California's MASTER PLAN FOR AGING

Long-Term Services and Supports Subcommittee
Meeting #1
October 28, 2019

Meeting Logistics

- Meeting Materials Posted Online

- Telephone and In-Person Audience

- Email Inbox for Feedback: EngAGE@aging.ca.gov

- Accommodations:

  - Simultaneous captioning is available in the room

  - Live telephonic access with two-way communication for public comment

Meeting Agenda

1. Welcome and Introductions

2. Subcommittee Operations: Charter, Proposed Meeting Schedule, March 2020 Report Topics & Process

3. Deep Dive Topic: Information and Referrals

4. Public Comment

Welcome and Introductions

- **Ana Acton,** FREED Center for Independent Living and Nevada County Aging and Disability Resource Connection

- **Maya Altman,** Health Plan of San Mateo

- **José Alberto Arévalo, MD**, Sutter Independent Physicians - Sutter Health

- **Catherine Blakemore,** Disability Rights California

- **Kathryn Barger,** Supervisor, Los Angeles County, District 5

- **Kristina Bas-Hamilton,** United Domestic Workers of America/AFSCME local 3930

- **Donna Benton, PhD**, USC Family Caregiver Support Center

- **Patty Berg,** Former Assembly member

- **Craig Cornett,** California Association of Health Facilities

- **Susan DeMarois,** Alzheimer's Association

- **Karen Fies,** Sonoma County Human Services Department and Area Agency on Aging

- **Julia Figueira-McDonough,** 2020 Soros Leadership in Government Fellow

- **Karen Keeslar,** California Association of Public Authorities for IHSS

- **Peter Mendoza,** Marin Center for Independent Living

- **Lydia Missaelides,** Alliance for Leadership & Education

- **Marty Omoto,** California Disability-Senior Community Action Network

- **Claire Ramsey,** Justice in Aging

- **Ellen Schmeding,** St. Paul's Senior Services and Member of the California Commission on Aging

- **Sarah Steenhausen,** The SCAN Foundation

- **Jeff Thom,** California Council of the Blind

- **Nina Weiler-Harwell, PhD,** AARP California

- **Brandi Wolf,** Service Employees International Union Local 2015

Subcommittee: Objectives (in Charter)

1. Advise the SAC and the Administration on the development of the Master Plan for Aging, including approaches to providing and funding a range of Long Term Services and Supports (LTSS), as well as a robust and data-driven approach to quality.

2. By March 1, 2020, present a report to the SAC on LTSS.

Proposed Meeting Topics & Schedule

- #1 October 28, 2019: Deep Dive on Information & Referral

- #2 November 12, 2019: Deep Dive on LTSS Financing for the Middle-Class

- #3 December 2019: Deep Dive on In-Home Supportive Services (IHSS)

- #4 December 2019: Deep Dive on other Home- and Community-Based Services (HCBS) and Older Americans Act Programs

- #5 December 2019: Deep Dive on LTSS Workforce, Family Caregivers & Technology

- #6 January 2020: Deep Dive on Skilled Nursing Facilities and Residential Care Facilities

- January & February 2020: Discuss/prepare LTSS Report for March SAC meeting

- March 2020: Review SAC feedback and finalize March Report for Secretary/Governor

- April & June 2020: Review Master Plan, dashboard and other Master Plan components/deliverables related to LTSS

Coordination with Related LTSS Initiatives

- IHSS Listening Sessions, hosted by California Department of Social Services

- CalAIM Stakeholder Meetings, hosted by California Department of Health Care Services

- Governor's Task Force on Alzheimer's Disease and Related Dementias

March 2020 LTSS Report Topics (Detailed in Charter) (1)

a. The growth and sustainability of state programs and infrastructure for LTSS, including In-Home Supportive Services (IHSS);

b. An examination of access to LTSS, financing for LTSS and the quality of LTSS provided in a variety of settings;

c. An examination of the impact of program instability and other factors on labor supply and retention of the workforce providing LTSS; and

d. Recommendations to strengthen and stabilize LTSS for the future, including IHSS, as a foundation for implementing the Master Plan for Aging.

