

Recommendation Form

11/18/19

Instructions for submitting recommendation: *To submit your recommendation, please fill out as many of the fields as you can, but it is fine to leave some blank. Recommendations can be submitted at engage@aging.ca.gov. Initial recommendations are requested to be submitted by December 13, but continue to be welcome.*

Goal #1: We will live where we choose as we age and have the help we and our families need to do so.

Objective 1.1: Californians will have access to the help we need to live in the homes and communities we choose as we age.

Issue Statement:

Individuals lack accurate and timely access to information, assistance and supports:

- 1) Older adults, people with disabilities and caregivers often “don’t know what they don’t know” – and, as such, are unaware of what services they or their loved ones need as well as what services may be available to meet those needs.
- 2) Older adults, people with disabilities and caregivers lack access to a standardized state/local information platform that specifies available LTSS options and assists them in accessing the necessary services and support in a seamless and timely manner.
- 3) A number of Information and Assistance or Referral (I&A) services operate across the state, often in conjunction with the Area Agency and Aging or through Independent Living Centers – but each with different program standards and practices. Many older adults, people with disabilities and caregivers who are in need of I&A are unaware of these services.
- 4) Typically, I&A services provide lists of programs and services without curating the information according to individual needs and preferences and without regard to program eligibility standards. This often increases confusion and traps older adults, people with disabilities and caregivers in a maze of program referrals, with no assurance that s/he will access the necessary services and supports.
- 5) I&A services rarely provide “warm hand-offs” or follow-up, and many lack data to evaluate effectiveness in helping consumers access the necessary services and supports.
- 6) Currently I&A services lack expertise from peers (people with disabilities, older adults, caregivers, etc.) and individuals with lived experience.
- 7) Older adults and people with disabilities are disproportionately impacted by disasters and emergencies and need additional assistance with emergency planning, response, and recovery.

Recommendation(s)

- 1) Develop a consumer-friendly, branded, standardized, web-based and digitalized statewide Consumer Assistance (I&A) system that feeds into local systems.
- 2) Develop statewide program standards for local Consumer Assistance programs to ensure consistency in program practices and accuracy of local information and supports.
- 3) Develop a statewide web-based platform that connects consumers with local Consumer Assistance programs, with a standardized assessment and protocol to enable access to a curated list of available local services and supports.
- 4) Designate a 1-800 statewide phone number that connects to local level services, and ensures access to services 24 hours day/7 days a week through a state-level call center.

Description:

- A web-based consumer assistance system will include information, education and assessment of needs with a single phone number that connects individuals to local Consumer Assistance services, building upon the Aging and Disability Resource Connection (ADRC) standards. During non-program hours, the call number will route to the state-level office that will provide a warm hand-off the next business day.
- A call-center at the state level will operate as a 24/7 consumer assistance center that connects individuals with local programs.
- The state call-center and local programs will be staffed by professionals with – whenever possible, advanced training in gerontology and/or disability services, providing salaries commensurate with their training.
- An ongoing information/outreach campaign will promote the statewide phone number and web platform, and will include educational efforts to promote advance planning for all generations.
- The Consumer assistance system will utilize a no-wrong-door approach and will seamlessly connect individuals into the system no matter where they enter.
- A standardized assessment and follow-up protocol will be developed and utilized across agencies. Additionally, this assessment/protocol will be utilized to evaluate effectiveness in connecting consumers with the necessary services and supports.
- The local Assistance programs will provide emergency preparedness services for older adults, people with disabilities, and caregivers including disaster planning and coordination to resources during disasters or power outages.
- **Program standards:**
 - Each local Consumer Assistance program will provide person-centered, culturally competent information and assistance to older adults, people with disabilities and caregivers across all income levels, with appropriate language services.
 - All referrals will be based on individuals' needs and preferences. No individual will be referred to a program/service for which s/he is ineligible. Individuals will be referred to services they qualify for, with warm hand-offs and follow-up.

