



**ELDER & DISABILITY JUSTICE COORDINATING COUNCIL (EDJCC)**  
**JUNE 18, 2025**

0:00

GOOD MORNING THANK YOU FOR JOINING US

0:07

THIS IS THE CALIFORNIA ELDER AND DISABILITY JUSTICE COORDINATING COUNCIL MEETING OR EDJCC

0:16

AND WE'RE JUST GOING TO MENTION WE'RE JUST GOING TO WAIT A COUPLE OF

0:21

MOMENTS FOR OUR ATTENDEES TO LOG ON ALSO OUR PANELISTS AND GUESTS TO GET SETTLED

0:27

AGAIN IF YOU HAVE YET TO CHANGE YOUR NAME FROM EDJCC

0:32

PANELIST PLEASE DO SO NOW SO WE KNOW WHO HAS JOINED US THANK YOU VERY MUCH

0:44

GOOD MORNING THIS IS THE ELDER AND DISABILITY JUSTICE COORDINATING COUNCIL TODAY IS JUNE 18TH THIS MEETING

0:52

STARTS AT 10:00 A.M AND GOES TO APPROXIMATELY 100 PM NEXT SLIDE

1:00

GOOD MORNING I AM CARROLL DE ANDREIS I AM THE MANAGER OF THE MASTER PLAN FOR AGING

1:06

OR MPA STAKEHOLDER ENGAGEMENT HERE AT THE CALIFORNIA DEPARTMENT OF AGING OR

1:11

CDA AND WE WELCOME YOU TO THE EDJCC

1:16

MEETING THIS IS OUR SECOND MEETING FOR 2025 AND WE WELCOME YOU TO THIS VIRTUAL

1:22

SPACE I'M GOING TO GO OVER A FEW MEETING LOGISTICS AS YOU CAN SEE WE HAVE

1:28

AMERICAN SIGN LANGUAGE REX AND BAILEY ARE OUR SIGNERS AND WE APPRECIATE THEIR

1:34

BEING WITH US TODAY YOU ALSO HAVE LIVE CAPTIONING AVAILABLE TO YOU VIA THE ZOOM

1:39

WEBINAR FUNCTIONS IF YOU GO UNDER THE ON YOUR TOOLBAR THERE IS CC

1:47

AVAILABLE PLEASE CLICK ON THAT TO ENABLE THE CLOSED CAPTIONING FOR YOU MEETING

1:52

SLIDES TRANSCRIPT AND RECORDING WILL BE AVAILABLE ON THE CALIFORNIA HEALTH

1:57

AND HUMAN SERVICES AGENCY OR CALHHS MASTER PLAN FOR AGING WEB PAGE THE EDJCC

2:05

WEB PAGE AND AGAIN COUNCIL MEMBERS GUESTS PANELISTS PLEASE IF YOU'VE YET

2:11

TO DO SO PLEASE UPDATE YOUR NAME DISPLAY BY CLICKING IN THE UPPER RIGHT CORNER AND HITTING RENAME TO YOUR NAME SO WE KNOW WHO HAS JOINED US

2:18

TODAY NEXT

2:23

SLIDE THE CHAT FUNCTION IS ENABLED FOR COUNCIL

2:28

MEMBERS DEPARTMENT OF AGING STAFF OTHER GUESTS AND PANELISTS TO SHARE OUT

2:35

MEETING RELATED INFORMATION TO OUR ATTENDEES THE PUBLIC'S ABLE TO VIEW THAT IN THE CHAT THE CHAT AND THE QUESTION AND ANSWER FEATURE ARE NOT

2:46

ENABLED FOR COMMENTS OR QUESTIONS FROM PUBLIC ATTENDEES BUT WE DO HAVE A PUBLIC

2:51

PUBLIC COMMENT PERIOD SO WE ASK THAT YOU HOLD THOSE COMMENTS UNTIL THAT TIME PERIOD AND WE WILL GET TO YOU AT THAT TIME AND OF COURSE AT ANY