March 2020 LTSS Report Topics (Detailed in Charter) (2)

3. The Subcommittee report shall include short and long-term options, innovations, and recommendations in the following areas, and shall include any available information on the number of individuals potentially affected, and state and local fiscal impacts:

   a. IHSS eligibility and assessment;

   b. IHSS workforce;

   c. Informal/Family caregiver support;

   d. Other home- and community-based services programs, including Medi-Cal programs that provide LTSS, in coordination with CalAIM;

   e. State, regional, and local Information and Referral Systems;

   f. LTSS financing options for Californians not eligible for Medi-Cal, based on information available at the time of the March 2020 report;

   g. Alternative arrangements for LTSS, given housing affordability issues; and

   h. Long-term care institutions, including skilled nursing facilities, as well as residential care facilities for the elderly.

March 2020 LTSS Report Topics (Detailed in Charter) (3)

4. The final recommendations in the Subcommittee report will be based on the consensus of the Subcommittee.

5. The Subcommittee report will be reviewed by the SAC and its contents may be modified by the SAC in its subsequent submission to the Governor by March 31, 2020.

6. The Administration will provide technical assistance to the Subcommittee in the preparation of the report, based on currently available data and staffing resources.

7. To the extent possible, the SAC Research Subcommittee will provide technical support to the LTSS Subcommittee.

March 2020 LTSS Report Development Process

- Subcommittee members and the public will send proposed recommendations text to CDA, by mid/late December 2019 and the Administration will compile and make conforming edits.

- CDA will share draft compiled report with the Subcommittee ahead of the January 2020 meeting.

- Subcommittee members will work collaboratively with CDA on document edits to prepare draft for SAC review in early March, 2020, and revise as needed for submission by March 31, 2020.

Draft for Discussion: Person-Centered Framework

Goal 1 Long Term Services and Supports/Caregiving: We will be able to live where we choose as we age and have the help we and our families need to do so.

Goal 2 Age-Friendly Communities: We will live in and be engaged in age-friendly communities.

Goal 3 Health and Well-Being: We will maintain our health and well-being as we age.

Goal 4 Safety and Security: We will have economic security and be safe from abuse, neglect, and exploitation throughout our lives.

Deep Dive Topic: Information and Referral Systems

San Francisco Department of Aging & Adult Services
Benefits and Resource Hub

SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

SAN FRANCISCO DEPARTMENT OF AGING & ADULT SERVICES

PRESENTATION TO CALIFORNIA MASTER PLAN ON AGING, LTSS SUBCOMMITTEE

OCTOBER 28, 2019

Agenda

- Introduction to Department

- Benefits and Resource Hub
  - Creation
  - Structure
  - Integrated Intake and Referral
  - Community Connections
  - Lessons Learned

