

>> I THINK FOLKS ARE LOGGING IN, OKAY. GOOD MORNING EVERYBODY AND THANK YOU FOR JOINING THE CALIFORNIA COLLABORATIVE FOR THE FIRST WEBINAR IN THE SERIES OF WEBINARS. FOCUSED ON COVID-19 WE WILL BE MEETING EVERY OTHER FRIDAY AT 10 A.M. TO TALK ABOUT THE SYSTEMS CHALLENGES, HIGHLIGHTED BY COVID-19, BUT ALSO TO FOCUS ON THE REALLY GREAT INNOVATION HAPPENING AT THE STATE AND LOCAL LEVEL, OUR AGENDA TODAY IS JAM PACKED AND I WILL TURN IT OVER TO SARA TO GIVE US OVER VIEW AND ENTER DEUCE OUR PANELISTS.

>> WONDERFUL, THANK YOU SO MUCH, I APPRECIATE YOUR HELPING ORGANIZE THIS EVENT, THANK YOU TOE ALL OF YOU WHO ARE JOINING US TODAY, AS SAID, THE PURPOSE IS TO RAISE AWARENESS ABOUT ISSUES IMPACTING OLDER ADULTS AND PEOPLE WITH DISABILITIES THROUGH THE COVID-19 CRISIS, AND THE HOPE IS TO FOCUS IN ON THE UNDERLYING SYSTEM ISSUES TO HAVE MORE IN DEPTH DISCUSSIONS EVERY OTHER WEEK ON A RANGE OF DIFFERENT ISSUES. SO TODAY'S FIRST SERIES WILL FOCUS ON ISSUES IMPACTING THE IN HOME SUPPORTIVE SERVICES PROGRAM, ALSO FOR THE SECOND PART, WE ARE GOING TO FOCUS ON THE RANGE OF OTHER ISSUES, INCLUDING ISSUES ARISING IN INSTITUTIONAL AND RESIDENTIAL CARE, HEAR ON A LOCAL LEVEL ON WHAT IS GOING ON IN THE GROUND AND ALSO GOING TO HAVE A QUICK CONVERSATION AND ISOLATION AND HOW WE CAN COMBAT ISOLATION THROUGH DIFFERENT APPROACHES. WITH THAT I WOULD LIKE TO

GET STARTED WITH OUR FIRST TWO SPEAKERS, WE ARE REALLY PLEASED WE ARE JOINED BY ASSEMBLY MEMBER, ADRIN, AS WELL AS MCCOY WADE. BOTH OF THEM HAVE BEEN REALLY IN MENTAL IN LEADING ON ISSUES IMPACTING OLDER ADULTS AND PEOPLE WITH DISABILITIES AND APPRECIATIVE OF YOUR LEADERSHIP AND LOOK FORWARD TO HEARING FROM YOU BEFORE WE BEGIN OUR PANEL DISCUSSION, WELCOME AND THANK YOU FOR BEING HERE.

>> GOOD MORNING I NEED TO MUTE AND UNMUTE MYSELF, MY KIDS ARE HERE AND TWO-YEAR-OLD IS HERE, WHEN I TELL HER I AM ON A CALL SHE LOOKS AND SMILES, SO I WANTED TO SAY THANK YOU ALL FOR THE WORK YOU HAVE BEEN DOING, TO APPLAUD THE WORK BEING DONE BY . AND THE DEPARTMENT OF AGING, YOU HAVE DEFINITELY RISEN TO SERVE OLDER CALIFORNIANS AND ALL OF THE MESSAGING AND WORK YOU ARE DOING IS INCREDIBLE, AND TAKE ADVANTAGE OF IT AND FORWARD ONTO CONSTITUENTINGS, TO EACH OF YOU WHO WORK AROUND THE STATE FIGHTING THIS PANDEMIC, THANK YOU ALL.

IT IS YOUR WORK WITH OLDER AND ADULTS AND PEOPLE WITH DISABILITIES THAT IS GOING TO MAKE A BIG IMPACT AND DIFFERENCE IN HOW WE COME OUT OF THIS ON THE OTHER SIDE, LIVING UNLIKE ANY OTHER TIME, COMMUNICATION WITH ONE ANOTHER, AND ONGOING CONVERSATIONS LIKE THIS THAT IS GOING TO HELP, IT IS KIND OF INTERESTING TO LOOK AT, I CAN'T BELIEVE IT'S BEEN A MONTH SINCE THE LAST ONE WE WERE GETTING TOGETHER AND HAVING THE FIRST CONVERSATION AND SEEN SO MUCH CHANGE BEING DONE, AND CHANGE COME ABOUT IN THAT TIME, SO, I APPRECIATE HOW EVERYONE HAS BEEN FLEXIBLE AND ADJUSTED AND THEY HAVE--WE HAVE ALL

MET DEMAND AND NEED IN FRONT OF US, AND AS ALWAYS I AM ALWAYS HAPPY TO MAKE MYSELF AVAILABLE TO DISCUSS ANY AND ALL ISSUES, AND SO IS MY WONDERFUL STAFF AND TEAM. STARTING WITH MY CHIEF OF STAFF . AND MY AGING COMMITTEE CONSULTANT OF COURSE. LIZ, I BELIEVE NEEDED TO JUMP OFF THE CALL RIGHT NOW. WITH THAT THANK YOU VERY MUCH.

>> WONDERFUL, THANK YOU SO MUCH, FOR PROVIDING US WITH YOUR THOUGHTS AND CONTEXT WRIGHT NOW FOR THE DISCUSSION. SO NOW DIRECTOR WADE. THANK YOU FOR BEING HERE AND YOUR EFFORTS, UNCEASING EFFORTS AT THE STATE LEVEL, LOVE TO TURN IT OVER TO YOU

>>KIM MCCOY WADE: THANK YOU FOR YOUR INCLUSION AND KIND WORDS, WE HAVE DONE A LOT OF WORK TOGETHER BUT HAVE MORE TO DO, I THOUGHT I WOULD DO A QUICK OVER VIEW WHAT ING, AND YOUR AGENDA REFLECTS PERFECTLY, FOCUS ON NUTRITION, HOME CARE, INFORMATION AND CALLING AND CHECKING CALLS, UNRESIDENTIAL CARE, AND ISOLATION, HAND IN HAND. LET ME SAY QUICKLY WHERE WE STARTED WHEN THIS HAPPENED ON MARCH 15, OLDER AMERICANS AND CALIFORNIANS TO BE SPECIFIC IN OUR STATE AND OTHER AT RISKS WERE ASKED STAY HOME AND IN CHARGE AND THE COMMUNITY DID THAT AND ANSWERED THAT CALL, IT'S BEEN A MONTH, FOCUSED ON INFORMATION AND MAKING SURE YOU HAVE THE HOT LINES AND AGING AND INFORMATION LINE, UPGRADED AGAIN THIS WEEK TO TAKE MORE CALLS AND ROUTE YOU TO YOUR LOCAL PARTNER QUICKER AND MAKE SURE THE INFORMATION IS OUT THERE AND THANK YOU TO THE SCAN FOUNDATION, WE HAVE BEEN ABLE TO RUN RADIO ADS IN 6 ASIAN LANGUAGES, THANK YOU FOR THAT. RUNNING PRINT ADS IN LGBTQ, FACEBOOK ADS, TARGETING NATIVE

AMERICAN, LATINO, AND API ELDERS, AND PLEASED TO SAY WE TRIED TO COUNT HOW MANY OUT BOUND CALLS, WE KNOW OF OVER A MILLION, WE KNOW WE DON'T KNOW IT ALL. PEOPLE ARE MAKING CALLS AND CHECKING IN, INFORMATION IS GETTING OUT, AND MORE TO DO, FOCUSED ON FOOD AND MENTAL HEALTH, AND MAKING SURE THE TRANSITION TO IN HOME HEALTH AND SUPPORT FOR IN HOME, WHETHER IT IS ADULT DAY, HEIST, OR PPE, NUTRITION, WHO IN ALL DELIVERY. TRADITIONAL OLDER AMERICAN, CAL FRESH, FOOD BANK, ALL FOCUSED ON FOOD DELIVERY, AND THE FEMA PARTNERSHIP, AND WORKING TO GET DETAILS AND SPECIFICS, FIRST IN THE NATION, LOCAL RESTAURANTS DELIVERING MEALS TO OLDER AND AT RISK TO LEAD THE CHARGE BESIDES INFORMATION AND NUTRITION AND HEALTH AND HOME, ALSO REALLY FOCUSED NOW ON WHAT IS HAPPENING FOR ER ADULT ANDS PEOPLE AT RISK IN RESIDENTIAL FACILITIES. HOSPITAL SURGE WAS THE FIRST FOCUS, AND NOW TOP OF MIND YOU HEARD THE GOVERNOR SPEAK TO IT LAST WEEK, THRILLED YOU HAVE OVERS TO TALK ABOUT IT. WE HEARD FROM THE MASTER PLAN IT WAS THE TOP OF MIND ISSUE ON TUESDAY, WE HEARD FROM THE ACCESS AND FUNCTIONAL NEEDS CALL YESTERDAY SOME OF YOU ARE ON, TOP ISSUE, LASER FOCUS HAPPENING ON RESIDENTIAL FACILITIES AND NEED MORE FROM YOU TO GET IT RIGHT, THANK YOU TO THE COMMUNITY FOR RAISING UP THE ISSUES AND FAMILIES AND FRIENDS NEED COMMUNICATION AND SUPPORT, WE ARE MOVING TO MAKE A FAMILY AND FRIENDS WEB PAGE WITH MORE INFORMATION, CAREGIVER SERIES, LAUNCHED THIS WEEK, FOCUS ON WEDNESDAY IN RESIDENTIAL SUPPORT, CLEARLY MORE TO DO IN THIS SPACE. AND THEN WE ARE LOOK AHEAD, THAT IS THE NEXT PIECE, GLAD YOU ARE TOO, HEARD FROM THE GOVERNOR ON TUESDAY, THE ROAD MAP, CLEARLY IT

IS NOT JUST A RETURN TO GO BACK, PARTICULARLY OLDER AND AT RISK, IT IS A FUTURE AND LONG ROAD, A LOT OF THINGS WE ARE THINKING ABOUT, INVITE YOUR PARTNERSHIP, SO GLAD IT IS ON YOURS AS WELT. THINKING OF MENTAL HEALTH AND HOW HARD IT IS TO BE HOME. YOUR LIFE AS YOU KNOW IT, WE ARE PLEASED IN PARTNERSHIP WITH THE FRIENDSHIP LINE TO GO STATEWIDE, 24/7, HAVE THAT TALK, WHETHER YOU NEED A CONVERSATION OR YOU NEED CRISIS SUPPORT, THEY ARE THERE FOR YOUR STATEWIDE, GRATEFUL FOR THAT, REINVENT OURER SERVICES, WE DON'T THINK SENIOR CENTERS ARE OPENING ANY TIME SOON AS WE KNOW THEM. RETHINK COMMUNITY ENGAGEMENT IN THE NEW WORLD. MINDFUL OF PUBLIC HEALTH, THIRD BIG PIECE OF THAT IS DIGITAL DIVIDE, IMPRESSED THEY ARE LEADING. SAME THING FOR OLDER ADULTS, HOW DO WE ON BOARD MILLIONS OF OLDER ADULTS TO VIDEO DEVICES AND USING PHONES IN NEW WAYS, DIGITAL PETS ARE GIVEN OUT IN NEW YORK, WHAT CAN WE DO, WE ARE CALIFORNIA. FOURTH PIECE IS PURPOSE, SO MUCH CONVERSATION IS PROTECTING THE COMMUNITY, MAKES ABSOLUTE SENSE GIVEN SCIENCE AND ALSO OLDER AMERICANS ARE REALLY THE HEROS OF THIS IN STAYING HOME. MAY IS OLDER AMERICAN MONTH, THEME IS MAKE YOUR MARK, WE BELIEVE OLDER AMERICANS ARE MAKING THE MARK ALL OVER THE STATE, WHETHER IT IS WORKING FROM HOME, STAYING HOME, SELF-CARE, CARE GIVING, MILLIONS OF EXAMPLES, HIGHLIGHT THAT AND LIFT THAT UP AND RESTORE THAT SENSE OF PURPOSE, WE ARE NOT JUST STAYING HOME, WE ARE SERVING WITH PURPOSE, LAST BUT NOT LEAST, AGEISM, WE HAVE TO SPEAK OUT AND MAKE SURE WE ALL SEE ALL AGES AS FULL PEOPLE, FULL MEMBERS OF THE COMMUNITY, HOW DO WE TACKLE THAT, INCREDIBLE OPPORTUNITY TO TALK ABOUT AGE AND DISABILITY IN A NEW WAY AND THINK ABOUT IT IN A NEW WAY

TOGETHER, AS WE MOVE FROM FOCUSED ON DAILY LIFE AND DEATH, FRONT OF MIND, ALSO THINK ABOUT THE WEEK AND MONTH AND YEAR ISSUES AND WHAT A FULL AND HEALTHY, AND FULL OF MEANING LIFE FOR ALL CALIFORNIANS AND AGES ABILITY LOOK LIKE AS WE WEATHER TOGETHER. LET ME STOP, THAT WAS A LOT, INSPIRATION FROM YOU AND GREAT YOU HAVE THESE PEOPLE ON THE CALL. HAPPY TO TAKE QUESTIONS IF YOU HAVE TIME, LOOK AT THE CHAT NOW AND BE WITH YOU LONG AS I CAN, THANK YOU SO MUCH.