3:04

TIME YOU CAN EMAIL YOUR WRITTEN COMMENTS TO US AT ENGAGE E N G A G E AT AGING DOT C A DOT GOV

3:16

NEXT SLIDE AGAIN CLOSED CAPTIONING IS AVAILABLE WE

3:21

HAVE ASL AND NEXT SLIDE

3:30

LOGISTICS FOR OUR PUBLIC COMMENT PERIOD ATTENDEES JOINING BY PHONE YOU HAVE THE ABILITY TO PRESS STAR 9 THAT

3:37

WILL INDICATE TO US TO UNMUTE YOUR LINE ATTENDEES JOINING BY THE WEBINAR

3:42

THE ZOOM WEBINAR FUNCTIONS YOU HAVE A RAISED HAND ICON MINE IS AT THE BOTTOM OF MY SCREEN CLICK ON THAT AND THAT

3:50

WILL INDICATE YOU HAVE A COMMENT WE PUBLIC COMMENTERS WILL HAVE TWO

3:56

MINUTES SO THAT WE CAN MAKE SURE WE HAVE TIME FOR EVERYBODY'S COMMENT AND AGAIN AT ANY TIME YOU CAN SEND YOUR WRITTEN

4:03

COMMENTS TO OUR ENGAGE EMAIL BOX AT ENGAGE E N G A G E AT AGING DOT C A DOT GOV

4:15

AND NOW I WOULD LIKE TO TURN IT OVER TO OUR ELDER JUSTICE SPECIALIST HERE AT

4:23

THE DEPARTMENT OF AGING GOOD MORNING RANJANA

4:28

GOOD MORNING CARROLL THANK YOU MY NAME IS RANJANA MAHARAJ AND I HAVE THE PRIVILEGE OF SERVING AS THE ELDER

4:33

JUSTICE SPECIALIST FOR THE CALIFORNIA DEPARTMENT OF AGING IT'S TRULY AN HONOR TO BE HERE WITH ALL OF YOU TODAY AS WE

4:39

STRENGTHEN OUR SHARED EFFORTS TO PROMOTE ELDER JUSTICE FOR OLDER ADULTS AND ADULTS WITH DISABILITIES ACROSS OUR

4:46

STATE SO BEFORE WE DELVE INTO OUR AGENDA ITEMS I'D LIKE TO TAKE A MOMENT TO REVISIT OUR COUNCIL'S PURPOSE AND EQUITY

4:52

GUIDING PRINCIPLES THANK YOU CALLI

4:58

WE RECOGNIZE THAT PAST CURRENT INTERVENTIONS AND SERVICES TO PREVENT MISTREATMENT HAVE HAD NEGATIVE

5:04

CONSEQUENCES FOR SOME VICTIMS FAMILIES AND COMMUNITIES AS A RESULT OF SYSTEMIC DISCRIMINATION AND BIASES TO COUNTER

5:12

THESE NEGATIVE IMPACTS AND BIASES

5:17

THANK YOU TO COUNTER THESE NEGATIVE IMPACTS AND TO ENSURE EQUITY AND INCLUSION MOVING FORWARD WE'RE COMMITTED

5:23

TO LETTING THE FOLLOWING PRINCIPLES GUIDE ALL ASPECTS OF OUR WORK IN PLANNING COORDINATION AND PROGRAM

5:29

DEVELOPMENT NEXT SLIDE PLEASE

5:36

EQUITY GUIDING PRINCIPLES NUMBER ONE WE RECOGNIZE THAT ALL ADULTS DESERVE TO LIVE FREE FROM ABUSE NEGLECT AND

5:42

EXPLOITATION

5:48

NUMBER TWO WE ACKNOWLEDGE THAT THAT THE EXISTENCE OF SYSTEMIC RACISM

5:53

DISCRIMINATION AND NEGATIVE IMPACTS AND IN ORDER TO COMBAT ITS IMPACTS WE MUST CENTER EQUITY AT ALL STAGES OF OUR

6:00

COUNCIL'S WORK THREE CENTERING AROUND EQUITY DOES NOT JUST MEAN CREATING EQUITABLE SOLUTIONS FOR ALL ADULTS OLDER

6:07

ADULTS AND ADULTS LIVING WITH DISABILITIES BUT ALSO RECOGNIZING THAT IMPLICIT BIAS EXISTS WITHIN ALL OF US

6:13

WE'RE COMMITTED AS A GROUP TO ACKNOWLEDGE AND EXPLORE BIASES WHILE DOING THE WORK OF THIS COUNCIL NEXT

6:19

SLIDE PLEASE FOUR WE ACKNOWLEDGE THAT WHILE OLDER

6:25

ADULTS AND ADULTS LIVING WITH DISABILITIES HAVE MANY OVERLAPPING INTERESTS THEY ARE DISTINCT COMMUNITIES

6:31

AND ANY POLICIES THAT ARE OBSERVED OR RECOMMENDED BY THIS COUNCIL  
SHOULD EXAMINE IMPACTS TO EACH COMMUNITY

6:39

FIVE WE RECOGNIZE THE IMPORTANCE OF HEARING DIRECTLY FROM OLDER ADULTS  
AND ADULTS LIVING WITH DISABILITIES THEIR

6:45

LIVED EXPERIENCES SHOULD ALWAYS BE CENTERED AS WE MOVE FORWARD WITH  
THE WORK OF THIS COUNCIL

6:51

IF WE COULD JUST PAUSE HERE FOR A SECOND CALL I JUST WANT TO MENTION  
THAT OUR COUNCIL SERVES AS A PLATFORM FOR

6:57

COLLABORATION INNOVATION AND EXCHANGE OF INFORMATION AND WE'RE HERE  
TO AMPLIFY

7:02

THESE VOICES OF OLDER ADULTS AND ADULTS LIVING WITH DISABILITIES  
IDENTIFYING SYSTEMIC GAPS CHALLENGES

7:10

AND CHALLENGES AND THE THOUGHTFUL RECOMMENDATIONS THAT WE MAKE TO  
HELP PROTECT THEIR RIGHTS SO WITH

7:16

THIS PURPOSE IN MIND LET US PROCEED WITH THE NEXT SLIDE

7:23

THANK YOU CALL I ON THE NEXT THREE SLIDES YOU'LL SEE OUR EDJCC MEMBERS I  
WANTED TO TAKE A MOMENT TO SINCERELY THANK EACH