  - Discussion

San Francisco Department of Aging & Adult Services

Introduction to Department

Vision, Mission, Values

SF Department of Aging & Adult Services

Our Department

$370 million budget
for direct programs
and community
partnerships

370 employees
working to administer
and develop services

**62 community-based
organizations**
partnering to provide
diverse services
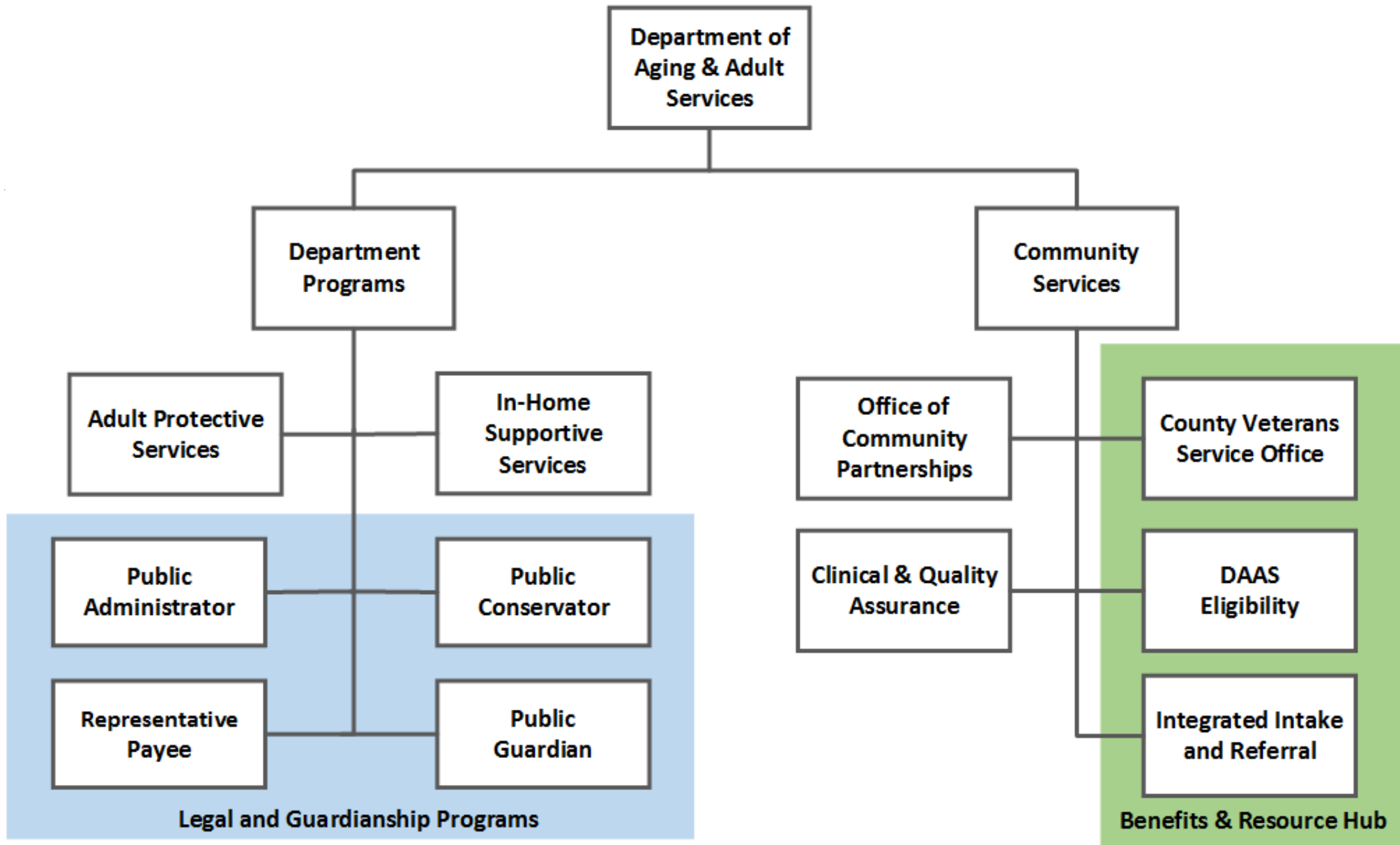
Range of Population Needs and Department Services
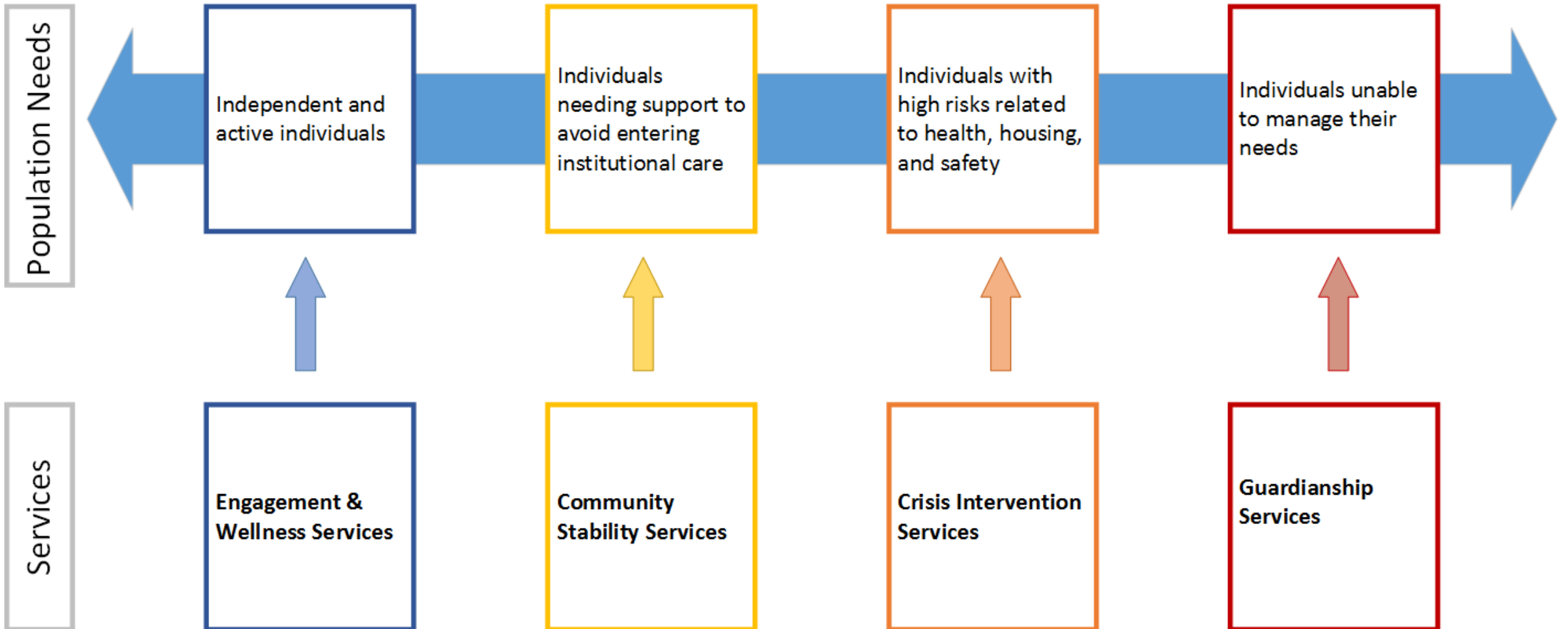
San Francisco Department of Aging & Adult Services
Benefits and Resource Hub