>> THANK YOU FOR THAT COMPREHENSIVE OVER VIEW AND JUST THE EXPANSIVE VIEW THAT THE DEPARTMENT IS TAKING IN TERMS OF ADDRESSING NEEDS RANGING FROM FOODS AND NUTRITION TO LOOKING AND ADDRESSING CRISIS IN THE RESIDENTIAL CARE AND SKILLED NURSING FACILITIES AND EMOTIONAL HEALTH AND ISOLATION AND PURPOSE, AND OF COURSE DIGITAL DIVIDE AND RANGE OF ISSUES. WE HAVE ONE QUESTION AND I THINK WE WILL MOVE TO THE PANEL DISCUSSION AND OF COURSE LOVE TO HEAR FROM YOU AT THE NEXT WEBINAR AND HAVE A FEW A DIGITAL TIME FOR QUESTION AND COMMENT FROM YOU, BUT THE QUESTION IS, CAN YOU CONFIRM WHETHER MEALS ON WHEELS IS ENROLLING NEW PARTICIPANTS AT THIS TIME?

>>KIM MCCOY WADE: SO THIS IS A GREAT QUESTION. AFTER STAY AT HOME THERE WERE GLITCHED IN SERVICE. LOSS OF VOLUNTEERS, FOOD SUPPLY INTERRUPTIONS, I KNOW SACRAMENTO AND YOLO HAD TO PAUSE. THAT PAUSE SHOULD BE DOWN, WE SHOULD BE SOLVING PROBLEMS AND MAKING SOLUTIONS, ALL OF THE PROGRAMS GOT THEIR FIRST FEDERAL CHECK THIS WEEK FROM US, FAMILY'S FIRST ACT, THERE IS MORE MONEY AND IF THEY NEED HELP WITH DELIVERY, COUNTY AND CITY IS HERE TO HELP, FOOD SUPPLY,

LOCAL RESTAURANTS HERE TO HELP, WE CAN SOLVE THE PROBLEM, IF YOU HAVE A MEALS ON WHEELS SAYING THAT TO YOU, LET ME KNOW PERSONALLY, WE ARE WORKING TO KNOCK DOWN THE BARRIERS, THEY ARE REAL, FOR SURE, WE CAN WORK TOGETHER TO KNOCK THEM DOWN. MAY HAVE SEEN THAT BUT NOT NOW AS THE MONEY IS FLOWING.

>> ONE OTHER QUESTION, CAN YOU GIVE A LITTLE UPDATE ON THE MASTER PLAN FOR AGING EFFORTS AND ANY UPDATE AND WHEN WILL IT RESTART, QUESTION RECEIVED.

>>KIM MCCOY WADE: YES, TWO ANSWERS, MASTER PLAN ENERGY AND EXPERTISE HAS BEEN PIVOTED TO REALLY TO RAPID RESPONSE, GRATEFUL FOR ADVICE FROM THE WORK GROUP ABILITY TWO WEEKS AGO, FOCUSED ON IMPACTS AND NEED FOR CULTURALLY RESPONSIVE SERVICES AND RADIO ADS AND THINGS I MENTIONED WERE DIRECT RESULTS OF RECOMMENDATIONS. AND THE STAKEHOLDER GROUP PRESENTED 45 I SAY, WONDERFUL RECOMMENDATIONS TO THE SECRETARY AND DIRECTOR OF PUBLIC HEALTH CARE SERVICES AND MYSELF AS WELL AS AGENCY LEADERSHIP ON TUESDAY. FOCUSED ON RESIDENTIAL FACILITIES, PPE AND ISOLATION, PRIORITIES. IT IS WORKING ON THE RAPID RESPONSE PLAN AND PLANNING TO RECONVENE IN MAY, AS ORIGINALLY SCHEDULED, HOW WE CAN RESPOND. NOW GO TO THE WEBSITE REPURPOSED FOR RAPID RESPONSE, AND SIGN UP FOR E-MAILS, ADDING LANGUAGES EVERY DAY, AND RESOURCES EVERY DAY, THAT IS THE BEST WAY TO STAY IN TOUCH IN THIS FLUID SITUATION.

>> THANK YOU FOR THAT UPDATE, AND A UATE YOU BEING HERE

AND LOOK FORWARD TO FUTURE CONVERSATIONS AND THOSE OF OF YOU WHO ARE PARTICIPATING IF YOU HAVE QUESTIONS FOR ANY OF OUR PANELISTS PLEASE TYPE THEM IN THE ANSWER BOX. COMMENT PUT IT IN THE WEBINAR CHAT. SO, WE WILL FOLLOW UP WITH YOU AND APPRECIATE YOU BEING HERE, AND NOW WE ARE GOING TO MOVE ONTO THE FIRST PANEL. FOR THE FIRST PANEL OF SPEAKERS, WE HAVE KIND OF A WIDE ARRAY OF PERSPECTIVES TO LOOK AT, FROM THE PERSPECTIVE OF THE PUBLIC AUTHORITIES, THROUGH THE LOCAL APPROACH IHSS, AND THINKING ABOUT IHSS IMPACT CONSUMERS. I AM PLEASED TO HAVE WITH US TODAY, KAREN WITH THE CALIFORNIA ASSOCIATION OF PUBLIC AAUTHORITIES, DIRECTOR OF THE IHSS CITY OF SAN FRANCISCO, AND SHERI, EXECUTIVE DIRECTOR OF THE SILICON VALLEY INDEPENDENT LIVING CENTERS AND SPEAKING ON BEHALF OF THEM TO PROVIDE A CONSUMER PERSPECTIVE. THANK YOU FOR BEING HERE, KNOW MANY ISSUES HAVE ARISEN AND CHALLENGES THAT THE STATE AND YOU LOCAL PARTNERS ARE WORKING DAY AND NIGHT TO SOLVE, SO, KAREN WE WILL START WITH YOU TO GIVE PERSPECTIVE ON POLICY ISSUES AND ON THE GROUND DEVELOPMENT.

>> GOOD MORNING, MY INTERNET IS SHOWING INTERMITTEN UNSTABLENESS, IF I GO IN AND OUT I APOLOGIZE FOR THAT, MISTAKE OF THE UNIVERSE AND LEND MY THANK YOU AND APPRECIATION TO ASSEMBLY MEMBER FOR LEADERSHIP IT IS OUT STANDING AND SO IMPRESSED TO SEE SO MANY BUDGET STAFFERS WHO HAVE BEEN LEADERS AND HELPFUL THROUGH THIS PROCESS. I WANT TO TALK ABOUT 3 THINGS THAT THE PUBLIC AUTHORITIES ARE WORKING ON, FIRST IS GOVERNOR ANNOUNCED LAST THURSDAY THAT THE STATE WOULD BE PROVIDING PERSONAL PROTECTIVE EQUIPMENT, WHAT WE

CALL PPE TO IHSS PROVIDERS, DEPARTMENT OF SOCIAL SERVICES WORKED WITH DEPARTMENT OF PUBLIC HEALTH AND ABLE TO ACQUIRE 250 THOUSAND N 95 MASKS, AND 250 THOUSAND PAIRS OF GLOVES, THOSE MASKS AND GLOVES ARE BEING DISTRIBUTED TO THE PUBLIC AUTHORITIES AND TWO THAT DON'T HAVE THEM. AND THE PPE WILL GO DIRECTLY TO THOSE TWO COUNTIES. THE DEPARTMENT OF SOCIAL SERVICES WORKING AGAIN WITH THE DEPARTMENT OF PUBLIC HEALTH HAVE PROVIDED CRITERIA FOR THE DISTRIBUTION OF THIS PPE THAT IT IS NOT FOR ALL IHSS PROVIDERS, IT IS FOR THE PROVIDERS WHO HAVE HAD PROLONGED EXPOSURE TO CONSUMERS WHO ARE POSITIVE WITH COVID-19 OR SYMPTOMS. WE JUST STARTED RECEIVING THE PPE AT THE PUBLIC AUTHORITIES YESTERDAY, COMING IN ON PAL LETS AND PUBLIC AUTHORITIES MANY ARE PARTNERING WITH UNIONS TO DISTRIBUTE PPE, OTHERS USING MAIL, SOME MAY BE DOING DRIVE UP SYSTEMS, SO IT IS VERY SAFE SOCIALLY DISTANCED WAY OF PROVIDING PPE TO IHSS PROVIDERS, EMPHASIZE AGAIN HERE, ADMINISTRATION IS NOT PROVIDING PPE TO ALL IHSS PROVIDERS, SPECIFICALLY FOR PROVIDERS WORKING FOR CONSUMERS WHO HAVE TESTED POSITIVE OR HAVE SYMPTOMS, THAT IS LITERALLY HITTING THE FIELD RIGHT NOW, SECOND THING WANT TO MENTION IS ON THE IHSS ENROLLMENT PROCESS. WE HAVE BEEN CONCERNED FOR A WHILE ABOUT THE REQUIREMENTS THAT NEW PROVIDERS HAVE TO GO THROUGH IN ORDER TO GET ENROLLED, SOME OF THOSE THINGS ARE SUPPOSED TO BE DONE IN PERSON, THERE IS IN PERSON ORIENTATION REQUIRED, AND STATE HAS BEEN SEQUENTIALLY PROVIDING MORE AND MORE FLEXIBILITY TO ALLOW ENROLLMENT AND ORIENTATION PROCEDURES TO BE DONE REMOTELY THAT TYPICALLY HAVE TO BE DONE IN PERSON, THAT'S BEEN VERY HELPFUL, THING

THAT HAS BEEN OUT STANDING AND BIGGEST CONCERNS IS WITH LIVE SCAN WHERE A NEW PROVIDER HAS TO HAVE FINGERPRINTS DONE BY LIVE SCAN AND DEPARTMENT OF JUSTICE DOES A CRIMINAL BACKGROUND CHECK FOR THE LIVE SCAN FINGERPRINT REPORT, LIVE SCAN OPERATORS UP AND DOWN THE STATE HAVE BEEN CLOSING DOWN, SO, IT'S BEEN REALLY IMPOSSIBLE FOR SOME NEW PROVIDERS TO GET ENROLLED BECAUSE THEY CAN'T COMPLETE A FINGERPRINTING REQUIREMENT, JUST LAST NIGHT IN THE MIDDLE OF THE NIGHT THE GOVERNOR RELEASED AN ORDER THAT ALLOWS THE DEPARTMENT OF SOCIAL SERVICES TO WAVE THE LIVE SCAN REQUIREMENT FOR THE NEXT 60 DAYS, BUT IT WILL BE REPLACED WITH A NAME CHECK PROCESS, THERE IS STILL REQUIREMENT FOR THE CRIMINAL BACKGROUND CHECK, NOT THROUGH THE FINGERPRINTS, THROUGH A NAME CHECK PROCESS, DEPARTMENT OF JUSTICE AND SOCIAL SERVICES ARE TALKING TODAY TO WORK THROUGH WHAT THE SPECIFIC PROCEDURES ARE, AND WE HAVE MANY OF THE COUNTIES ASSIGNED ENROLLMENT TO PUBLIC AUTHORITY, SOME CASES IT IS DONE BY THE COUNTY, WE HAVE A SHARED COMMITTEE BETWEEN PUBLIC AUTHORITIES AND COUNTIES WITH JUST ABOUT EVERY COUNTY ON IT. AND SCHEDULING A CALL TO TALK TO THE STATE NEXT WEEK TO COMPLETELY UNDERSTAND PROCEDURES, THAT SHOULD BREAK FORTH THE LOG JAM OF PEOPLE WHO HAVE BEEN TRYING TO GET ENROLLED AND COULD NOT GET PAID BECAUSE OF CRIMINAL BACKGROUND CHECK ISSUE, AND THANKFUL TO THE GOVERNOR FOR PROVIDING THAT FLEXIBILITY. LAST THING IS ADMINISTRATION ISSUED ALL COUNTY LETTER, THAT IS HOW THEY ISSUE INSTRUCTIONS TO COUNTIES AND PUBLIC AUTHORITIES ABOUT TWO AND A HALF WEEKS AGO, THAT REQUIRES COUNTIES TO WORK WITH PUBLIC AUTHORITY AND ESTABLISH EMERGENCY BECOME UP