7:30

AND EVERY MEMBER WHO CONTRIBUTES TO THE EDJCC COUNCIL AS WELL AS  
SUBCOMMITTEE PARTICIPANTS YOUR COMMITMENT THOUGHTFUL

7:37

ENGAGEMENT AND ACTIVE INVOLVEMENT IN DISCUSSIONS AND SUBCOMMITTEE  
WORK REFLECT THE SPIRIT OF TRUE

7:42

COLLABORATION AND I WANT TO THANK YOU FOR ADVANCING ELDER JUSTICE  
ACROSS

7:47

OUR COMMUNITY AND IT'S DEEPLY APPRECIATED AND IT CONTINUES TO INSPIRE  
ALL OF US AND DRIVE OUR SHARED MISSIONS

8:04

SO TODAY WE HAVE A PACKED AGENDA WE BEGAN WITH MEETING LOGISTICS  
FOLLOWED BY A QUICK OVERVIEW OF THE COUNCIL'S

8:10

PURPOSE EQUITY THE EQUITY GUIDING PRINCIPLES AND A SHOUT OUT TO OUR  
8:15  
EDJCC MEMBERS AND PARTICIPANTS NEXT WE'LL HAVE OPENING REMARKS FROM  
OUR EDJCC STATE CO-CHAIR SUSAN DEMAROIS AND  
8:22  
EDJCC STAKEHOLDER CO-CHAIR BERTHA HAYDEN AFTER THAT WE'LL SHIFT OUR  
FOCUS TO  
8:27  
WORLD ELDER ABUSE AWARENESS MONTH WE HAVE A PANEL FOR SCAMS AND  
FRAUD THAT  
8:33  
IMPACT OLDER ADULTS AND OUR SPEAKERS INCLUDE SCOTT OUR VERY OWN EDG  
JCC MEMBER SCOTT PIRRELLO AND TIFFANY ZHANG  
8:41  
FROM AAARP AT 10:30 WE'LL MOVE INTO OUR AGENCY  
8:47  
SPOTLIGHTS WITH MEGHAN ANDERSON FROM DEPARTMENT OF DOJ AND THE  
DIVISION OF  
8:54  
MEDICAL FRAUD MEDICAL FRAUD AND ELDER ABUSE AND THEN WE WILL THEN  
TURN IT OVER  
8:59  
TO EDEN ROSALES OUR STATE OUR INTERIM STATE LONG-TERM CARE OMBUDSMAN  
TO PROVIDE AN OVERVIEW OF THE ANNUAL  
9:06  
REPORT WE'LL TAKE A QUICK 15MINUTE BREAK AT 11:15 RETURNING AT 11:30  
9:13  
FOR THE LGBTQIA PLUS OLDER ADULT STUDY FINDINGS PRESENTED BY ROSS  
LALLIAN AND DR SULLIVAN  
9:21  
AT 11:45 WE'LL GET AN UPDATE OF THE 2023 PUBLIC GUARDIAN SURVEY FROM  
REGINA  
9:26  
WRIGHT AND AT 12:00 P.M WE'LL HAVE AN UPDATE FROM OUR EDJCC ADULT  
PROTECTIVE SERVICES  
9:34  
SUBCOMMITTEE CHAIR AKILES CERON AT 12:15 WE'LL OPEN THE FLOOR EDJCC  
9:40  
MEMBER DISCUSSION AND PRESSING ISSUES LED BY EDJCC LEGAL SERVICES CHAIR  
9:45