- Each local program will plan, collaborate and coordinate services with existing community-based organizations that provide I&A to older adults and people with disabilities in their communities.
- Each local Consumer Assistance program will include information including but not limited to: Medi-Cal eligibility; Medi-Cal Home and Community-Based Services including IHSS, CBAS, MSSP; linkage to Adult Protective Services for direct screening and referral to waiver programs; mental health services; Older Americans Act programs including home-delivered meals and congregate nutrition; family caregiver support programs and the Caregiver Resource Centers; Independent Living Centers; transportation; personal care services; supportive housing; assisted living; group housing; skilled nursing and residential care facilities.
- Each local program will collaborate with Offices of Emergency Services, Public Health, and existing community-based service organizations that provide emergency preparedness support for older adults and people with disabilities in their communities.
- Best practices at the local level will include the ability to not only provide information and assistance but perform direct intake for key programs including Older American's Act/Older Californians Act program, including case management, as well as IHSS, APS and Medi-Cal.

Evidence that supports the recommendation: [Add links or summaries of research evidence that support the recommendation.]

Target Population and Numbers: All California older adults, people with disabilities and families in need of, or anticipating the need for long-term services and supports.

Examples of local, state or national examples:

1. Local Example: San Francisco Department of Aging and Adult Services, Benefits and Resource Hub
 - Contact: *Shireen McSpadden, Executive Director, San Francisco Department of Aging and Adult Services*
2. State and Local Example: Aging and Disability Resource Connections (ADRC)
 - Contact: *Irene Walela, Deputy Director, California Department of Aging, Long-Term Care and Aging Services Division*
3. National Example: Alzheimer's Association Help and Support (please add more info)
 - *Susan DeMarois, Alzheimer's Association See this website: <https://www.alz.org/help-support/resources/helpline>*

Implementation: [Insert here what actions state agencies, legislators, counties, local government, or philanthropy can take to move this recommendation into implementation. Some of the below entities may or may not be applicable to each recommendation]

- **State Agencies/Departments:** [action to be taken by governor or specific state agencies] California Department of Aging, Department of Health Care Services, Department of Rehabilitation, California Office of Emergency Services
- **State Legislature:** [legislation needed to implement recommendation] Aging & Disability Resource Connections
- **Local Government:** Health & Human Services, Department of Public Health, Offices of Emergency Services
- **Federal Government:** Department of Health and Human Services, Administration on Community Living
- **Private Sector:**
- **Community Based Organizations:** Area Agencies on Aging, Independent Living Centers,
- **Philanthropy:** Person Centered philosophy based on the individual's goals, strengths, and values.
- **Other:**

Person-Centered Metrics: Individual measures of inputs or outcomes that can be used to measure the impact on people due to the recommendation.

- Older adults who call the information line will report that they have fewer unmet needs for caregiving resources, personal care assistance, and other needs.

Evaluation (what is the measure of success?)

- **Short term:** A statewide system is developed by 2022.
- **Mid term:** By 2025, all Californian's who call the I&A system will be connecting with a local Consumer Assistance program through a No Wrong Door process that provides warm hand-offs to program and services that they are eligible for and follow-up assistance.
- **Long term:** by 2030, regions with improved I&A systems will have improved health outcomes, fewer unmet needs, caregivers will report less burden.

Data sources: [What existing data can be used to measure success or progress?]:

- Existing data sources: [specify datasets, variables, and data owner/location]
- Suggestions for data collection to evaluate implementation of this goal when no data sources exist: Utilize a pre/post measure with individuals that address Social Determinants of Health

Potential Costs/Savings: Consider integration of funding at the local level to provide for integrated information, assistance and intake (e.g., use of administrative dollars for Medi-Cal, IHSS and APS and leverage/combine with Older American's Act I&A funds to create and fund staffing structure).

Encourage active linkages to nonprofit and public sector programs to expand options and share costs among all public, government and private sector.

Name of person(s)/organization submitting recommendation: LTSS Subcommittee Meeting
October 28

Date of recommendation submission:

Prioritization: High. This issue impacts all older adults, people with disabilities and caregivers who cannot access services they need in a streamlined, timely manner.