SYSTEM. STATE PROVIDING A \$2 WAGE DIFFERENT THAT IS HIGHER THAN THE NORMAL HOURLY WAGE IN EACH COUNTY, PUBLISH AUTHORITIES HAVE BEEN ESTABLISHING POLICY AND PROCEDURE, RECRUITING NEW PROVIDERS, BUT I WANT TO SHARE SOMETHING THAT HAS BEEN SURPRISING TO US AND OTHERS, WE ARE NOT SEEING THE SURGE OF CONSUMERS SEEKING REGISTRY WORKERS OR EMERGENCY BACK UP WORKERS, I THINK MANY PEOPLE THOUGHT WE WOULD SEE, WHAT WE ARE SEEING IS PROVIDERS COMING TO GET SIGNED UP AS REGISTRY WORKERS WHO EXPLAIN TO US THAT THEIR CONSUMER HAS REFUSED CARE AND SELF-ISOLATING AND THAT THE PROVIDER WANTS WORK WHILE THEY ARE--THEIR REGULAR CONSUMER IS NOT ALLOWING THEM TO PROVIDE CARE FOR THEM. THAT IS VERY SURPRISING, MORE PROVIDERS NEEDING TO GET SIGNED UP TO GET EXTRA OR NEW WORK, AND WE HAVE SEEN BEFORE. AND IT'S BEEN VERY HELPFUL THAT THE STATE HAS WAVED THE OVER TIME VIOLATIONS, THAT'S ALLOWING PROVIDERS TO WORK MAXIMUM HOURS. GET OVER TIME, NO OVER TIME VIOLATIONS, THAT'S BEEN VERY HELPFUL, LAST THING I MENTION IS SURPRISE OF THE DAY, EVERY DAY IS SOMETHING THAT COVID-19 EFFECTS IHSS. I WON'T GO INTO WHAT THOSE ARE. I WANT TO EXPRESS APPRECIATION TO ADMINISTRATION, AND LEGISLATION MEMBERS AND STAFF, TO HELP US WORK THROUGH THE THINGS, HAPPY TO ANSWER QUESTIONS WHEN YOU COMPLETE THE PANEL

>> WONDERFUL, THANK YOU KAREN, YOU ARE KNOWLEDGEABLE AND ALL KNOWING ABOUT IHSS, HELPFUL UPDATE, I THINK RIGHT NOW, GREAT TO HERE FROM KRISTA EXECUTIVE DIRECTOR OF IN-HOME SUPPORTIVE SERVICES IN SAN FRANCISCO, AND BUILD OFF OF KAREN'S COMMENTS AND TALK ABOUT

PERSPECTIVE OF SAN FRANCISCO RIGHT NOW.

>> THANK YOU, GLAD TO BE HERE TODAY, IN ADDITION TO WHAT KAREN TALKED ABOUT, S HAVE HAD TO REALLY RAPIDLY CHANGE OUR OPERATIONS IN ORDER TO SERVE FOLKS SAFELY, SO I AM GOING TO TALK A LITTLE BIT ON OUR SERVICES TO RECIPIENTS AND HOW IT CHANGES OUR SOCIAL WORK. MANY OF YOU OUR PRIMARY FUNCTIONS ARE DO INITIAL ELIGIBILITY AND DETERMINATION AND REASSESSMENT AND WE ARE REQUIRED TO GO IN TO PEOPLE'S HOMES AND DO FACE TO FACE ASSESSMENT AND ALLOWS US TO OBSERVE CONSUMERS AND OBVIOUSLY IN A PANDEMIC THAT REQUIRES SOCIAL DISTANCING TO KEEP PEOPLE SAFE. LUCKILY OVER THE LAST SEVERAL WEEKS AND MONTHS THE GOVERNOR THROUGH EXECUTIVE ORDER AND CDSS MADE IT POSSIBLE FOR US TO DO WORK IN DIFFERENT WAYS AND KEEP DOING IMPORTANT WORK AND KEEPING STAFF AND CLIENTS SAFE AT THE SAME TIME. FIRST STEP TAKEN ON MARCH 17 WHEN GOVERNOR SIGNED EXECUTIVE ORDER THAT SUSPENDED UNTIL JUNE 30, 2020, GAVE US ROOM TO FIGURE OUT WHAT TO DO NEXT, AND SHORTLY AFTER THAT ISSUED ACL THAT ALLOWS US TO DO ASSESSMENTS THROUGH PHONE. SOME COUNTIES IT IS GREAT, ABLE TO MOVE ALL SOCIAL WORKERS ON SITE AND DOING ASSESSMENTS THROUGH PHONE. PARENTS SAID MANY OF THEM DID NOT WANT US COMING INTO THEIR HOMES FOR THEIR OWN SAFETY, WE ARE LUCKY WE ARE ABLE TO DO THAT FOR THEM. HAPPY TO REPORT AS OF YESTERDAY, I BELIEVE THIS HAD TO BE DONE WITH THE FEDERAL GOVERNMENT, DO INITIAL ASSESSMENTS THROUGH VIDEO CONFERENCE, SO, I KNOW MANY COUNTIES WILL DO THAT AS WELL. SAN FRANCISCO, OUR PRIORITY WAS ALWAYS KEEP WORKERS AND CLIENTS SAFE.

HAPPY WHEN THEY ISSUED ACL ASKING US TO DO WELLNESS CHECKS, REACH OUT TO AT-RISK DURING THIS, SEE THEY ARE OKAY IN GETTING HOME CARE NEEDS MET. WE HAVE ABOUT 22 THOUSAND RECIPIENTS OF IN-HOME SUPPORTIVE SERVICES, AT THIS POINT WE HAVE REACHED OUT TO OVER 6 THOUSAND AND PLAN TO DO 9 THOUSAND MORE IN THE NEXT COUPLE OF WEEKS, AND 98% SAY THEY ARE GETTING NEEDS MET. SO, HEARTENING, I WAS NOT SURE WHAT WE WERE GOING TO HEAR, OTHERS MAKING REFERRALS THERE AND GET NEEDS MET SO PEOPLE CAN STAY SAFE IN THEIR HOME.

TALK ABOUT ANOTHER HYPERLOCAL INNOVATION, SUPERLUCKY HERE TO ALREADY HAVE EMERGENCY BACK UP OPTION WITH PUBLIC AUTHORITY AND CONTRACT MODE WITH HOME BRIDGE, EARLY ON WE STARTED MEETING EVERY SICKLE DAY AND TALK ABOUT WHAT WAS GOING TO COME UP AND HOW TO RESPOND AS A SYSTEM TO MEET NEEDS OF CONSUMERS AND CRETUATED A CAREGIVER EMERGENCY RESPONSE TEAM. THIS IS A GROUP OF SPECIALIZED AND EQUIPPED PROVIDERS THAT WORK WITH PEOPLE WHO ARE COVID-19 POSITIVE OR UNDER INVESTIGATION BECAUSE THEY HAVE BEEN EXPOSED. NOW HAVE FIVE TEAM MEMBERS ACTIVATED AND SERVING COMMUNITIES WHO CAN NO LONGER VISIT BECAUSE OF COVID-19 OR EXPOSED, AND WE ARE ALSO SUPPORTING SAN FRANCISCO'S HUGE EFFORT TO MOVE UNSHELTERED FOLKS INTO HOTEL ROOMS WHO ARE VULNERABLE, AND IT'S BEEN INCREDIBLY EFFECTIVE I DON'T THINK WE COULD HAVE DONE THIS IF WE DID NOT HAVE RELATIONSHIPS WE HAVE. IT'S BEEN A VERY SCARY AND CHALLENGING EXPERIENCE, BUT THROUGH TEAM WORK WE HAVE BEEN ABLE TO SUPPORT OUR RECIPIENTS HERE.

>> WONDERFUL, GREAT TO HEAR SOME OF THE APPROACHES YOU ARE TAKING IN SAN FRANCISCO. SO IF PEOPLE HAVE QUESTIONS, PLEASE ENTER IN THE Q AND A FEATURE AND WE WILL BE ABLE TO FOLLOW UP WITH YOUR QUESTIONS, BUT NOW I WOULD LIKE TO TURN IT TO HER WITH OVER VIEW OF CONSUMER REFLECTION. THANK YOU FOR BEING HERE.

>> GOOD MORNING, I THINK MY VIDEO IS ON, THANK YOU TO THE SCAN FOUNDATION AND THE CALIFORNIA COLLABORATIVE FOR LTSS FOR PUTTING THIS ON AND WONDERFUL PARTNERS AROUND THE STATE AND LEADERSHIP OF THE PARTNERS. EARLY ON, WITHIN THE FIRST WEEK OF THE SHELTER IN PLACE AND UNDERSTANDING THAT THIS WAS GOING TO BE A VERY SIGNIFICANT EVENT AND FOR A LONG HAUL. THE INDEPENDENT LIVING CENTERS WERE ABLE TO STEP UP AND ASSIST PUBLIC AUTHORITIES WITH PROVIDING EMERGENCY BACK UP SERVICES. ONE OF THE GOOD THINGS ABOUT CENTERS FOR INDEPENDENT LIVING ONE OF THE KEY CORE SERVICES IS PROVIDE INFORMATION REFERRAL. AND NUMBER OF US ALSO HAVE OUR OWN REGISTRIES, SOME OF US ARE PART OF QUICK MATCH ONLINE REGISTRY AS WELL. STARTED BY THE CENTER FOR INDEPENDENT LIVING, WE WERE ABLE TO SUPPORT OUR PUBLIC AUTHORITIES WITH PROVIDING EMERGENCY BACK UP REFERRALS EARLY ON WHEN THOSE WERE NEEDING BACK UP ASSISTANCE, BECAUSE CARE PROVIDERS WERE CONCERNED AND FEARFUL ABOUT PROVIDING SERVICES AND HOMES AND I THINK SOME OF THAT WAS JUST SOME YOU KNOW MISCOMMUNICATION OF LACK OF UNDERSTANDING, WHAT IT MEANT TO BE A PART OF A FAMILY COMMUNITY

WITH REGARDS TO BEING ABLE TO STILL PROVIDE SERVICES FOR INDIVIDUALS THEY WERE WORKING FOR. SO, THE LACK OF CAREGIVERS EARLY ON WITHIN THE FIRST WEEK WAS SUBSTANTIAL CONCERN, AND MANY OF THE CENTER FOR INDEPENDENT LIVING WERE ABLE TO DO THAT AS WELL AS THOSE WHO ALREADY HAD URGENT CARE REGISTRIES IN PLACE. AS MENTIONED WHAT WE ARE SEEING NOW IS THERE ARE A NUMBER OF CAREGIVERS ACTUALLY THAT ARE AVAILABLE AND WILLING TO WORK, BUT, SOME OF THEIR EMPLOYERS, ARE ASKING THEM NOT TO COME TO THEIR HOME, AGAIN MOSTLY OUT OF FEAR FOR POSSIBLE TRANSMISSION OF THE VIRUS, SO SOME OF THE THINGS THE STATE HAS PUT INTO PLACE THAT KAREN AND KRISTA HAVE ALREADY MENTIONED HAVE ADDRESSED A NUMBER OF THESE ISSUES WITH OVER TIME RULES, \$2 INCREASE TO BE PART OF URGENT CARE REGISTRY, WAIVING THE LIVE SCAN REQUIREMENT FOR NEW ENROLLERS, NUMBER OF PEOPLE STEPPING UP AND WOULD LIKE TO BE ABLE TO PROVIDE IN HOME CARE, AND ALL COUNTY LETTERS THAT HAVE GONE OUT THAT REQUIRED THE--ALL OF THE COUNTY PUBLIC AUTHORITIES TO PROVIDE SOME TYPE OF BACK UP EMERGENCY CARE REGISTRY OR CONTRACTS. TO PROVIDE THESE SERVICES. WHAT WE ARE HEARING NOW ARE THE BIGGEST CONCERNS, IS THE LACK OF PPE, WE ARE SO PLEASED TO THE STATE WILL BE RELEASE 250 THOUSAND MASKS AND GLOVES, TO THE PUBLIC AUTHORITIES TO DISTRIBUTE TO THEIR IHSS WORKERS, THAT WILL BE A HUGE RELIEF I THINK FOR BOTH THE CAREGIVERS AS WELL AS THE INDIVIDUALS WITH DISABILITIES AS THEIR EMPLOYERS IN RELIEVING SOME OF THAT ANXIETY AND YOU BELIEVE FEAR. SO, WE ARE VERY EXCITED ABOUT THE PPE COMING DOWN TO PUBLIC AUTHORITIES TO DISTRIBUTE, I KNOW SOME ARE PUTTING PROCESSES IN PLACE RIGHT NOW IN ORDER TO HAVE STREAMLINED METHOD FOR DISTRIBUTING