Creating the Hub

- Motivation: In-person service center focused on older people, adults with disabilities, caregivers, and veterans

- Process
  ◦ Community conversations
  ◦ Department visioning
  ◦ Consultant support (client flow, staffing structure)

- Opened April 2016
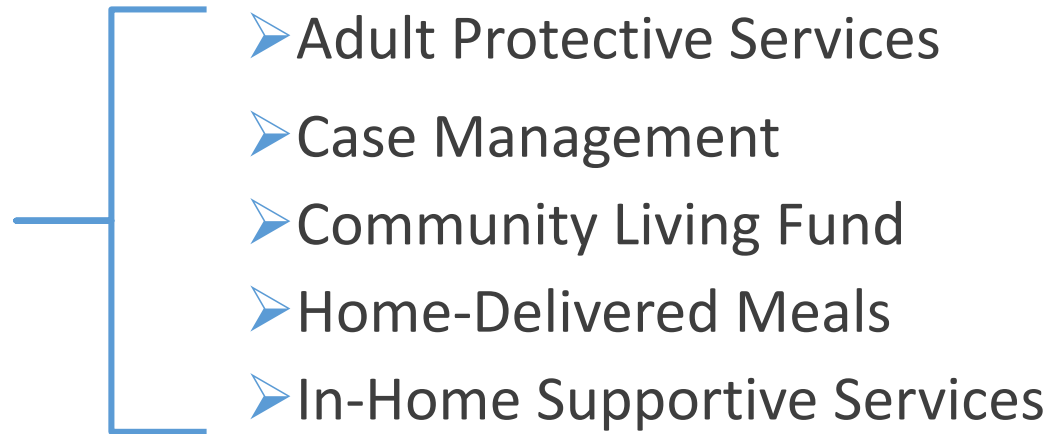
Hub Structure

- One-stop shop for services

- Services
  - County Veterans Service Office
  - DAAS Eligibility (Medi-Cal, CalFresh)
  - Information and Referral
  + IHSS Provider Support

Integrated Intake and Referral Unit

- Created in 2007 to serve as a single door for resources

- Staffing: 30 FTE across three units

- Services provided:
  - Information and referral
  - Processes applications for services
  - Waitlist management/clearinghouse (Case Management and Home-Delivered Meals)

  - Adult Protective Services
  - Case Management
  - Community Living Fund
  - Home-Delivered Meals
  - In-Home Supportive Services

Community Connections:
Leveraging the Hub

- ## Community outreach
  - DAAS Integrated Intake staff provide trainings and lead outreach for the agency

- ## On-site resources
  - Computer lab
  - Paratransit

Community Connections:
Aging and Disability Resource Centers

- Network of information and assistance specialists located at 13 community-based organizations throughout City

- Act as extension of Hub within the community: provide information and referral, assistance, and translation

- Priorities: Geographic distribution and language representation
  + two sites with specialized focus: disability, LGBTQ

Lessons Learned

- Importance of community connections

- Benefits of waitlist management

- Integrated intake and database

- Clear signage = key

- Shifting staff perspective to a

    whole person orientation

Thank you!