VIVIANNE MABAKU AND AT 12:35 WE'LL MOVE TO PUBLIC COMMENT AND THEN WRAPPING IT UP WITH

9:52

CLOSING REMARKS AND NEXT STEP FROM BOTH OUR EDJCC'S STATE

9:58

STAKEHOLDER CO-CHAIR SUSAN DEMAROIS AND BERTHA HAYDEN AND WE'LL WRAP UP AT 1 PM

10:06

NEXT SLIDE PLEASE SO WITHOUT FURTHER ADO I'D LIKE TO TURN IT OVER TO DIRECTOR SUSAN DEMAROIS OUR

10:12

EDJCC STATE CO-CHAIR AND BERTHA HAYDEN OUR STAKEHOLDER CO-CHAIR TO OFFER THEIR OPENING REMARKS AND TO HELP US KICK OFF

10:18

THE MEETING THANK YOU SO MUCH RANJANA THANK YOU VERY MUCH RANJANA AND CARROLL FOR

10:25

OPENING THE MEETING AND LEADING US OFF AND THANK YOU SO MUCH FOR DISPLAYING THE PRINCIPLES THAT GROUND US

10:32

AND CENTER US IN OUR MEETING AS WE'VE SAID AT EACH MEETING THESE ARE

10:37

UNPRECEDENTED TIMES AND THAT IS CERTAINLY THE CASE TODAY WHEREVER YOU

10:42

FIND YOURSELF JOINING IN CALIFORNIA WE'RE CONCERNED ABOUT OLDER ADULTS

10:48

PEOPLE WITH DISABILITIES AND FAMILY CAREGIVERS AND THIS MEETING TODAY BRINGS

10:54

HOPE TO ME HEARING THE LINEUP OF THE EXPERTS AND THE WORK IN PROGRESS

10:59

THAT'S HAPPENING AROUND OUR STATE IN COMMUNITIES ACROSS CALIFORNIA

11:05

REGIONALLY AND OUR STATEWIDE WORK TOGETHER AS A COORDINATING COUNCIL SO WE'VE BEEN LOOKING FORWARD TO TODAY'S

11:12

MEETING TO SEE ALL OF YOU TO BE WITH ALL OF YOU TO JOIN TOGETHER IN COMMON

11:17

CAUSE FOR THE VERY IMPORTANT WORK THAT'S AHEAD FOR ALL OF US AND I'M JUST

11:23

THRILLED TO BE JOINED BY OUR STAKEHOLDER CO-CHAIR BERTHA HAYDEN AS

11:29

WELL AS OUR TWO OTHER WORK GROUP COMMITTEE WORK GROUP LEADS

VIVIANNE

11:34

AND AKILES YOU'VE JUST BEEN INSTRUMENTAL WORKING BEHIND THE SCENES I

CANNOT THANK YOU ENOUGH FOR THE HOURS

11:41

AND ADVICE AND COUNSEL THAT YOU PROVIDE TO THE DEPARTMENT OF AGING AND

THE SUGGESTIONS THAT YOU MAKE REFLECTED IN

11:48

TODAY'S AGENDA WHICH IS VERY ROBUST I'M REALLY LOOKING FORWARD TO

HEARING FROM

11:53

EVERYONE JOINING US TODAY STARTING WITH YOU BERTHA

11:59

THANK YOU DIRECTOR DEMAROIS AND I ALSO WANT TO ECHO AND WELCOME OUR

EDJCC MEMBERS PARTNERS AND MEMBERS OF THE

12:06

PUBLIC THAT ARE JOINING TODAY WITH SO MANY COMPETING PRIORITIES WE

SINCERELY APPRECIATE YOU TAKING THE TIME

12:13

TO JOIN THIS MEETING AND ENGAGE WITH US THANK YOU FOR BEING PART OF THE

IMPORTANT WORK AND YOUR PRESENCE HELPS

12:19

MAKE A REAL DIFFERENCE TODAY'S MEETING HOLDS A SPECIAL SIGNIFICANCE AS

WE

12:24

GATHER IN RECOGNITION OF WORLD ELDER ABUSE AWARENESS DAY WHICH TOOK

PLACE ON JUNE 15TH WHICH TAKES PLACE ON JUNE 15TH

12:31

EACH YEAR THIS WEAAD IS ALWAYS A GLOBAL CALL TO ACTION SUCH AS OUR

MEETINGS

12:37

AND GIVES US AN OPPORTUNITY TO ELEVATE THE RIGHTS DIGNITY AND SAFETY FOR

OLDER

12:42

ADULTS AND PEOPLE WITH DISABILITIES IT'S ALSO DEMENTIA AWARENESS MONTH

WHICH AGAIN ALLOWS US TO LOOK AT THE CRITICAL

12:49