MATERIALS, HOWEVER FOLKS ARE STILL VERY CONCERNED ABOUT THE FACT IT IS A VERY NARROW GROUP OF INDIVIDUALS THAT WILL HAVE ACCESS TO THOSE MATERIALS AND THEY HAVE TO BE INDICATE THEY ARE WORKING WITH SOMEBODY WHO IS EITHER COVID-19 POSITIVE OR SUSPECTED OF POSSIBLY HAVING A COVID-19. AND ARE WAITING FOR THEIR TESTING RESULTS. THERE IS STILL A LOT OF FOLKS THAT BECAUSE WE ARE LACKING ROBUST TESTING ACROSS THE STATE, AND IT IS SPORADIC IN CERTAIN AREAS, THAT THERE BE MORE PPE AVAILABLE TO ALL CAREGIVERS, THAT REMAINS A CONCERN AND I THINK IT IS A VALID CONCERN THAT WE AS A COMMUNITY NEED TO ADDRESS, I KNOW ON THE LOCAL LEVEL WE ARE ALSO TRYING TO WORK VERY CLOSELY WITH OUR COUNTY EMERGENCY MANAGERS AND OUR LOCAL PUBLIC HEALTH DEPARTMENTS IN ORDER TO MAKE PPE AVAILABLE TO THESE ESSENTIAL HEALTH CARE WORKERS, BECAUSE THEY ARE MEDICAL AND HEALTH CARE WORKERS, WORKING IN PEOPLE'S HOMES, THAT IS THE BIGGEST CONCERN AT THIS POINT AND I THINK THAT WE AS A STATE NEED TO ADDRESS AND ALSO LOCALLY WITHIN THE COUNTY JURISDICTIONS AND ALSO THANK YOU VERY MUCH THE DEPARTMENT OF AGING, IN THEIR COLLABORATION WITH THE INSTITUTE ON AGING TO EXPAND THE FRIENDSHIP LINE, BECAUSE THE CONNECTION WITH OTHER PEOPLE IS ESSENTIAL AS FOLKS ARE ISOLATING IN THEIR HOMES AND ARE UNABLE TO GET OUT AS MUCH IN THE COMMUNITY AND INTERACT WITH OTHER FOLKS. AND THE WONDERFUL THING ABOUT THE FRIENDSHIP LINE THAT IS OPEN FOR THOSE OVER THE AGE OF 60, AS WELL AS ANYBODY WITH A DISABILITY OR MENTAL HEALTH CONDITION. THEY CAN ACCESS THAT FRIENDSHIP LINE AND SIGN UP FOR A CALL EVERY SINGLE DAY OR COUPLE DAYS A WEEK, WHATEVER THEY WOULD LIKE, IT IS AVAILABLE AND

FREE, I WILL WRITE THE NUMBER IN THE CHAT BOX, BUT IT IS 888-670-1360.

WE ARE ENCOURAGING OUR FOLKS TO SIGN UP AND PARTICIPATE IN THE FRIENDSHIP LINE IF THEY WOULD LIKE A CALL FROM SOMEBODY EACH DAY OR COUPLE TIMES A WEEK

>> GREAT THANK YOU SO MUCH, WE ARE GOING TO HAVE A LITTLE OPPORTUNITY TO HEAR MORE ABOUT EFFORTS TO ADDRESS ISOLATION, AND WE ARE SO THRILLED ABOUT THE STATEWIDE EXPANSION OF THE INSTITUTE ON AGING FRIENDSHIP LINE, AND FOLLOW UP WITH SENDING OUT THE NUMBER ON THE CHAT FEATURE. SO, A FEW QUESTIONS THAT HAVE COME THROUGH, FIRST A LITTLE CONFUSION INITIALLY, CLARIFICATION ABOUT THE PPE DISTRIBUTION, THAT WAS MENTIONED BUT I THINK YOU CLARIFIED THAT. THERE HAS BEEN 250 THOUSAND MASKS AND GLOVES AND PPE EQUIPMENT THAT WILL BE AVAILABLE TO IHSS PROVIDERS WHO HAVE BEEN EXPOSED FOR A PROLONGED PERIOD OF TIME TO PEOPLE WITH COVID-19, AS YOU SAID THAT THE CHALLENGING SITUATION, BECAUSE A LOT OF TIME WE DON'T HAVE TESTING TO KNOW IN DEED WHETHER SOMEBODY IS COVID-19 POSITIVE, NONE THE LESS, BIG STEP FORWARD AND I THINK WE ARE ALL HEARING CHALLENGE OF PPE ACROSS SETTINGS, HOSPITAL AND INSTITUTIONAL, AND FAMILY CAREGIVERS WHO ARE UNPAID FAMILY CAREGIVERS, WHICH PRESENTS A LOT OF CHALLENGES, NOT ONLY TO ACQUIRING PPE, BUT POINTS OF DISTRIBUTION FOR PPE FOR CAREGIVERS WHO DON'T HAVE CONNECTION TO PROGRAM OR SYSTEM, THESE ARE ONGOING ISSUES I THINK, I KNOW THE STATE IS TRYING HARD TO TO ON AND WILL CONTINUE TO PLAY OUT. CAN YOU TALK MORE ABOUT THE REALLY INNOVATIVE COVID-19 RESPONSE TEAM SAN FRANCISCO HAS PUT

TOGETHER AND WHAT THAT LOOKS LIKE AND IF YOU HAD TO REPLICATE IN OTHER AREAS, HOW WOULD YOU DO THAT IN OTHER AREAS IN THE STATE.

>> SURE, FIRST THING, HAVE A WILLING PARTNER WHO IS WILLING TO DO THAT WITH YOU, I THINK THAT IS AN ORGANIZATION THAT IS WILLING TO STEP UP AND UNPRECEDENTED FOR US, AND RISKY. WHAT WE DID FIRST WAS, WE CONSULTED WITH SOME OF OUR PARTNERS AT UCSF, WE HAVE A DOCTOR WE SOMETIMES CONSULT WITH TO SEE HOW TO DO IT SAFELY, THAT WAS THE PPE, MOST CHALLENGING PART OF THIS, GIVEN MOST OF WHAT IS NEEDED IS SCARCE, WE HAD TO DO A LOT OF ADVOCACY, WHICH WE CONTINUE TO DO EVERY DAY, TO GET THEM ALL THE NEEDED EQUIPMENT TO STAY SAFE WHILE SERVING FOLKS. SECOND PART WE HAD TO PAY INTO A PREMIUM. THOSE ARE LOCAL DOLLARS THAT ARE GOING INTO THAT. SO, IT REALLY IS A LOCAL COMMITMENT, TO WANT TO DO THIS, AND PROVIDE THIS SERVICE, BUT I THINK, YOU KNOW, THE GOAL HERE WAS, LET'S KEEP PEOPLE OUT OF THE HOSPITAL, WHICH ARE GOING TO BE CLOGGED, DANGEROUS, AND KEEP THEM IN THE COMMUNITY FOR AS LONG AS THEY CAN, PROBABLY A CHEAPER OPTION AND GOOD TRAINING STAFF. MAKE SURE THEY ARE SAFE AS POSSIBLE AND NOT INFECTING THEM AND SAFELY SERVE PEOPLE. SO WE OFFICIALLY PUT OUT A RECRUITMENT TO OUR CORRECT MODE PROVIDERS, EMERGENCY ON CALL PROVIDERS AND ASKED IF PEOPLE ARE WILLING TO DO IT. I THINK WE HAD 30 PEOPLE STEP UP AND ASK IF WE ARE WILLING TO DO IT, SURPRISING AND GREAT. GONE THROUGH TRAINING AND BEEN TESTED FOR THE N-95 MASKS AND WE HAVE EQUIPPED THEM WITH PPE THEY NEED TO SAFELY SERVE AND CLOSELY MONITOR TO KNOW WHO THEY ARE SERVING AND MAKE

SURE ONCE THEY ACTIVATE A SERVE NUMBER THEY ONLY WORK WITH PEOPLE WHO ARE COVID-19 POSITIVE, FOR RISK OF CROSS CONTAMINATION, I THINK THOSE ARE MAJOR THINGS, ACCESS TO PPE AND TRAINING OVER SIGHT, LOCAL DOLLARS, I THINK I SAW SOMETHING, LUCKY TO BE IN SAN FRANCISCO WHERE WE COMMITTED DOLLARS TO THIS, WE AT THE BEGINNING EXPANDED SERVICES TO PROVIDE CARE TO THOSE WHO DON'T HAVE IHSS, ALREADY DOING IT IN THE COMMUNITY AND SITES BRINGING UP TO HOUSE UNSHELTERED FOLKS, THAT ALLOWS US FLEXIBILITY TO REACT FAST, WE PAY FOR THAT FOR LOCAL DOLLARS AND ABLE TO KEEP PEOPLE SAFE.

>> WONDERFUL, I AM SO GLAD YOU SAW THAT QUESTION. THANK YOU. DO YOU HAVE ANYTHING ELSE YOU WANT TO ADD OR DOES KAREN OR SHERI YOU WANT TO ADD ANYTHING ELSE IN RESPONSE TO THE QUESTION ABOUT THE PPE ISSUE AND BASICALLY I MEAN IT IS VERY EVIDENT THAT THE STATE IS WORKING SO CLOSELY WITH LOCAL PARTNERS TO TRY AND RESPOND TO THE EVOLVING NEEDS AS QUICK AS POSSIBLE. AND ADDRESSING THE NEEDS NOT ONLY AS THOSE AS YOU SAID WHO HAVE IHSS BUT THOSE WHO MIGHT NEED IT AND MIGHT NOT BE ON IT. I THINK WHAT COVID-19 IS SHOWING US IS THE ABILITY TO RESPOND QUICKLY AND REACT AND PIVOT HAS BEEN CRITICAL TO HELPING MEET THE NEEDS AND OF COURSE BY NO MEANS ARE THE PROBLEMS SOLVED BUT A LOT OF GREAT PROGRESS HAS BEEN MADE. ANY OTHER THOUGHTS ON THE PPE ISSUES SINCE THAT HAS BEEN COMING UP A LOT, NOT ONLY IN ACQUIRING IT BUT DISTRIBUTING AND TRAINING OF IT.

>> ONE THING I CAN SAY WE RECOGNIZE WE DID NOT WANT TO JUST FOCUS ON IHSS TY BUT THOSE RECEIVING CARE, FAMILY MEMBERS AND PRIVATE AGENCIES, EARLY ON WE MADE A CARE AND SUPPORT PAGE THAT YOU CAN GO TO THAT HAS INFORMATION ON SAFE WAYS OF SERVING FOLKS AND HOW TO USE PPE, WE HAVE VIDEOS IN SPANISH CHINESE AND ENGLISH AND ED WITH THE CAREGIVER ALLIANCE TO DO WEBINARS, LAST WEEK WE HAD A NURSE AND DOCTOR, AND THIS WEEK THEY DID DYNAMICS, YOU ARE WELCOME TO CHECK OUT THAT PAGE AND OTHER RESOURCES THERE.

>> DUE TO TIME I THINK WHAT WE WILL DO RIGHT NOW, SHIFT TO OUR SECOND PANEL, SO MANY IMPORTANT ISSUES TO CONTINUE COVERING, THANK YOU FOR YOUR HELPFUL FEEDBACK AND INPUT AND UPDATES, MAYBE I DIGITAL QUESTIONS THAT COME FORWARD, SO IF YOU CAN HANG ON THE LINE THAT WOULD BE GREAT, THANK YOU TO YOU. . AT THIS POINT WE SHIFT GEARS AND MOVE INTO A RANGE OF OTHER ISSUES THAT ARE GAINING ATTENTION IN PROVIDING CHALLENGES AT THE LOCAL LEVEL, AND ALSO IN NOT ONLY IN THE TERMS OF PUBLIC HEALTH RELATED TO COVID-19 BUT ALSO IN TERMS OF PATIENT SAFETY AND INSTITUTION AND RESIDENTIAL SETTINGS, SO I THINK WE ALL HEARD ABOUT THE RANGE OF ISSUES IMPACTING THE FACILITIES, AND WE WANT TO TAKE THIS TIME RIGHT NOW TO HEAR FROM LEADING AGE CALIFORNIA. ERIC, DIRECTOR OF GOVERNMENT AFFAIRS FOR LEADING AGE. AND AFTER HE SPEAKS TURN TO PERSPECTIVE FROM NICOLE WHO IS EXECUTIVE DIRECTOR OF THE LONG TERM CARE OMBUDSMAN PROGRAM, ALSO TALK ABOUT WORK THEY ARE DOING TO RESPOND TO NEEDS OF RESIDENTS. THANK YOU FOR BEING HERE AND WE APPRECIATE YOUR TIME. TO PROVIDE

AN UPDATE.

