UP FRONT.

15:25:46 SO OUR WORK, WE WERE SEPARATED AT BIRTH ABOUT 40 YEARS AGO, I THINK IT'S BEEN A NEGATIVE IMPACT ON OUR COMMUNITY. A LOT OF THE WORK LOS ANGELES HAS BEEN DOING OVER THE LAST 4 OR 5 YEARS HAS BEEN HOW DO WE BRING THE AREA AGENCIES TO ALIGN CLOSER TO TOGETHER.

15:26:00 WE HAVE ALWAYS ASSUMED IT IS OUR RESPONSIBILITY TO COORDINATE THE SERVICES THAT WE DELIVER ON BEHALF OF CLIENTS AND WITH CLIENTS IN THE COMMUNITY TO IDENTIFY NEW PARTNERS AND MERGING TRENDS IN OUR COMMUNITY.

15:26:24 BASICALLY BE PREPARED TO ADDRESS THEM, FOR US HAS NOT BEEN THAT WE HAD TO INVENT THE HUBS AND SPOKES, THAT IS THE FRAMEWORK WE USE ALWAYS IN WHAT WE DO. I THINK THE CALIFORNIA DEPARTMENT OF AGING IS TRYING TO MOVE US TOWARDS IS A MORE COMPREHENSIVE DEFINITION OF WHAT THAT MEANS.

15:26:45 SO YOU KNOW WE ARE DELIGHTED TO BE WASHGING WITH THE DEPARTMENT IN TRYING TO REENVISION AND HOW TO BE MORE EFFECTIVE AND EFFICIENT. THAT IS WHY I BROUGHT THE ISSUE OF HUMAN CAPITAL, WE HAVE TO INVESTMENT, AND WE HAVE TO INVEST IN THE INFRASTRUCTURE.

15:26:47 HOW WE DELIVER THOSE SERVICES.

15:26:59 I THINK ALL OF THOSE ARE PART OF THE FRAMEWORK, I AM LOOKING FORWARD TO WORKING WITH OUR COLLEAGUES ACROSS THE STATE TO REALLY BE THE STANDARD FOR THE NATION.

15:27:15 >> YEA, THIS IS MARK, I WILL MAYBE HIT ON THE OTHER POINTS RAISED IN THE QUESTION. I MEAN FIRST OF ALL IN TERMS OF THE AAA STRUCTURE, I MEAN IN SOME CASES LIKE LA, THEY HAVE A VERY SOLID AND STRONG STRUCTURE.

15:27:34 I THINK WHAT LAURA AND THOSE IN LA COUNTY ARE PLANNING TO DO IS EXPAND THE SERVICES AND STRENGTHEN

INTO OTHER AREAS, IN THAT CASE IT'S NOT A MATTER OF CHANGING THE STRUCTURE, IT'S KEEPING THE STRUCTURE AND BUILDING UPON IT.

15:27:47 I THINK THAT IS THE POSITION ALL AAAS WILL FIND THEMSELVES IN, STRONG PARTNERSHIPS AND COLLABORATIONS WITH CERTAIN PARTNERS AND PROVIDERS AND THROUGH THE HUBS AND SPOKES MODEL THEY CONTINUE TO STRENGTHEN THOSE PARTNERSHIPS.

15:28:05 AND THROUGH ADRC, THAT ONE DOOR TO CONNECT WITH THE RESOURCES. IN TERMS OF CDA GOING TO DO ANALYSIS, WELL ABSOLUTELY, ONCE WE RECEIVE THE RECOMMENDATIONS WE HAVE COMMITTED WE ARE GOING TO SHARE THAT OUT WITH EVERYONE ALL OF OUR STAKEHOLDERS.

15:28:22 AND WE WILL DO AN ANALYSIS, IN TERMS OF WHAT MAY BE FEASIBLE.

15:28:38 TO IMPLEMENT HUBS AND SPOKES, SURE, IF THE ANALYSIS BEARS OUT THAT THE SYSTEM YOU KNOW COULD USE ADDITIONAL RESOURCES TO EFFECTIVELY IMPLEMENT THAT IS DEFINITELY DISCUSSIONS WE COULD BE HAVING ABOUT FUNDING.

15:28:40 THAT HAS ALWAYS BEEN PART OF THIS INITIATIVE.

15:29:00 >> THANK YOU FOR ANSWERING THAT QUESTION. SO, WE ARE ALMOST UP ON TIME, AND WE KNOW WE STILL HAVE QUESTIONS AND COMMENTS IN THE QUEUE. AND PROBABLY OTHERS I AM SURE A LOT OF YOU HAVEN'T BEEN ABLE TO ANSWER.

15:29:09 SO, WHAT WE CAN DO IS ENCOURAGE EVERYBODY TO TAKE THE ONLINE SURVEY. IN THE SURVEY HERE IS THE LINK. .

15:29:19 YOU WILL BE ABLE TO FIND IT OFF OF THE WEBSITE. GO TO THE CDA HOME PAGE, THERE WILL BE A LINK DIRECTLY TO THE HUBS AND SPOKES INITIATIVE.

15:29:40 THERE IS A SURVEY LINK THERE YOU CAN FOLLOW THE PROMPTS TO ANSWER QUESTIONS. WE WOULD REALLY LOVE YOUR FEEDBACK, REGARDING ANY OF THE TOWN HALLS. ANY OF

THE DISCUSSIONS THAT WE HAVE HAD. THIS IS REALLY THE TIME THAT WE WANT HEAR FROM EVERYONE.

15:29:56 WE WANT TO RESIT RATE THERE HAVE BEEN NO DECISIONS MADE, THESE ARE MEANT TO BE ENGAGEMENT OPPORTUNITIES TO HEAR FROM EVERYONE. AND UNDERSTAND THAT REGIONS ARE UNIQUE AND DIFFERENT CHALLENGES.

15:30:03 OFF THAT LAST QUESTION, IF THERE ARE RESOURCES NEEDED WE WOULD LIKE TO HEAR ABOUT THEM. WE WANT TO HEAR ABOUT THE COMMENTS AND RESOURCES AND SUGGESTIONS.

15:30:15 THAT IS WHERE IT'S ALL GOING TO BE COLATED FOR THE DS MEETING, DECEMBER RESULTS AND RECOMMENDATIONS BRIEFING MEETING.