ISSUES AND RECOGNIZE HOW COGNITIVE IMPAIRMENTS INTERSECT WITH ELDER AND DISABILITY JUSTICE AND INDIVIDUALS

12:57

LIVING WITH DEMENTIA HOW THEY FACE AN INCREASED RISK OF ELDER ABUSE NEGLECT AND EXPLOITATION OFTEN WITHOUT THE

13:03

ABILITY TO ADVOCATE FOR THEMSELVES RAISING AWARENESS WITHIN OUR SYSTEMS MEANS PROMOTING TRAUMA PERSON CENTERED

13:11

INFORMED CARE STRENGTHENING PROTECTIONS AND ENSURING THAT OUR LEGAL AND SOCIAL SERVICES ARE EQUIPPED TO RESPOND WITH

13:19

COMPASSION AND EQUITY WE ALSO HAVE THE PRIVILEGE OF CELEBRATING PRIDE AWARENESS

13:24

MONTH AND WE HONOR THE RESILIENCE DIVERSITY AND CONTRIBUTIONS OF THE LGBTQIA

13:30

PLUS OLDER ADULT COMMUNITY WE RECOGNIZE THE UNIQUE BARRIERS THEY FACE IN

13:35

ACCESSING INCLUSIVE SERVICES INCLUDING LEGAL SUPPORTS HEALTH CARE HOUSING AND

13:41

THROUGH STRONG PARTNERSHIPS WE REMAIN COMMITTED TO ADVANCING EQUITY AND ENSURING THAT ALL OLDER ADULTS CAN AGE

13:48

WITH DIGNITY PRIDE AND JUSTICE AS EDJCC MEMBERS WE ALL HAVE AN OPPORTUNITY TO

13:53

SHARE EMERGING ISSUES LATER ON IN THE AGENDA AND WE ENCOURAGE YOU TO TAKE THAT

13:58

TIME TO SHARE WHAT YOU'RE SEEING ON THE GROUND AND AS IT WILL GIVE US AN OPPORTUNITY TO FURTHER ELEVATE IT AND IT

14:05

ALSO REMINDS US AGAIN DURING THESE TIMES WITH COMPETING PRIORITIES THAT OUR

14:12

WORK TOGETHER GIVES US THE OPPORTUNITY TO COME TO COLLECTIVELY TO COLLABORATE TO ADDRESS AND PREVENT ABUSE NEGLECT AND

14:19

THE SYSTEMIC EXPLOITATION ACROSS I ENCOURAGE YOU ALL TO STAY ENGAGED  
THROUGHOUT THE MEETING ASK QUESTIONS AND

14:25

HELP US MOVE FOR MOVE THIS WORK FORWARD WITH THAT I'D LIKE TO TRANSITION  
OVER TO

14:31

MY COLLEAGUE VIVIANNE WHO WILL SHARE WHO WOULD LIKE

14:37

TO SHARE ABOUT A PARTICULAR EDJCC MEMBER VIVIANNE THANKS BERTHA AND  
I'M REALLY GLAD TO SEE

14:46

EVERYONE ON THE MEETING TODAY I WANTED TO TAKE A LITTLE TIME JUST TO GIVE  
A

14:51

SPECIAL SHOUT OUT TO OUR EDJCC MEMBER LEZA COLEMAN AS SHE PREPARES TO

14:57

TRANSITION FROM HER ROLE AND SHE'LL BE STEPPING DOWN FROM THE EDJCC  
LEZA

15:03

HAS BEEN AN INCREDIBLE ADVOCATE AND VALUED MEMBER OF THE EDJCC ALWAYS  
BRINGING DEEP KNOWLEDGE AND COMPASSION

15:10

AND A STRONG VOICE FOR OLDER CALIFORNIANS HER INSIGHTS HAVE SHAPED OUR  
DISCUSSIONS AND HELPED MOVE THIS

15:15

WORK FORWARD IN VERY MEANINGFUL WAYS LEZA WE'RE TRULY GRATEFUL FOR  
YOUR LEADERSHIP AND PARTNERSHIP AND YOU WILL

15:22

BE GREATLY MISSED BUT WE WISH YOU ALL THE BEST IN THIS NEXT CHAPTER

15:33

THANK YOU VIVIANNE AND WITH THAT WE'RE GOING TO TRANSITION TO OUR FIRST  
PRESENTATION AND I'D LIKE TO WELCOME OUR

15:41

SPEAKERS FOR THE FIRST PRESENTATION SCOTT PIRRELLO SCOTT OVER TO

15:46

YOU THANK YOU VERY MUCH AND GOOD MORNING

15:53

GOOD MORNING EVERYONE MY NAME IS SCOTT PIRRELLO I'M A DEPUTY DISTRICT  
ATTORNEY AND I'M THE HEAD OF ELDER ABUSE PROSECUTIONS