>> YEA, THANK YOU, SO I WILL BE VERY BRIEF AND PROVIDE HIGH LEVEL OVER VIEW, AS YOU KNOW, THERE IS A NEW FOCUS ON LIVING SETTING IN THE MEDIA AND GOVERNOR, DON'T KNOW IF YOU HAVE SEEN THE FRONT PAGE ARTICLE, 19 COUNTIES HAVE ONE CONFIRMED CASE OR ASSISTED FACILITY OR NURSING HOME. SEEMS PER NOW ACROSS THE STATE. LAST WEEK THE GOVERNOR SAID 1266 NURSING HOME RESIDENTS AND STAFF ACROSS 191 FACILITIES THAT HAVE TESTED POSITIVE, AND 370 PEOPLE WORKING OR LIVING IN FACILITIES HAVE BEEN TESTED POSITIVE, CHALLENGE IN THE SETTINGS. WE HAVE ASSISTED, SKILLED AND AFFORDABLE HOUSING. I WOULD SAY ISSUES ARE PRETTY MUCH UNIVERSAL ACROSS ALL THOSE. TO VARYING DEGREES MORE INTENSE, MAJOR CONCERN IS LACK OF TESTING, HARD TO CONTAIN A VIRUS WHEN YOU DON'T KNOW WHO IS POSITIVE AND NOT. WE HAVE HAD CHALLENGES ACCESSING TESTING AS MANY HEALTH CARE SETTINGS, LACK OF TESTING IN THE COUNTIES, AND SOME MEMBERS HAVE TO SEND STAFF THROUGH DRIVE THROUGH TESTING. SOME COUNTIES HAVE TO BORROW FROM OTHERS, FULL TESTS WHERE THERE IS OUT BREAKS. AND BIG PROBLEM IS ASYMPTOMATIC COVID-19 POSITIVE WORKER. NO WAY TO GAUGE. GUIDE IS TO TEST FEVER AND SYMPTOMS, BUT WITH NO SYMPTOMS HARD TO CATCH THAT. ECHO THE PPE

WE HAVE HAD A LACK OF SURGICAL MASKS, N. 95 FACE SHIELDS, GOWNS, THINGS YOU NEED TO COMBAT THE VIRUS, A LOT OF MEMBERS TURN TO REPURCHASE PROGRAMS AND AVENUES ON THE PRIVATE MARKET AND ACCESSING LOCAL STOCK THROUGH MEDICAL HEALTH OPERATION

COORDINATORS, AND EVEN SOME OF THOSE HAVE STOPPED TAKING ORDERS, BECAUSE THERE HAS BEEN A OVER NEED. AND THEN ALSO WITH STAFF, ONCE THERE IS AN OUT BREAK, WE FIND IT VERY DIFFICULT TO GET STAFF TO COME INTO THE BUILDING IF THEY THINK THEY MIGHT BE EXPOSED. STAFF ARE GETTING ILL THEMSELVES, THEY ARE IN 14 DAY QUARANTINE AS SOON AS THEY SHOW SYMPTOMS. SO, WE ARE LUCKY THAT WE HAVE GOVERNOR THAT HAS ADOPTED THE CALIFORNIA HEALTH CORP. THOSE HAVE BEEN ENGAGED WITH PROVIDERS WHO HAVE HAD OUT BREAKS AND HELPFUL IN SUPPLEMENTING FACILITY STAFF WHO IS BASICALLY HAVING TO SIT OUT WHILE THEIR SYMPTOMS CLEAR. I KNOW WE ARE GOING TO TALK ABOUT IT IN A LITTLE BIT. BUT RESIDENT ISOLATION IS A BIG CONCERN. TRYING OUR BEST TO KEEP RESIDENTS ENGAGED IN THE OUTSIDE WORLD THROUGH USE OF TECHNOLOGY, I PAD, FACE TIME, I KNOW MEMBERS ARE DOING HALL WAY BINGO, OR THINGS TO KEEP SOCIAL DISTANCE BUT ENGAGE WITH SOMEBODY IN THE BUILDING. AND I THINK THOSE ARE REALLY WHAT WE ARE FOCUSSED ON NOW, TRYING TO, WHERE THERE IS NO OUT BREAK, MAKE SURE THERE IS ENGAGEMENT, SO, RESIDENTS ARE NOT FEELING ISOLATED, I KNOW WE ARE GOING TO TALK ABOUT THE FRIENDSHIP LINE, AND LEADING AGE MEMBER, HAPPY TO SEE THAT GOING STATEWIDE THROUGH THE DEPARTMENT OF AGING THAT IS GREAT. I WAS ASKED TO DESCRIBE THE NEEDS OUT THERE AND I CAN'T OVER EMPHASIZE ENOUGH THE RAPID TESTING OF ALL FACILITY STAFF AND RESIDENTS ARE NEEDED. WE NEED THAT FIRST AND FOREMOST BEFORE WE CAN DO ANYTHING, AND I WILL REPEAT AGAIN, PERSONAL PROTECTIVE EQUIPMENT WE NEED IN ABUNDANCE I KNOW EFFECTS UNDERWAY TO MAKE IT HAPPEN, BUT STILL VERY SHORT SUPPLY AT THIS POINT, WITH THAT I WILL CLOSE. AND I WILL BE

HAPPY TO STAY ON FOR ANY QUESTIONS.

>> WONDERFUL, THANK YOU, AND I THINK THAT YOUR POINT ABOUT THESE ISSUES BEING STATEWIDE, ACROSS ALL ASSISTED LIVING AND INSTITUTIONAL SETTINGS REALLY RESONATES AND REALLY DIFFICULT WITH A HIGH RISK POPULATION LIVING IN CLOSE QUARTERS AND IMPLICATIONS ON WORKFORCE AND ACCESS TO EQUIPMENT ARE REALLY SIGNIFICANT, BEFORE WE MOVE ONTO HEAR FROM NICOLE, THERE IS RECOMMENDATIONS BROUGHT FORTH, I KNOW THE STATE HAS BEEN TRYING TO LOOK AT WHETHER THEY CAN ACQUIRE FACILITIES CAN BE DEDICATED SOLELY TO COVID-19 POSITIVE PATIENTS AND ALSO CALLS FOR MAKING SURE THAT WHEN FACILITIES DO HAVE KNOWN EXPOSE SURE TO COVID-19 CASES THEY REPORT THAT TO THE PUBLIC AS SOON AS POSSIBLE AS WELL AS A NUMBER OF OTHER RECOMMENDATIONS THAT HAVE COME OUT ON RESIDENT STAFFING. DO YOU HAVE ANY PERSPECTIVE TO OFFER ON SOME OF THE DIFFERENT RECOMMENDATIONS AND AS SOLUTIONS TO ISSUES, CLEARLY COMPLICATED BUT WELCOME YOUR PERSPECTIVE ON THAT.

>> YEA I THINK ISSUE AROUND CREATING COVID-19 POSITIVE COHORTS IS REALLY DIFFICULT BECAUSE YOU NEED THE SPACE TO DO THAT ALSO NEEDS TO BE COMPLETELY SEPARATE FROM THE REST OF THE NURSING HOME. YOU ALMOST NEED A SEPARATE BUILDING TO CONTAIN WITH SEPARATE STAFF AND MEAL SERVICE, BUT I KNOW THERE ARE EFFORTS TO MAKE THAT HAPPEN, I KNOW IN THE BAY AREA, AROUND SACRAMENTO THAT IS HAPPENING. BUT IT'S REALLY HARD TO MIX THE POSITIVE AND NEGATIVE PATIENTS EFFECTIVELY, BECAUSE, THIS VIRUS IS REALLY A PROBLEM. I MEAN NURSING HOMES AREN'T

UNFAMILIAR DISEASE AND INFECTION, WE GET THE FLU ALL THE TIME, BUT THIS PARTICULAR VIRUS IS VERY CONTAGIOUS, BEHAVING IN A WAY THAT ALMOST WORKS AGAINST US. IN MOST OF OUR CONTAINMENT EFFORTS. SO I DO THINK IT IS THE SOLUTION AND I KNOW CAL CTM HAS BEEN RECOMMENDING THE CENTERS OF EXCELLENCE AS COVID-19 CONTAINMENT AREAS AND THAT, IT IS A GREAT IDEA.

>> THANK YOU SO MUCH, I THINK IT IS A GREAT TIME TO HEAR FROM NICOLE, CAN YOU TALK ABOUT THE WORK OF THE LONG TERM CARE OMBUDSMAN AND HOW IT HAD TO SHIFT SINCE THE COVID-19 CRISIS AND SOME OF WHAT YOU ARE DOING IN CONTRA COS COUNTY TO ADDRESS LOCAL NEEDS.

>> ABSOLUTELY, THANK YOU FOR HAVING ME, APPRECIATE SENTIMENTS FROM THE SPEAKERS BEFORE ME, I THINK THEY LAY A REALLY GREAT GROUND WORK IN RESPECT TO SERVICES. SO, LONG TERM CARE BUDS MEN ARE IN CHARGE OF PROTECTING RIGHTS OF OLDER ADULTS, LIKE SO MANY OTHER VISITORS WE ARE PREVENTED FROM ENTERING LONG TERM CARE FACILITIES, WE HAVE SHIFTED TO THE TELECOMMUNICATION MODEL. BUT ARE IN TALKING IN ZOOM AND DOING OUR BEST TO STAY CONNECTED AND PRESENT IN A TIME WE MAY NOT BE ABLE TO CENTER A FACILITY, ONE GREAT THING IS WE ARE RELATIONSHIP BUILDERS AND ONE PRIMARY OBJECTIVE IS IMPROVE TO QUALITY OF LIFE AND CARE THROUGH RELATIONSHIP WITH FACILITIES, ONE THING WE WERE ABLE TO DO IN PARTNERSHIP WITH AGING, IS E-DISTRIBUTION FOR LICENSED LONG TERM CARE FACILITIES IN THE AREA. WHAT THAT REVEALED IS HOW GREAT THE NEED IS. AND WE WERE NOT ABLE TO MEET

THAT NEED. MANY OF THE FACILITIES ARE LARGE FACILITIES WHO MAY HAVE ACCESS TO SUPPLY CHAINS BUT THEY ARE IMPACTED AND MANY OF THEM ARE SMALL CALLED 6 BEDS. BOARDING CARES, THOSE ARE STRUGGLING TO RECEIVE APPROPRIATE PPE TO PROTECT STAFF AND RESIDENTS, IMPORTANT TO REMEMBER THEY ARE SKILLED AT CONTAINING INFECTION AND KNOW HOW TO DO I WANT. AND FREQUENTLY CALLED UPON FOR ISOLATION AND CLEANING, WHEN THEY ARE CALLED UPON WHEN THEY CAN'T GET APPROPRIATE SUPPLIES IT IS ING. LIKE OTHERS FAMILY IS CONCERNED ABOUT THE OLDER ADULTS AS THEY HEAR THE NEWS FROM LOCAL NEWS OR FACEBOOK THERE IS OUT BREAK. SEEKING COMMUNICATION, MUCH OF WHAT WE ARE IS HOW TO BE OPEN AND SHARE INFORMATION WITH FAMILY MEMBERS, SHARE IN NOT THREATEN WAY TO PREVENT CONCERN. GREAT, AN ADMINISTRATOR PLACED A CLEAR GLASS BARRIER SO THE FAMILY MEMBERS COULD INTERACT WITH THE RESIDENTS BUT THEY ARE NOT CLOSE TO EACH OTHER, I THINK THIS TIME REALLY NEEDS TO BE SPECTRUM OF SUPPORT BETWEEN LIE LENSING AND RESOURCES. I THINK AT THIS TIME WE NEED TO FIND SOLUTION AND SUPPORTS.

>> TERRIFIC AND AMAZING HOW YOU HAVE BEEN ABLE TO CHANGE YOUR APPROACH KNOWING YOU CAN'T ENTER FACILITIES ANYMORE. DIFFICULT TO MONITOR SITUATIONS WHEN YOU CAN'T HAVE FACE TO FACE CONTACT. WONDERFUL YOU ARE WORKING WITH FACILITIES AND COACHING THEM HOW TO BE OPEN WITH FAMILY MEMBERS, QUICK FOLLOW UP QUESTION, HOW ARE YOU ABLE TO MONITOR YOU KNOW, POTENTIAL INSTANCES OF ABUSE OR NEGLECT GIVEN YOU ARE NOT ABLE TO GO IN THERE AND MAINTAIN THE SAME

RELATIONSHIPS ON AN ONGOING BASIS WITH THE RESIDENTS.