Shireen McSpadden

Shireen.Mcspadden@sfgov.org

(415) 355-7676

California Moves Toward Person-Centered Information and Referral

No Wrong Door
Aging and Disability Resource Connection

Irene Walela, Deputy Director
California Department of Aging
Long-Term Care and Aging Services Division

Karol Swartzlander, Executive Director
California Commission on Aging (CCoA)

My Family

Hello: My name is June Smith. I need to talk. My husband who has Alzheimer's' wants to come home from a nursing facility. I also arrange housing and other supports for my adult daughter who suffered spinal cord injury in a car accident and is now preparing for a new career by attending college. Occasionally, I care for a grandchild with special needs. I'm stressed, often sad and worried sick about our financial future. Who can help me plan?

California's Information Siloes

Foundation: California's 33 Area Agencies on Aging (AAA)'s Information and Assistance (I&A) System

Information:

- Up-to-date information on resources and services available to older adults in the community (e.g., nutrition, housing, transportation, legal services, homemaker, adult day care, etc.)

Assistance:

- Referrals to resources and services available in the community to meet the specific needs of each individual
- Follow-up on referrals to ensure the necessary services are received

I&A services may also include:

- Outreach
- Comprehensive Assessment

Other Information and Referral Resources used by Californians

- 2-1-1
- Local government call centers
- Independent Living Centers
- Non-profit organization information lines
  - (e.g, Senior service directories..)
- Federal Eldercare Locator (800-677-1116)
- State Senior Information Line (800-510-2020)
- Medicare.gov (Nursing Home Compare, Home Health Compare, Hospice)
- Family Caregiver Resource Centers, Alzheimer's Helpline and more
- Care coordination and referral through CBOs, physicians offices, Managed Care plans
- Friends/Family/Internet
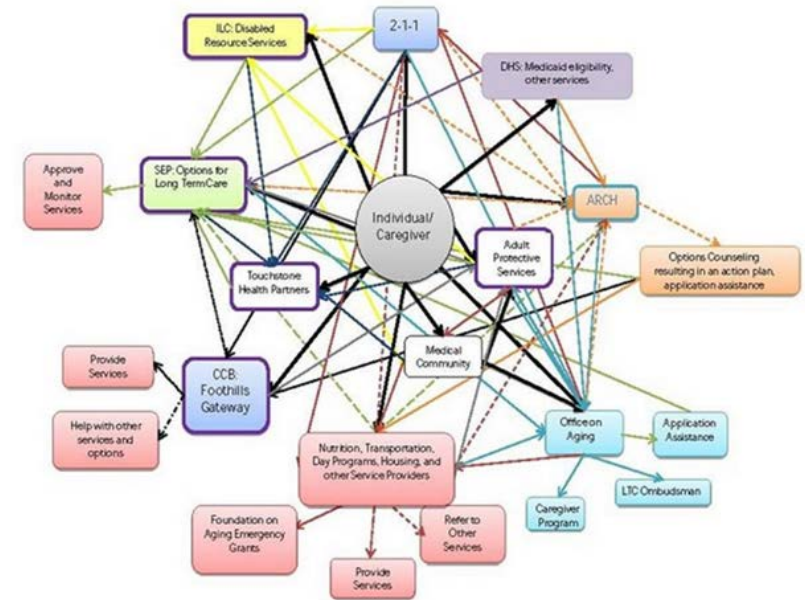
Current LTSS I&R System's Effect on People

Vision: Aging and Disability Resource Connection (ADRC)
No Wrong Door System

- Coordinated System
- Shared Protocols
- Trusted Source for Information on Private and Public Programs

- Person-Centered
- Objective and Neutral
- Seamless and Streamlined Access to Services

The ADRC program serves older individuals, caregivers, and individuals with disabilities with information and access to available long-term services and supports (LTSS) at the local level. ADRCs empower individuals to consider all options, make informed decisions, and access community LTSS that help them meet their personal goals for independence.

Local ADRC Organizations Coordinates Four Main Functions

Enhanced information and referral services and other assistance at hours that are convenient for the public.

Options counseling concerning available long-term services and supports programs and public and private benefits programs.

Short-term service coordination

Transition services from hospitals to home and from skilled nursing facilities to the community.