16:00

FOR THE SAN DIEGO COUNTY DISTRICT ATTORNEY'S OFFICE AND VERY PROUD TO  
WORK FOR MY BOSS SUMMER STEPHAN WHO'S OUR

16:07

ELECTED DISTRICT ATTORNEY WHO IS JUST A WARRIOR FOR VICTIM JUSTICE  
ESPECIALLY

16:12

WITH ELDERS AND AND VULNERABLE INDEPENDENT DISABLED ADULTS SO IT'S

16:18

AN HONOR TO BE PART OF ON BEHALF OF HER TO BE PART OF THIS TEAM ON BE

16:24

BECAUSE IT'S WORLD ELDER ABUSE AWARENESS MONTH WE THOUGHT THAT WE  
REALLY WANTED TO SPOTLIGHT ELDER FRAUD AND ELDER

16:31

SCAMS THERE'S NO PLACE IN MY OPINION WHERE WE COULD HAVE A GREATER

16:38

IMPACT THAN TO RAISE AWARENESS AND CONTINUE TO PUSH THIS GIANT BOULDER

16:43

UP THE MOUNTAIN YOU SEE THE SEAL THERE OF THE SAN DIEGO ELDER JUSTICE  
TASK FORCE WHICH I'M SO PROUD TO HAVE BEEN

16:50

PART OF THE TEAM THAT STARTED THAT STARTING IN 2018 OR SO AND WE ARE  
NOW

16:57

A FULLY FUNCTIONING TASK FORCE IN SAN DIEGO WORKING WITH THE FBI OUR  
LOCAL LAW

17:03

ENFORCEMENT AGENCIES ADULT PROTECTIVE SERVICES AND THE OUR LOCAL  
FUSION CENTER

17:11

AND I'M GOING TO TALK A LITTLE BIT ABOUT WHAT WE'RE DOING BUT FIRST I  
WANTED TO USE MY TIME TO EDUCATE EVERYONE

17:19

INTO WHAT THE MOST COMMON SCAMS ARE RIGHT NOW BECAUSE WE REALLY  
NEED TO BE

17:26

SPREADING THE WORD SADLY DESPITE EVEN OUR BEST EFFORTS THE BEST THING  
THAT

17:32

WE COULD DO STILL IN THIS FIGHT IS EDUCATION OUTREACH AND PREVENTION WE

17:38

ARE HAVING LOTS OF SUCCESSES BUT IT'S IN A VERY SMALL FRACTION OF THE CASES AND

17:44

SO REALLY WE NEED TO KEEP THE MONEY IN THE POCKETS IN THE BANK ACCOUNTS OF OUR SENIORS SO I WANTED TO LET YOU KNOW

17:53

THE MOST COMMON SCAMS AND MORE IMPORTANTLY HOW THE BAD GUYS ARE GETTING OUR MONEY THE MOST COMMON SCAM THE

18:00

GREATEST THREAT TO ANY ONE OF US INCLUDING OUR SENIOR INDEPENDENT

18:05

POPULATION AS YOU LEAVE THIS PRESENTATION TODAY IS STILL A POPUP AD

18:10

ON YOUR COMPUTER MOST OF THEM ARE POSING AS MICROSOFT WE ARE ALSO SEEING LOTS

18:16

OF PAYPAL IMPERSONATORS AND NORTON ANTIVIRUS OR MCAFEE IT'S JUST TELLING

18:23

SOMEONE SIMPLY THAT THERE'S SOME GLITCH TO THEIR COMPUTER AND THEY NEED TO CALL A PHONE NUMBER IN ORDER TO GET HELP WHEN

18:30

THEY CALL THE PHONE NUMBER THEY THINK THEY'RE TALKING TO ONE OF THESE TECHNOLOGY COMPANIES THE VICTIMS ARE

18:36

CONVINCED TO ACCEPT REMOTE ACCESS SOFTWARE ONTO THEIR COMPUTERS AND THEN

18:41

THE SCAMMERS INFILTRATE THEM THEY QUICKLY SEE WHERE THEY DO THEIR BANKING

18:46

AND ULTIMATELY OUR VICTIMS ARE CONVINCED THEY'RE TALKING TO THEIR BANK THAT THEY'RE THE VICTIM OF SOME HUGE

18:52

SOPHISTICATED HACK AND THAT THEY NEED TO SECURE THEIR MONEY BECAUSE THE HACKERS ARE GOING TO GET ALL THEIR MONEY THAT IS

18:59

OVER 70% OF ALL SCAM ACTIVITY IS A VERSION OF THE TECH SUPPORT WHICH SHIFTS

19:05

INTO A BANK AND GOVERNMENT IMPERSONATION SCAM THE LARGEST LOSS  
AMOUNT THAT WE

19:11

SEE HERE IN CALIFORNIA AND AROUND THE COUNTRY ARE WITH INVESTMENT  
SCAMS SO YOU

19:16

MAY ALL GET THESE TEXT MESSAGES DURING THE DAY THAT JUST SAYS "HI HOW  
ARE YOU?" OR "HEY DO YOU WANT TO GO FOR A WALK?"