>> YEA I DON'T THINK IT IS A PERFECT SOLUTION, THERE IS SOMETHING TO BE SAID FOR BEING ABLE TO MAKE A SOLUTION AND CORRECT THAT AND SURE IT IS DONE AND INSPECT THAT. WE ARE NOT ABLE TO DO THAT RIGHT NOW, LOOKS LIKE PHONE AND VIDEOS, LOOKS LIKE A LOT OF TRUST AND BUILDING RELATIONSHIPS AND BEING TRANS PARENT OURSELVES. ALSO WHEN YOU MEET FACILITIES WITH SUPPORT, SAY I HEAR YOU ARE CONCERNED ABOUT OUT BREAKS AND HAVE CHALLENGES, WHAT CAN WE DO TO SUPPORT AND HELP YOU. I THINK THAT SHOWS WE ARE WILLING TO HELP US MONITOR SITUATIONS. FOR THE FIRST TIME EVER WE ARE DOING IT REMOTELY AS WELL. THOSE HELP SUPPORT DENS AND FACILITIES, WHEN YOU ARE ENGAGED WITH THAT BEHAVIOR AND COMMUNICATE THAT BUILDS OPEN RELATIONSHIP, THIS IS NEW NORMAL FOR NOW, OUR SINCERE HOPE, WE ARE ALLOWED AS SOON AS IT IS SAFE TO DO SO. AND IN THE INTERRUM PROTECT THOSE WHEN WE CANNOT BE THERE.

>> SO MUCH FOR YOUR AND DEDICATION TO THIS. SO, CHOICES AND AGING WITH US, SHE HAS A UNIQUE PERSPECTIVE, IT SEEMS TO ME HAS TO BE ON THE GROUND IN RESPONDING TO THE NEEDS OF PARTICIPANTS AT THE CHOICES AND AGING ADULT DAY HEALTH CARE CENTER. CHANGING THE MODEL FROM IN PERSON MODEL TO A MODEL THAT CHECKS IN ON RESIDENTS ON THEIR HOME SETTING. DEALING WITH THAT AND ALSO BEEN A CRITICAL PARTNER AT THE LOCAL LEVEL FOR THE NETWORK OF PROGRAMS IN ADDRESSING NEEDS OF OLDER ADULTS AND PEOPLE WITH DISABILITIES, REGARDLESS OF THE

SETTING. WE WANT TO HEAR ABOUT THE EFFORT AND ROLE SHE HAS BEEN PLAYING AND LEARNING SHE HAS DEVELOPED ALONG THE WAY. SO, THANK YOU FOR BEING HERE.

>> THANK YOU FOR HAVING ME, CAN YOU HEAR ME OKAY?

>> YES

>> GOOD ALL RIGHT OUT STANDING, SO I AM GOING TO TRY TO GET THROUGH A LOT OF INFORMATION IN REALLY SHORT ORDER I WANT TO SAY WE WERE ABLE TO DO THE FLIPPING ON A DIME THAT WE WERE ABLE TO DO BECAUSE OF LEADERSHIP OF AT THE DEPARTMENT OF AGING, SHE FOSTERED THAT ENVIRONMENT WE CAN SAY HERE IS WHAT WE NEED TO DO AND HOW WE DO IT. AND HAD STAFF AT THE DEPARTMENT OF AGING WORK WITH US TO LOOK AT WHAT WE CAN TRULY DO TO MEET THIS NEED. IT IS A VERY ODD ENVIRONMENT WHERE WHAT YOU HAVE BEEN PREACHING FOREVER. DON'T BE ISOLATED IS NOW THE CURE FOR SPREAD. SO IT'S BEEN VERY INTERESTING TIME, BUT WE WERE ABLE TO WORK WITH SHAFT AND SHIFT THE MODELS, AND GO FROM A SETTING TO ANOTHER. AND WE DELIVER MUSIC AND LAWN EXERCISE, AND EVERY SINGLE EMPLOYEE HAS BEEN REPURPOSED. AND KEPT EVERYBODY ON AND EMPLOYED AND NOT GOTTEN ANY MONEY, FINGERS CROSSED BECAUSE THE DEPARTMENT OF AGING GETS IT AND WORKS WITH SERVICES AND THEY HAVE BEEN SUPPORTIVE OF OUR EFFORTS. SO MUCH COOPERATION FROM THE STATE AND ALSO WORKING WITH THE MASTER PLAN FOR THE AGING HOLDER ADVISORY COMMITTEE TO MAKE SURE OUR AREAS

OF INTEREST ARE CARRIED THROUGH AT THE STATE LEVEL. HUGELY HELPFUL. WHAT BEGAN TO CONCERN ME, EVIDENT IN THE FIRST WEEK AS WE REPURPOSED THE PROGRAMS, AND THE MENTAL HEALTH PROGRAMS, AND WE WERE ABLE TO CONVERT ALL OF THAT LIKE IN THE FIRST WEEK, WE HAD A WEEK OF HIRING AND REORGANIZING, WHAT ABOUT ALL THE PEOPLE WHO WERE NOT BEING TOUCHED. I LOOKED AT NUMBERS IN THE COUNTY, WE HAD 178 THOUSAND SENIORS IN 2018 AND I KNOW THAT BETWEEN MEALS ON WHEELS AND FOOD BANK AND CHOICE IN AGING AND OTHER PROGRAMS WE WERE NOT REACHING HALF OF THOSE. SO, WHAT IS HAPPENING TO THE OTHER HALF THAT BEGAN TO SCARE ME, SO I BEGAN TO FORM SOME GROUPS AROUND FOOD INSECURITY AND THAT LED TO ONE STEPPING UP AND WORKING WITH THE COUNTY BOARD OF SUPERVISORS AND MAKING INTERACTIVE REALTIME UPDATED FOOD MAP WHERE PEOPLE GET FOOD AND CLICK ON A LINK AND NOT GET 50 E-MAILS WITH UPDATES EVERY DAY, THAT LED TO OTHERS HEARING ME COMPLAIN ABOUT WHAT ABOUT THOSE WHO ARE NOT BEING TOUCHED AND I GOT LOOPED INTO WHERE SHE WAS WORKING THROUGH THE PPE DISTRIBUTION, EMERGENCY CENTER IN CONTRA COSTA, AND DEVELOPED THE TASK FORCES. AND I PULLED THEM INTO THE TASK FORCE. I PLUGGED INTO THE SOCIAL NEEDS TASK FORCE. WOW, I WANT TO SAY WE ARE NOT SAN FRANCISCO, WE HAVE NOT INVESTED THE KIND OF MONEY THEY HAVE, BUT OUR COUNTY EMERGENCY AND HEALTH SYSTEM HAS DONE WHAT I HAVE NOT SEEN ANYWHERE ELSE IN THE COUNTY AND I AM WORKING IN A LOT OF POCKETS. WE THINK HAVE MADE A RISK SCORE BASED ON AGE, DISEASE, DISABILITY, WHERE THEY ARE IN COMPARISON TO FOOD WEALTH ET CETERA. AND MAPPED THAT OUT. AND DONE A DATA RUN IN THE SYSTEM

OF IF MEDI-CAL RECIPIENTS AND FIGURE OUT WHAT THAT LIST IS, 8 THOUSAND PEOPLE. AND MADE A CALL LOG, AND IF THEN HERE IS REFERRING. I AM SO AWAY AND BLESSED TO BE PART OF IT AND BE ABLE TO BRING THE VOICE TO THE PEOPLE WE SERVE AT CHOICE AND AGING, WE SERVE A VERY SPECIFIC POPULATION OF ER ADULTINGS WHO HAVE MULTIPLE CHRONIC CONDITIONS WHO ARE AT HIGH RISK FOR INSTITUTIONAL PLACEMENT AND USE OF HOSPITALS. REALLY BRING VOICE TO THAT AND JUST GOT PERMISSION LAST NIGHT 11 O'CLOCK AT NIGHT WE CAN USE THAT BRING IT OVER TO THIS COUNTY. WHERE THEY HAVE NOT HAD THIS KIND OF STUFF IN PLACE. WHERE I HAVE TO TALK TO PGE TO GET THE LIST FROM THEM OF PEOPLE WHO ARE USING THE LOW INCOME SENIOR PGE PROGRAMS, TRYING TO FACILITATE THAT TO HAVE A PLACE TO MAKE CALLS. AND TRYING TO BRING IN THE MEDICARE PROVIDERS AS A LAST SORT OF EFFORT TO TRY AND USE THESE TOOLS, GET THE MEDICARE FEE FOR SERVICE AND ADVANTAGE PLANS ON BOARD AND MAKE GROUPS TO ENSURE THAT NO ONE GOES UNTOUCHED. NOT ABOUT WHETHER OR NOT YOU HAVE FOOD OR MEDICINE, BUT ARE YOU BEING TOUCH AND HAD DO YOU HAVE SOCIAL CONNECTIONS, THOSE HAVE BEEN OUR BIG ONES. AND WE ARE INCREDIBLY LUCKY, THAT IS MY TIME TO BE QUIET NOW, (LAUGHTER) I HAVE TO TIME MYSELF I TALK TOO LONG, I COVERED IT ALL, RIGHT? OR NOT.

>> THANK YOU SO MUCH, LOOKS LIKE, I DON'T KNOW IF YOU DISCONNECTED, ARE YOU BACK? MAYBE NOT, I THINK HER AUDIO IS DISCONNECTED WE WILL MOVE RIGHT ALONG. AND THEN HOPEFULLY SHE WILL BE BACK SOON. THANK YOU SO MUCH FOR THAT GREAT PRESENTATION I

HOPE YOU CAN STICK AROUND FOR QUESTIONS, RIGHT NOW TO TALK ABOUT ADDRESSING ISOLATION.

>> THANK YOU FOR THIS OPPORTUNITY, YOLO HEALTHY AGING ALLIANCE IS COUNTY WIDE BUT SEPARATE NONPROFIT FOR OLDER ADULTS AND PERSONS WITH DISABILITIES, RIGHT AWAY THEY STARTED THE INITIAL SHELTER IN PLACE FOR OLDER ADULTS, THESE ARE OUR PEOPLE ARE NOT ABLE TO BE CONNECTED TO THEIR COMMUNITY AND PEOPLE ANYMORE, DO SOMETHING ABOUT IT. RIGHT AWAY BY MARCH 30, WE LAUNCHED SOMETHING WE CALL YOLO PHONE FRIENDS FOR SENIORS, REALLY A SIMPLE IDEA. WE FACILITATE CONNECTIONS BETWEEN COMMUNITY MEMBERS AND ISOLATED SENIORS, THE WAY WE WERE ABLE TO IDENTIFY SENIORS, REACHED OUT TO PROVIDERS, LIKE ADULT DAY PROVIDED NAMES AND PHONE NUMBERS, AND WE HAD A RESPITE GROUP. MEALS ON WHEELS, IDENTIFIED THAT SIDE OF THE EQUATION, AND THEN WE PUT THE WORD OUT TO THE COMMUNITY AND HAD VOLUNTEERS RIGHT AWAY SIGNING UP. PEOPLE CAN SIGN UP THROUGH THE WEBSITE OR CALLING E-MAIL ME. AND I MATCH THEM BY COMMUNITY, PEOPLE WHO LIVE IN DAVIS CALL A NEIGHBOR OR FRIEND. PHONE FRIENDS FOR SENIORS. WE DO A BRIEF SCREEN FOR OUR CALLERS IN THAT I GIVE THEM INFORMATION WITH A SCRIPT ABOUT THE KIND OF THINGS THEY MIGHT TO TALK TO THEIR PERSON ABOUT. WE ALSO GIVE THEM A LIST OF LOCAL HOME DELIVERED FOOD AND MEDICATIONS. SO THEY CAN HELP TO SOLVE WITH THAT AND MAKE SURE THEY KNOW ABOUT EMERGENCY PROCEDURES AND THEN I TALK WITH THEM A BIT BEFORE CONNECTING WITH THE SENIORS AND ABOUT THEM BEING A PHONE FRIEND. SO, WE HAVE NOW, A GOOD NUMBER OF THEM, WHO CALL