ADRCs do not duplicate services in the community. ADRCs serve as "navigators" providing a streamlined pathway for individuals to connect with the services and supports they desire to meet their goals.

New Legislative Building Blocks for Transforming Information and Assistance

- **AB 1287 (Nazarian):** Requires Master Plan to consider Universal Assessments and No Wrong Door System

- **SB 453 (Hurtado):** Requires CDA to develop a Core Model of ADRC Best Practices and No Wrong Door System. Requires DHCS to consider using Medicaid Administrative Claiming to fund No Wrong Door.

- **SB 80 (Human Services Omnibus Bill):** Provides $5 million on-going funds and four positions to provide infrastructure grants for the purpose of implementing a "No Wrong Door" system, and to aid designated ADRC programs strengthen and expand services

New Development of ADRCs in California

- **Re-Designation of current local ADRC partnerships**: Alameda, Marin, Nevada, Orange, Placer, Riverside, San Diego, San Francisco, Ventura (nine counties cover 1/3 of California's population)

- **ADRC Infrastructure Grants Program** to build capacity by supporting the development and designation of new ADRC partnerships and expanding the services from designated ADRC partnerships

- **Data collection and reporting** to show value of ADRCs and demonstrate improved outcomes

- **Development of new ADRC partnerships:** Monterey, Sutter, Yolo, and Yuba

Building Upon Existing Groundwork and Learning from the Success of Others

Person-centered philosophies and a No Wrong Door delivery system can be part of the solution for future public information infrastructure.

State of Washington
Community Living Connections

- Statewide recognized brand
- Online searchable LTSS information portal
- Innovative program for kinship caregivers
- Self-administered, online pre-screen for consumers & caregivers
- Pre-screen with delegated authority to determine presumptive Medicaid LTSS functional and financial eligibility
- Community partnership with regional Medicaid HCBS offices
- https://www.washingtoncommunitylivingconnections.org/consite/index.php

COMMUNITY LIVING
CONNECTIONS
LINKING YOU TO
Personalized Care & Support Options

Call Toll-Free
1-855-567-0252

Understanding and accessing services

❯ Get Help

🌐 **Explore** your options

Learn about services and support options in your home and community, including for older adults, persons with disabilities, caregivers, and persons with Alzheimer's or dementia.

🔍 **Search** for resources

| County/Village | Keyword | ❯ GO |

Find in-home and community services as well as community engagement opportunities. To find a service: start typing a word; then choose from one of the categories provided.

Benefits Check Up
A SERVICE OF THE NATIONAL COUNCIL ON AGING

❯ Learn About and Report Potential Abuse or Neglect of a Vulnerable Adult

Area Agencies on Aging

Centers for Independent Living

State of Wisconsin
Aging & Disability Resource Centers

- Statewide contracts for franchise-model ADRCs in all counties
- Serves older adults and people with physical or intellectual disability
- Stand-alone organizations, human service department or county
- State required set of services
- I&A and disability benefits counseling, among other services
- Must be free of conflicts (e.g. managed care or consultancy)
- State data requirements
- Searchable online portal includes ADRC and other resources
- https://www.dhs.wisconsin.gov/adrc/index.htm

MinnesotaHelp.Info
Full Access to HealthCare and Social Services and Supports

- Connects to 13,000 providers, 42,300 services in 29,000 locations
- Senior LinkAge Line; Veterans Linkage Line; Disability Hub MN
- Available in person, online, by telephone or in print.
- Assistance provided by fully-trained staff and volunteers.
- https://www.minnesotahelp.info/
- **Guided LTC Choices Navigator Search**
- https://longtermcarechoices.minnesotahelp.info/

> Legal and Advocacy Services

> Long Term Care Ombudsman

> Medical Centers and Services

> Medicare and other benefits

> Mental Health Services

> Nursing Homes

> Personal and In Home Safety

> Prescription drug help

> Senior Centers, Community Programs and Recreation

> Transportation

> Volunteering, Education and Jobs

> Wellness

MORE TOPICS   −

m1 MINNESOTA   MinnesotaHelp.info®

State of Minnesota Home
Contact Us
FAQ
Site Map

Accessibility
Terms of Use
Developer

Connect f ✗
Share f ✗

Long-Term Care Choices Navigator
For Seniors, Families and Caregivers

Get Started →

Age Well, Live Well, Plan Well, Care Well

There are many options to help today's older adults age well and live well. The Long-term Care Choices Navigator is a step-by-step tool that will:

- help you figure out what you need to live well and age well,
- guide you to resources in your community, and
- create a plan for you.