19:23

THAT IS WHAT IS HORRIBLY TITLED PIG BUTCHERING WHERE IT'S SOMEONE THAT IS

19:28

TRYING TO APPROACH YOU AS A FRIEND AND DEVELOP A RELATIONSHIP WITH YOU  
PEOPLE RESPOND TO THOSE MESSAGES THEY

19:36

START TEXTING OFTEN FOR WEEKS AND MONTHS AND THEN THIS PERSON THAT  
YOU DEVELOP A RELATIONSHIP WITH WILL

19:43

CONVINCE YOU THAT YOU CAN MAKE A TON OF MONEY BY INVESTING IN  
CRYPTOCURRENCY SCAMS AND YOU'LL END UP DOWNLOADING A

19:50

PLATFORM ON YOUR PHONE OR COMPUTER WHERE IT LOOKS LIKE CHARLES  
SCHWAB OR SOMETHING WHERE YOU SEE YOUR ACCOUNT AND

19:57

YOU ACTUALLY SEE YOUR MONEY IT LOOKS LIKE YOU'RE MAKING SO MUCH MONEY  
AND SO YOU INVEST MORE AND MORE UNTIL YOU'RE

20:02

COMPLETELY WIPED OUT NEXT SLIDE

20:08

IN ADDITION TO THOSE WE STILL SEE A TON OF GRANDPARENT SCAMS WHERE  
PEOPLE

20:14

ARE CONVINCED THAT THEIR GRANDCHILD HAS BEEN IN A TERRIBLE CAR ACCIDENT  
HAS

20:19

HURT SOMEBODY AND THEY NEED TO PAY BAIL MONEY AND THEN ROMANCE  
SCAMS SWEEPSTAKE SCAMS VERY PREVALENT STILL

20:27

NEXT SLIDE PLEASE THE IMPORTANT THING THAT I TELL PEOPLE IS IT'S SCARY THAT  
ALL THE SCAM

20:35

ACTIVITY IS HAPPENING BUT YOU COULD STILL FALL FOR THE SCAM BUT YOU STILL HAVE THE MONEY IN YOUR POCKET WHICH IS

20:41

GREAT SO IT'S MORE IMPORTANT FOR US TO BE SPREADING THE MESSAGE ON HOW THE BAD GUYS ARE GETTING OUR MONEY NEXT SLIDE

20:49

ONCE YOU FALL FOR THE SCAM THE FIRST THING THAT WE SEE MOST PREVALENTLY IS

20:54

THEM HAVING PEOPLE WIRE SIGNIFICANT AMOUNTS OF MONEY 50 70 \$100,000 OFTEN

21:01

IT'S GOING ACROSS THE COUNTRY TO ANOTHER MONEY MULE SOMEONE THAT MIGHT ALSO BE

21:06

A VICTIM THAT HAS BEEN TOLD TO RECEIVE MONEY AND THEN SEND IT ELSEWHERE SO PEOPLE ASK HOW COME WE CAN'T CATCH THESE

21:13

PEOPLE WHEN WE FOLLOW THE MONEY THEY CREATE MULTIPLE LAYERS OF MONEY LAUNDERERS TO TRY TO KEEP THE REAL

21:20

PEOPLE CULPABLE FOR THESE CRIMES FAR AWAY FROM CONTACTS WITH OUR VICTIMS SO

21:25

WIRE TRANSFERS ARE VERY IMPORTANT AND THEY ARE TO THE TUNE OF YOU KNOW

21:32

TENS OF BILLIONS OF DOLLARS NEXT SLIDE THIS IS WHAT I'M OFTEN TELLING

21:40

PEOPLE WE ARE LITERALLY UNDER ATTACK WE HAVE HUNDREDS OF COURIERS THAT ARE

21:47

BEING DISPATCHED MOSTLY FROM THE LOS ANGELES AREA ALL OVER CALIFORNIA OUR

21:53

TASK FORCE IS INTERCEPTING THESE COURIERS BUT ONCE PEOPLE OUR SENIORS ARE FALLING VICTIMS TO THESE SCAMS THEY'RE

22:00

BEING TOLD TO WITHDRAW 10 20 \$30,000 AT A TIME FROM THEIR BANK AND EITHER

22:05

PACKAGE THEIR CASH UP OR THEY'RE BEING TOLD TO GO TO A PAWN SHOP OR A OR A PRECIOUS METALS DEALER AND PURCHASE GOLD

22:13

BULLION AND THEN ONCE THEY PURCHASE THIS CASH OR GOLD THEY PACKAGE IT UP AND

22:19

A COURIER IS BEING DISPATCHED OR THEY'RE EVEN USING UBER AND LIFT DRIVERS TO GO

22:24

TO PEOPLE'S HOUSES PICK UP THESE PACKAGES AND THEN DELIVER THEM TO SOMEONE ELSE LIKE I SAID WE ARE

22:31

PICKING PEOPLE OFF EVERY DAY IN SAN DIEGO IT'S A GREAT BIG PART OF WHAT OUR ELDER JUSTICE TASK FORCE IS FOCUSED

22:38

ON BUT THE SAME COURIERS THAT WE'RE ARRESTING IN SAN DIEGO WE KNOW THAT THEY ARE ALSO BEING CONTACTED IN VENTURA

22:45

COUNTY UP IN THE BAY AREA ALL UP AND DOWN THE STATE AND EVEN OUT TO ARIZONA

22:51

VEGAS SO IT'S REALLY LIKE THE SOUTHWESTERN UNITED STATES NEXT SLIDE

22:58

BITCOIN ATM MACHINES THESE ARE A HUGE NEMESIS FOR US IN THIS FIGHT THANKFULLY