MOST, AT LEAST A FEW TIMES A WEEK, SOME OF THEM ARE EVERY DAY, OFTEN FAIRLY LONG CONVERSATIONS, BECAUSE THEY ARE ISOLATED INDIVIDUALS, BUT WE ARE REALLY GETTING VERY POSITIVE FEEDBACK, I ASK VOLUNTEERS TO LET ME KNOW HOW OFTEN THEY CALL, AND GENERALLY WHAT THEY ARE TALKING ABOUT. ANY URGENT SITUATIONS THEY DISCOVER, ONE OF THE PEOPLE DID NOT ANSWER THE FIRST DAY, OR SECOND DAY, AND THIRD DAY SHE CALLED THE PERSON JUST BEEN DISCHARGED FROM THE HOSPITAL AND DID NOT HAVE ANY FOOD OR DID NOT HAVE ANY SOAP. WAS AT HOME WITHOUT THE RESOURCES SHE NEEDED, RIGHT AWAY I WAS ABLE TO CONTACT MEALS ON WHEELS AND GOT FOOD STARTED, THE FOOD BANK HAS BEEN A GREAT PARTNER, THEY HAVE A ONCE A WEEK BOX OF FOOD THAT COMES AND FRESH FRUITS AND VEGETABLES, WE HAVE DONE A LOT OF REFERRALS TO, MAKE FRIENDSHIPS AND DECREASE ISOLATION AND GET THOSE CONNECTED FOR SERVICES THEY NEED. INTERESTING RECENTLY, I DON'T KNOW IF REST OF YOU ARE FINDING THIS, BUT, THERE WAS INITIALLY A LOT OF TRYING TO FIGURE OUT THE FOOD SITUATION, BUT NOW A LOT OF SENIORS ASKING ABOUT INTERNET AND COMPUTERS, BECAUSE WE ARE OBVIOUSLY CON ED ON THIS CALL, FOR INSTANCE ONE OF THE PEOPLE FROM WEST SACRAMENTO, THE ONLY WAY TO GET A DOCTOR'S APPOINTMENT WAS THROUGH A VIDEO CONFERENCE, SHE HAD A COMPUTER BUT HAD POOR ACCESS TO INTERNET, TRYING TO FIGURE OUT, THAT KIND, MOVING TO MORE VIRTUAL SYSTEM, HOW DO WE GET PEOPLE CONNECTED TO THOSE KINDS OF NEEDS, ADDRESS THEM. OTHER THING WE ARE HEARING MORE ABOUT. IS INITIALLY PEOPLE WERE STAYING HOME, BUT NOW THERE IS A RECOMMENDATION PEOPLE WEAR MASKS IF THEY GO OUT. WE ARE STILL ASKING SENIORS TO USE HOME DELIVERY IF POSSIBLE OR TELL THEM WHEN THE

SENIOR HOURS ARE AT THE STORE, BUT SOMETIMES THEY NEED TO GO OUT. CONNECTED WITH THE QUILTING GROUP TO MAKE MASKS TO GET THEM OUT TO SENIORS, VERY COMMUNITY BASED LOCAL PROGRAM THAT WE ARE ABLE TO GET UP AND RUNNING RIGHT AWAY. SO WE ARE PRETTY PLEASED WITH IT.

>> THANK YOU SO MUCH, I APOLOGIZE I DROPPED OFF I LOVE THAT MY COMPUTER AND INTERNET CONNECTIONS DECIDES TO CRASH IN THE MIDDLE OF THIS, APOLOGIZE AND APPRECIATE YOUR HELP IN KEEPING IT GOING. I THINK A LOT OF THEMES WE ARE HEARING ACROSS DIFFERENT SPEAKERS YOU KNOW RECOGNITION THAT COVID-19 HAS MADE THE NEED TO ISOLATE OUR OLDER ADULTS AND PEOPLE WITH DISABILITIES BUT THE REAL RAMIFICATION ON THAT NOT ONLY IN THE SENSE OF NOT BEING ABLE TO ACCESS SERVICES AND SUPPORTS THAT ARE NEEDED BUT ALSO FOR ISOLATION, THROUGH THE LOCAL EFFORTS BUT TO REALLY MEET A NEED FOR PEOPLE WHO HAVE EXPRESSED DESIRE TO BE CONNECTED IS AMAZING BUT ALSO WITH THAT COMES CHALLENGES OF DIGITAL DIVIDE AND NOT EVERYBODY TECHNOLOGY NEEDED EITHER IN HOME OR RESIDENTIAL TO BE ABLE TO CONNECT WITH PROVIDERS OR FAMILY MEMBERS TO STAY CONNECTED WITH. CERTAINLY I THINK A LOT OF OPPORTUNITIES TO DISCUSS BEST PRACTICES AND ADDRESS THIS DIGITAL DIVIDE. BEFORE WE MOVE FORWARD I THINK, I DON'T KNOW, IF YOU WERE ABLE TO KIND OF RELATE THE WORK THAT YOU ARE DOING WITH THE BROADER INSTITUTE ON AGING AND FRIENDSHIP LINE THAT'S NOW BEEN EXPANDED STATEWIDE, BUT DO YOU HAVE ANY REFLECTIONS ON THE TWO DIFFERENT MODELS AND ANY FEEDBACK THAT YOU HAVE FOR OTHER LOCAL LEVELS ON THINGS THEY CAN DO TO START ADDRESSING LOCAL NEED AND

MAKING AWARENESS OF THESE RESOURCES THAT ARE AVAILABLE TO COMBAT ISOLATION.

>> YES, ACTUALLY WE USE THE FRIENDSHIP LINE, ACTUALLY PATRICK WAS OVER NOT THAT LONG AGO IN YOLO COUNTY, SO, WE DO WE DO REFERRALS TO THEM WHEN WE FEEL PEOPLE HAVE HIGHER LEVEL OF HEALTH NEED, OUR PEOPLE ARE COMMUNITY MEMBERINGS AND NOT PROFESSIONALS, I KNOW THEY ARE NOT PROFESSIONALS THEY ARE VOLUNTEERS BUT MORE HIGHLY TRAINED IN THE MENTAL HEALTH PERSPECTIVE. I CONSIDER THAT NEXT LEVEL OF CARE OF PHONE FRIENDS IN NEED. WE ARE USING THEM ALSO. SO, IT'S ABOUT TRYING AND SEEING WHAT IT IS THAT SOMEONE NEEDS AND MAKING SURE TO ADDRESS THAT, AND PHONE FRIENDS HAVE BEEN GOOD ABOUT HAVING VOLUNTEER CALLING ME AND TALKING THROUGH IF THEY FEEL MAYBE SOMEBODY IS AT RISK FOR SOMETHING OR COULD NOT PUT THEIR FINGER ON IT AND THEN GET ADDITIONAL RESOURCE IN THERE, WE HAVE A RESOURCES GUIDE. COLLABORATION COMMITTEE THAT IS 90 DIFFERENT ORGANIZATIONS THAT PROVIDE ALL DIFFERENT SERVICES FOR OLDER ADULTS. AND WE HAVE A MONTHLY CALL FOR THEM TO MAKE SURE WE ARE UP ON WHAT IS GOING ON WITH THEM. MAKE THOSE CONNECTIONS AND ON THE WEBSITE ALSO. LIKE IN REGULAR TIMES BUT NOW. IT IS OFTEN THAT PEOPLE NEED TO HAVE THE RIGHT SERVICE AT THE RIGHT TIME AND WHERE CAN THEY FIND THAT. WITH ALL THESE DIFFERENT ENTRY POINTS THROUGH US OR THE NEIGHBOR PROGRAM. OR FRIENDSHIP LINE, IF WE HAVE ACCESS TO THE WEB OF RESOURCES WE CAN BETTER MEET PEOPLE'S NEEDS.

>> ABSOLUTELY, THANK YOU FOR THAT, IT IS A WONDERFUL, THE WAY YOU CAN USE THE FRIENDSHIP LINE AND HAVE YOUR OWN LOCAL RESPONSE AS WELL. I GOT DROPPED OFF WHEN YOU WERE TALKING AND REALLY INTERESTED TO HEAR ABOUT THE WORK THAT HAS BEEN UNDERTAKEN AT THE LOCAL LEVEL AND PARTICULARLY THIS ISSUE, TRYING TO FIND THE HARD TO REACH INDIVIDUALS WHO MAY NOT BE CONNECTED TO EXISTING PROGRAMS OR SERVICES AT THE STATE. WE KNOW THAT THE DEPARTMENT OF SOCIAL SERVICES AND HEALTH CARE SERVICES HAVE BEEN TRYING HARD TO IDENTIFY AND OUT REACH TO THE PROGRAM PARTICIPANTS CONNECTED WITH THE PROGRAM WITHIN THEIR DEPARTMENT, AND THOSE INDIVIDUALS IN THE STATE WHO DON'T HAVE CONNECTION TO A STATE PROGRAM OR RESOURCE THEY ARE ESSENTIALLY UNKNOWN, CAN YOU TALK A LITTLE ABOUT THE ROLE OF MANAGE CARE HEALTH PLANS IN YOUR COUNTY AND WHAT THEY HAVE BEEN DOING TO IDENTIFY INDIVIDUALS THAT MAY NOT HAVE THAT CONNECTION AND MODELS THAT COULD BE REPLICATED IN OTHER AREAS ACROSS THE STATE

>> I DID TOUCH ON THAT A LITTLE BIT WHILE YOU WERE IN CYBER MISSING LAND I WILL EXPAND A LITTLE BIT AND I SHUT AT FIVE MINUTES I SPED. ONE OF THE THINGS WE ARE WORKING ON NOW, WHICH GIVES ME HOPE WE ARE REACHING BEYOND THE MEDI-CAL POPULATION, THAT IS CALIFORNIA DEPARTMENT MANAGED CARE, UNDER HEALTH CARE SERVICES SENT OUT ALL PLAN LETTERS, SAYING HAVE A PLAN TALK TO YOU PEOPLE, AND THEY HAVE DATA FOR THAT, WHAT WE DON'T HAVE DATA ARE THE MEDICARE FOLKS, SCARES ME, ARE NOT THOSE WITH FAMILIES, THE IT IS THOSE TOO POOR TO PAY, AND TOO RICH FOR MEDI-CAL, POLLUTION THAT IS NOT CONNECTED TO SERVICES,

AND NOT BEING RUN THROUGH LIST. MY EFFORT IS ADVANTAGE AND FEE FOR SERVICE, FIVE DIFFERENT PLANS IN THE COUNTY TO BRING TOGETHER WITH THE FOLKS WE HAVE BEEN WORKING WITH ON RAPID RESPONSE TASK FORCES TO SHARE THE, HOW THE COVID-19 RISK SCORE WAS DEVELOPED TO DO THAT WITH THE PEOPLE THAT ARE ENROLLED IN THE PLANS AND THEY CAN OVER LAY WITH GIS MAPPING TO SEE HOW OTHER FACTORS PLAY INTO THAT SCORE AND WORK WITH THE FORM THEY HAVE MADE IN THE FIFTH TASK FORCE AND RAPID RESPONSE TO WHAT QUESTIONS WE ASK AND REFERRAL AS A RESULT OF THOSE. SO I AM HOPEFUL WE HAVE A CALL WITH A HEALTH PLAN CEO AND BOARD OF SUPERVISOR WHO WILL HELP US BRING THEM TOGETHER TO HAVE THE CALL IN THE NEXT FEW DAYS TO MOVE FORWARD AND EXPAND INTO THE REST OF THE COUNTY

>> WONDERFUL, THAT IS FANTASTIC AND I THINK ONE THING THAT REALLY EMERGING IN ALL OF THIS, IS THE IMPORTANCE OF DEVELOPING PARTNERSHIPS I THINK IT'S BEEN VERY EASY IN THE PAST FOR EVERYBODY TO WORK IN LITTLE SILOS AS BUSINESS AS USUAL, BUT WHAT THESE ARE SHOWING IS THAT BUILDING THESE RELATIONSHIPS AND PARTNERSHIPS ACROSS SECTORS IS THE ONLY WAY TO MEET NEEDS OUT THERE, AND REQUIRES EVERYBODY TO BE DEVELOPING NEW PROGRAM MODELS TO MEET THE NEEDS. RIGHT NOW I WANT TO ADDRESS SOME QUESTIONS COMING UP IN THE CHAT BOX. THERE WAS SOME QUESTIONS ABOUT HOW YOU CAN FIND OUT MORE ABOUT THE DEVELOPMENT OF THE COVID-19 TESTS, THE TEST SCORES. BUT IT IS THE RISK SCORE SORRY. MAYBE THERE IS A WAY, ANYTHING WRITTEN UP ABOUT IT TO DISTRIBUTE, BUT CLEARLY A LOT OF INTEREST IN THAT AS WELL. AND THEN,

LET'S SEE HERE. THERE ARE OTHER QUESTIONS, LET'S SEE HERE. I CAN'T READ ALL OF THEM BECAUSE OF MY, I AM GETTING THEM OFF OF THE PHONE. I AM GOING TO TURN TO YOU, I CAN'T READ ALL OF THEM OF WHAT YOU SENT ME, CAN YOU?