Whether you are making plans for yourself, your parent or spouse, or a friend, Long-term Care Choices Navigator can help you.

Sign In

Most of this site does not require a username and password. If you choose to sign in or create an account; you will have the following options:

- Save a Long Term Care Choices or Youth Navigator plan
- In MinnesotaHelp.info
  - Save searches
  - Write a review
  - Create a directory

Username:

Password:

Sign In

Forgot Password?

New User Register

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Initial Comments and Subcommittee Discussion

Susan DeMarois
Alzheimer's Association

Karen Fies
Sonoma County Human Services Department and Area Agency on Aging

Ana Acton
FREED Center for Independent Living and Nevada County Aging and Disability Resource Connection

Alzheimer's Association

24/7 Helpline

24/7 Helpline 800-272-3900

- Started in 2002 with ACL/AoA grant

- Partnership between National Contact Center and 75 local chapters

- 300,000+ calls/year nationwide

- 17,000+ emails, facebook and online questions

Highly qualified team

- Helpline Specialists & Master's prepared Care Consultants

- Increased Care Consultants due to increased call complexity

- 100+ hours new-hire training in classroom & hands-on

- Clinical supervision weekly

- On-going in-service training

- Quality monitoring, 1:1 coaching

Highly qualified team

- Helpline Specialists provide
    - Disease information
    - Caregiver education
    - Referral to local resources
    - Triage complex calls to care consultants
- Masters prepared Care Consultants provide
    - Problem-solving, care planning
    - Crisis assessment and intervention
    - Longer calls, typically 20-35 minutes

Serving diverse callers

- Spanish line
  - 20 bilingual agents
- Language translation line
  - Provides 200+ languages
- Brochures & topic sheets
  - Available in Spanish, Vietnamese, Mandarin, Japanese, Korean

alzheimer's association®

Online Resources: Caregiver Center

Resources for:

- Personal care
- Medical care
- Behaviors
- Safety issues
- Care options
- Legal and financial planning
- www.alz.org/care

Alzheimer's & Dementia   Help & Support   Research   Get Involved   Your Chapter   Search

Caregiving

Caregivers for Alzheimer's and dementia face special challenges.

Caring for a person with Alzheimer's or dementia often involves a team of people. Whether you provide daily caregiving, participate in decision making, or simply care about a person with the disease — we have resources to help.

Online Resources: I have Alzheimer's

- Input from Early Stage Advisors
- Know what to expect
- Treatments & research
- Programs & support
- Overcoming stigma
- Younger-onset Alzheimer's
- Live well
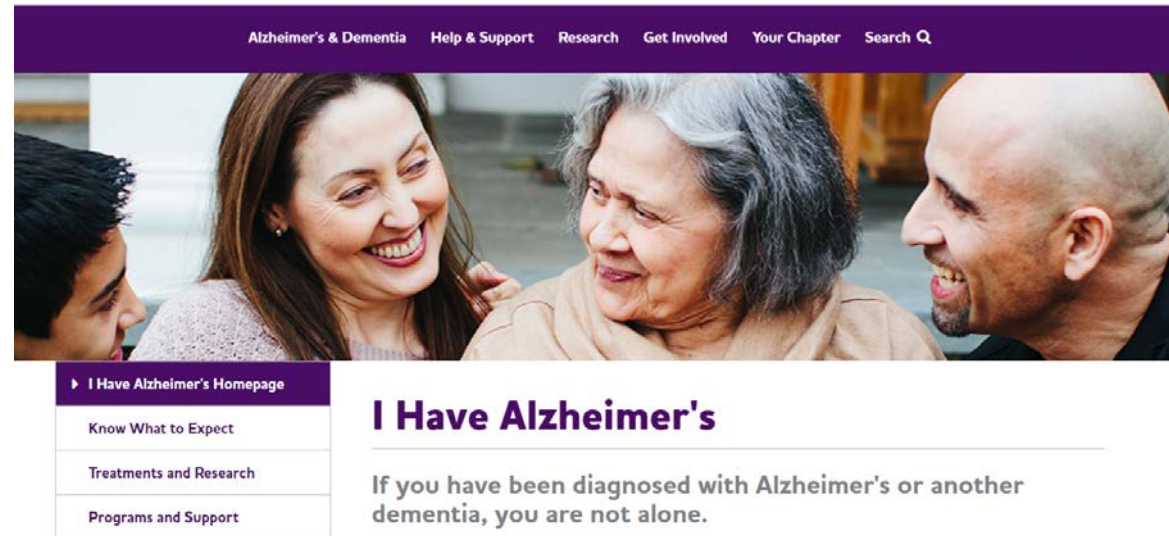
Online Resources: ALZConnected®