>> YES, CAN YOU HEAR ME OKAY? FANTASTIC. MARTY HAS A COUPLE OF QUESTIONS FOR YOU, COULD YOU DESCRIBE ANYTHING YOU GOT MEDICARE ADVANTAGE PLANS LIKE KAISER TO DO ON REACHING OUT TO ELDERS AND HOW DID YOU DO THAT AND HOW DID YOU REACH ANY TRADITIONAL MEDICARE PRIVATE PROVIDERS,

>> GREAT QUESTION, THANK YOU FOR PUTTING ME ON THE SPOT, LOVE YOU, SO HOW DID I GET THEM TO DO SOMETHING, I HAVE NOT YET, I DID A LITTLE BIT OF PUBLIC INVITING, SO, FOR EXAMPLE THIS MORNING ON THE EAST BAY LEADERSHIP BOARD ZOOM MEETING. AND THERE IS A VERY HIGH UP PERSON KAISER THERE, AND HIGH UP AT JOHN , AND TALKED TO THEM WITH THE GREAT WORK THE COUNTY WAS DOING AND INVITE THEM TO THE PROCESS, ONE WAY, OTHER WAY IS GET THE BOARD INVOLVED AND ASK THEM, CEO OF THE HEALTH PLAN IS REACHING TO HER PARTNERS IN THE FIELD AS WELL AS I RAN THE LIST OF APPROVED PROVIDERS IN THE COUNTY TO IDENTIFY WHO WE NEED TO CONTACT THERE, AND SHARON IS CONTACTING THE SAFETY TO FIND OUT APPROPRIATE PERSON TO TALK ABOUT FEES AND OTHERS. WE ARE PUTTING IT OUT THERE AND INVITING. MOST BEAUTIFUL OF ALL OF THIS, IS THAT THE FOLKS WHO ARE WORKING ON THIS, GOING THIS HARD WORK, WHO ARE WORKING AND LOOK LIKE ME, BECAUSE THEY ARE WORKING 18 HOURS

**EVERY SINGLE DAY, AND COUNTY WORKERS PEOPLE THEY ARE MAG. UMM
THEY ARE DEVELOPING ALGORITHMS AND THEY ARE WILLING TO SHARE IT, I
GOT PERMISSION LAST NIGHT SAID THEY ARE GOING TO SHARE, PACKAGE AWAY,
FEELING COMFORT WITH IT BEING DISTRIBUTED I WILL HAVE THAT
INFORMATION AND PASS ALONG TO WHOMEVER AND CAN GO BROAD AND WIDE,
JUST KEEP CONTRA COS LITTLE THING ON IT, THAT IS ALL.**

**>> I DON'T KNOW IF YOU ARE ABLE TO SEE THE QUESTIONS OR IF I
SHOULD KEEP ROLLING, LET ME KNOW.**

**>> NOW I SEE THEM. I ACTUALLY SEE THEM. ONE QUESTION ABOUT
SOMETHING ABOUT THE, ARE PEOPLE USING THE NEXT DOOR APP, PROVIDED SOL
LIS AND INFORMATION FOR CONSUMERS IN THE COMMUNITY. ANY COMMENTS
ON THAT, ABOUT WAYS TO REACH THE FOLKS.**

>> QUESTION FOR ME OR?

>> ANYONE WHO WANTS TO COMMENT

**>> WE HAVE NOT ADVERTISED ON NEXT DOOR YET BUT I KNOW THERE IS
SOME CHATTING ON NEXT DOOR ABOUT IT. BUT WE HAVE BEEN USING
FACEBOOK, THERE IS A COVID-19 TY GROUP, AND IDENTIFY PEOPLE WHO
CAN MAKE MASKS, I KNOW NOW WE HAVE A SYSTEM IN PLACE, WE DID NOT
WANT TO SEND IT WIDELY, NOW WE ARE ON THE NEXT PHASE TO DO
ADVERTISING AND THAT IS ONE OF THE PLACES IS NEXT DOOR.**

>> GREAT THANK YOU I WANT TO ENCOURAGE ANYBODY ON THE LINE TO ASK QUESTIONS OF ANY OF THE PANELISTS, FEW HAD TO STEP OFF, IF YOU HAVE ANY QUESTIONS REGARDING ANY ISSUES THAT HAVE BEEN RAISED YOU WOULD LIKE TO DISCUSS FEEL FREE TO DO SO. WE HAVE A FEW MINUTES LEFT, BUT THEN WE ARE GOING TO DO A POLL OF YOU TO FIND OUT WHAT ARE SOME OF THEISH S YOU WOULD LIKE TO EXPLORE FURTHER. SOME MIGHT HAVE BEEN DISCUSSED TODAY, DIS IN THE NEXT WEBINAR, TWO WEEKS FROM NOW, OR OTHER ISSUES THAT HAVE NOT BEEN MENTIONED OR IDENTIFIED. IN THE MEANTIME, WE--THERE WAS A QUESTION ABOUT THIS ISSUE, OR DIGITAL DIVIDE AND ACCESS TO TECHNOLOGY, ARE THERE ANY BEST PRACTICES OR PROGRAMS THAT ANY OF THE PANELISTS OR OTHERS KNOW OF THAT HELP OLDER ADULTS OR PEOPLE WITH DISABILITIES ACCESS TECHNOLOGY FOR THOSE WHO CURRENTLY DON'T HAVE IT.

>> WE ARE DOING A PILOT PROJECT WITH CHOICE AND AGING WHERE WE FUND RAISE SPECIFICALLY FOR IT, WE BOUGHT TABLETS NOT EXPENSIVE PADS, JUST FIRE PADS, WE DID DIFFERENT DIRECTIONS ON HOW TO USE WITH PICTURE AND LARGE FONT AND TEST IT OUT AND TRANSLATE INTO DIFFERENT POPULATIONS WE SERVE, BUT WE ARE STARTING IN A LOW INCOME HOUSING COMPLEX, WHERE WE WORK WITH THOSE AT RISK FOR MENTAL HEALTH ISSUES AROUND ISOLATION AND DEVELOPING ZOOM EXERCISE, DISCUSSION AND EDUCATION GROUPS AND HAVE A PROAND POST TEST AND MEASURE HOW IT WORKS AND DELIVER, AND WALK THROUGH IT WITH THEM, FIRST WITH US IN PERSON AND INSTRUCTIONS TO GO FURTHER ON. WE HAVE

PROGRAMS DISTRIBUTING TO FAMILY, AND ZOOM CLASSES AND THINGS HAPPENING AT THE LEVEL AND EMPLOYING CAREGIVERS TO WORK WITH DEVICES IN THE HOME. AND I KNOW SHE HAS DONE OUT REACH AROUND COLLECTING USED TABLET AND LET HER TALK ABOUT IT

>> APPRECIATE THAT, SHE IS CORRECT, WE ARE PILOTING IN THIS COUNTY, AND WE ARE COLLECTING USED TABLETS CALLING TABLET TURN OVER, DONATE \$50 AND ALLOW US TO PURCHASE A TABLET, GOAL IS DONATE TO EVERY ONE OF THE LONG TERM CARE FACILITIES, ALLOWING RESIDENTS TO HAVE ENGAGEMENT AND ACTIVITIES WITH FAMILY AND FRIEND AND CONNECT WITH OMBUDSMAN, AND FACILITY DOESN'T HAVE TO PROVIDE TABLETS WE DO IT FOR THEM. AND SET UP TO TALK TO THEM. AND TRYING IT IT AND A LOT OF INNOVATION AND SEEING WHAT WORKS AND DOESN'T, AND BEING REALLY HONEST ABOUT THAT AND THEN TRYING AGAIN.

>> ON THE SIDE OF INTERNET ACCESS, THE CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING CENTERS IS STILL OPERATING DIGITAL ACCESS PROCESS. THAT OFFERS FREE ACCESS TO LOW COST INTERNET SERVICES AND ON PROVIDERS FOR COMMUNITIES, CONTRACTS WITH VARIOUS, AND MOST OF THE TIME COST IS SOMEWHERE BETWEEN \$10-\$15 A MONTH FOR ACCESS TO BASIC SERVICE, SOME ARE OFFERING LOW COST TABLET AND OTHER DEVICES, IF INTERNET THEY DON'T HAVE, OR NEED EXPANSIVE THEY CAN GO TO DIGITAL ACCESS PROJECT WEBSITE, DIGITAL ACCESS PROJECT. AND GET INFORMATION ABOUT THEIR ELIGIBILITY AND HOW THEY CAN QUALIFY FOR THAT.

>> GREAT, THANK YOU SO MUCH. WE HAVE ABOUT FIVE MORE MINUTES WE ARE NOT GOING TO HAVE MORE TIME FOR QUESTIONS RIGHT NOW, BUT I WANT TO TURN TO WHO IS GOING TO DO A POLE ON FUTURE WEBINAR TOPICS WE WOULD LOVE TO HEAR FROM YOU, TAKE IT FROM HERE, BEFORE I DO THAT I WANT TO SAY REALLY BIG THANK YOU TO ALL OF OUR PANELISTS TODAY, TREMENDOUS INFORMATION RECEIVED, APOLOGIZE FOR TECHNICAL GLITCHES BUT I THINK WE WILL CONTINUE WORKING THROUGH THEM AND APPRECIATE YOUR BEING HERE AND FUTURE DISCUSSIONS.

>> THANK YOU SO MUCH, I HOPE FOLKS CAN HEAR ME, JUST WANT TO DO A QUICK INTRO, TO THE POLLING, AS YOU KNOW WE ARE HAVING THE WEBINARS EVERY OTHER FRIDAY AT 10 A.M. AND TRYING TO KIND OF GEAR WHAT TOPICS YOU ARE INTERESTED IN COVERING, AND I KNOW THIS IS A VERY QUICKLY EVOLVING SITUATION, SO, PLEASE LET US KNOW IF YOU KIND OF THINK OF A TOPIC, MAKE A WEEK OR TWO FROM NOW, FEEL FREE TO E-MAIL ME AND ADD THAT TO THE MIX. I AM LAUNCHING A POLL THAT WILL POP UP ON YOUR SCREEN, WE ARE ASKING YOU TO WHICH TOPICS YOU ARE INTERESTED IN COVERING AND THEN IF YOU HAVE A TOPIC IN MIND NOT ALREADY LISTED PLEASE USE THE CHAT BOX AND LET US KNOW, AND GIVE YOU ABOUT 30 SECONDS TO GO AHEAD AND FILL OUT THAT POLL. OKAY, COUPLE MORE SECONDS LOOK LIKE WE HAVE 54% OF THE FOLKS WITH US WHO HAVE RESPONDED. RESULTS NOW YOU SEE WE HAVE INTEREST IN TOPIC ACROSS THE BOARD, CARE TRANSITION WITH 53% OF THE VOTES, I THINK RIGHT BEHIND THAT NUTRITION AND ACCESS TO FOOD WITH 42%, PPE AT 36%,

DIGITAL DIVIDE, FINANCIAL ASSISTANCE, I THINK THERE IS--PRETTY EVEN SPLIT. IN THE CHAT BAR ALSO SEEING COUPLE OF DIFFERENT SUGGESTIONS. CAREGIVER SUPPORT, MENTAL HEALTH RESOURCES. YOU CAN ALWAYS VOTE BY PUTTING IN THE CHAT BOX. WE WOULD LOVE TO HEAR YOUR FEEDBACK AS WELL. CLEAR BEST PRACTICES FOR TRANSITIONING TO GUIDELINES. CONTINUE TOPIC ABOUT REACHING MEDICARE RECIPIENTS AND MISSING MIDDLE, WOULD LIKE TO LEARN RECOMMENDATIONS FOR RETURNING TO NORMAL. FINANCE. LOTS OF GREAT, LOTS OF GREAT SUGGESTIONS THERE, WE WILL TAKE ALL OF THIS INFORMATION BACK AND WE WILL TRY TO STRUCTURE OUR WEBINARS TO BE RESPONSIVE OF YOUR FEEDBACK.

>> I SAW ONE FOR ADVANCED CARE PLANNING AS WELL. AS FANTASTIC, THANK YOU COMING IN REALLY QUICK, AS I READ KIND OF SCROLLING, AGAIN THANK YOU FOR YOUR FEEDBACK I DON'T KNOW IF YOU HAVE ANY LAST COMMENTS OR WORDS BEFORE WE CLOSE THIS SESSION?

>> I WANT TO THANK EVERYBODY FOR PARTICIPATING AND IN THE FUTURE IF WHEN YOU--THESE ARE PUBLIC WEBINARS, WE ENCOURAGE YOU TO INVITE THOSE WE KNOW, AND DO OUR BEST TO USE TECHNOLOGY TO ADDRESS ANY QUESTIONS THAT COME IN, AND FIGURE OUT AS WE GO FORWARD, PURPOSE AGAIN IS EXPAND OUT REACH TO ALL POPULATIONS ACROSS THE STATE SO THEY CAN BE AWARE OF THAT IS EVOLVING AT THE STATE LEVEL AND IDENTIFYING ISSUES AND SOLUTION TO MEET NEEDS. THANK YOU TO PANELISTS FOR THOUGHTFUL COMMENTS AND INPUT AND LOOK FORWARD TO TALKING TO YOU IN THE NEXT FEW WEEKS.

>> **THANK YOU ALL.**