- Active social networking community

- Message boards

- For people w/ Alzheimer's & families

- Public & private groups

- 43K visits/month

- Discuss unique challenges

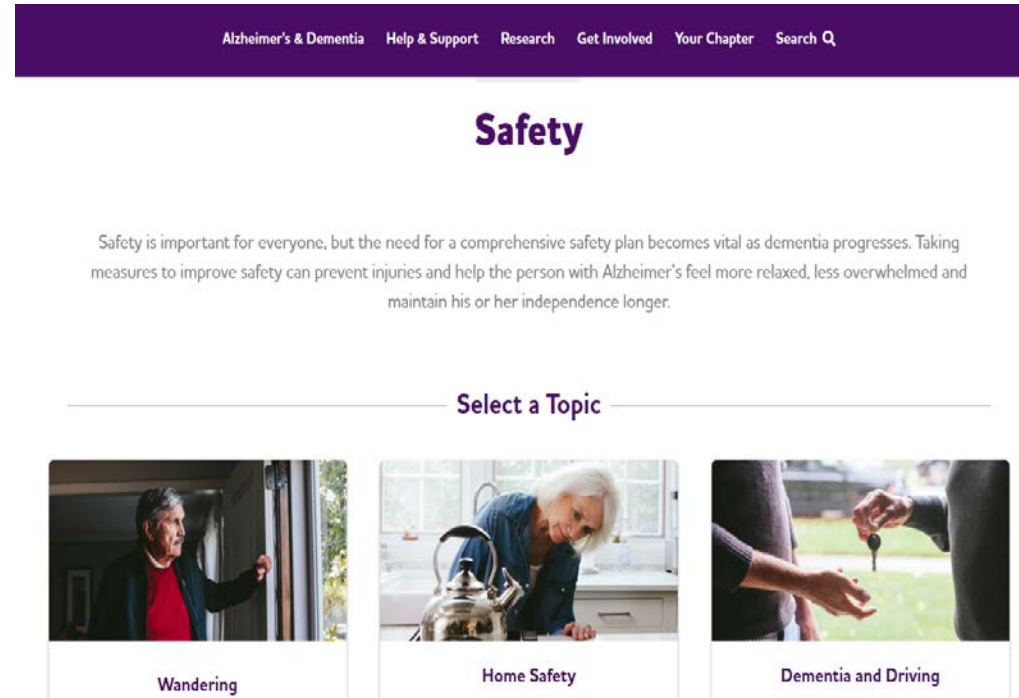- Peer support

- www.alzconnected.org

Community Resource Finder

- Access comprehensive lists of resources, services and community programs (including ADRC's, AAA's)
- Search by category and proximity
- Sort by specific needs and preferences
- www.commmunityresourcefinder.org

Community Resource Finder

Q Search | Learn More ▼ | Help ▼ | My List

Get easy access to resources, community programs and services.

Get started below by choosing the type of care and the location.

alzheimer's association PROGRAMS AND EVENTS	AARP Family Caregiving PROGRAMS AND EVENTS	CARE AT HOME
COMMUNITY SERVICES	HOUSING OPTIONS	MEDICAL SERVICES

The Alzheimer's Association and AARP do not endorse any of the providers listed here. The information contained in the Community Resource Finder is thought to be reliable but is not guaranteed to be accurate. It is compiled from provider descriptions of their own services as well as other public data sources and is subject to change without further notice.

alzheimer's association®

Online Resources: Safety Center

- Wandering & getting lost
- Importance of creating a safe home environment
- Medication Safety
- Traveling
- MedicAlert +Safe Return®
- www.alz.org/safety

alzheimer's association®

Public Comment

- Information Posted on website: https://www.chhs.ca.gov/home/master-plan-for-aging/

- Email Inbox for Feedback: EngAGE@aging.ca.gov

Wrap Up and Next Steps