23:05

THE CALIFORNIA LEGISLATURE PASSED SB 401 LAST YEAR WHICH LIMITED THE TRANSACTIONS

23:11

TO \$1,000 PER DAY PER MACHINE PRIOR TO THAT THE PICTURE ON THE LEFT THERE IS A

23:17

CASE OF MINE THAT'S 15 OR \$18,000 THAT A VICTIM HAD PUT INTO ONE MACHINE SO

23:25

THESE MACHINES ARE USED FOR FRAUD LUCKILY WITH SP 401 CALIFORNIA'S TAKEN A

23:31

HUGE STEP IN THE RIGHT DIRECTION HOWEVER WE ARE SEEING AN UPTICK IN THE COURIERS NOW THAT THE SCAMMERS CAN'T GET AS MUCH

23:38

MONEY FROM CRYPTOCURRENCY MACHINES BUT AROUND THE COUNTRY THEY ARE LOOKING TO US AS A MODEL TO REPLICATE THIS LIMIT

23:46

NEXT SLIDE GIFT CARDS WE'RE SEEING DECLINING ACTIVITY BUT STILL LOTS OF ACTIVITIES

23:54

IN GIFT CARDS AND SO THE SCAMMERS WILL TELL THE VICTIMS TO GO TO THE BIG

23:59

BOX RETAIL STORES AND BUY THOUSANDS OF DOLLARS WORTH OF GIFT CARDS

NEXT SLIDE

24:04

AND I'LL WRAP UP IN A MINUTE SO WHAT DO YOU DO IF YOU HAVE A VICTIM WE NEED

24:10

YOU TO REPORT THE CASE TO THE FBI'S INTERNET CRIME COMPLAINT CENTER IT'S [WWW.IC3.GOV](http://WWW.IC3.GOV)

24:20

IN ADDITION WE WANT YOU TO REPORT TO YOUR LOCAL LAW ENFORCEMENT AND THEN IF YOU HAVE ANYONE THAT YOU KNOW THAT'S

24:26

INVOLVED IN THIS TYPE OF ACTIVITY YOU MUST REPORT TO ADULT PROTECTIVE SERVICES AS WELL WE RECOMMEND A THREE PRONGED

24:33

APPROACH AND IT'S THE ONLY WAY AND YOU HAVE TO FOR ANY HOPE OF POSITIVE INTERVENTION THE EARLIER YOU REPORT THE

24:41

BETTER NEXT SLIDE SO AS I MENTIONED THE SAN DIEGO ELDER

24:47

JUSTICE TASK FORCE IS REALLY THE TIP OF THE SPEAR LEADING THIS FIGHT WE ARE THE MODEL FOR THE COUNTRY THE FORMER FBI

24:53

AGENT THAT HELPED FOUND US WAS ACTUALLY IN WASHINGTON DC YESTERDAY TESTIFYING TO THE SENATE JUDICIARY AND

25:00

THEY ARE HOPING TO REPLICATE THIS MODEL AROUND THE COUNTRY AND WE HOPE THAT WITH THE PARTNERSHIPS AND

25:08

THROUGH THIS ELDER JUSTICE COALITION THAT WE CAN PUSH THIS MODEL OUT AND DUPLICATE IT IN THE REST OF CALIFORNIA

25:15

AND NOW I'M PROUD TO TURN THIS OVER TO TIFFANY FROM AAARP

25:21



THANK YOU SO MUCH SCOTT REALLY APPRECIATE THE INVITATION TO BE A PART OF THIS CONVERSATION AND JUST THE INCREDIBLE WORK THE ELDER TASK FORCE HAS

25:28

LED FOR SAN DIEGO COUNTY AND THANK YOU EDJCC FOR SPOTLIGHTING ELDER FRAUD

25:34

FOR TODAY SO I LEAD THE COMMUNITY EDUCATION OUTREACH WITH AAARP IN SAN DIEGO

25:40

AND JUST TO GIVE A LITTLE BIT OF CONTEXT AROUND AAARP SO WE BEGAN AROUND 70 YEARS AGO WHEN OUR FOUNDER DR ETHEL PERCY ANDRUS

25:46

DISCOVERED ONE OF HER FORMER TEACHERS ACTUALLY LIVING IN A CHICKEN COUPE AND SHE WAS APPALLED YOU KNOW THIS

25:52

WOMAN WHO HAD WORKED HER WHOLE LIFE TEACHING NEXT GENERATION COULDN'T EVEN AFFORD HOUSING AND THIS MOMENT SPARKED

25:57

HER MISSION TO ENSURE THAT NO OLDER AMERICAN WOULD BE FORCED TO LIVE WITHOUT DIGNITY OR SECURITY SO WHEN YOU THINK

26:04

ABOUT PROTECTING FINANCIAL SECURITY OF OLDER ADULTS THAT'S WHAT THE AAARP FIGHT WATCH NETWORK IS ALL ABOUT THINK ABOUT

26:09

THE HARD-EARNED SAVINGS THAT PEOPLE HAVE WE WANT TO MAKE SURE THAT THEY GET TO USE THAT IN IN THEIR LATER YEARS SO

26:15

JUST WANTED TO HIGHLIGHT SOME OF THE KEY RESOURCES FROM THE FRAUD WATCH NETWORK AND HOW WE'RE USING THAT TO TACKLE THE

26:20

ISSUE OF ELDER ABUSE FRAUD PREVENTION ETC SO THERE'S A WEALTH OF DIFFERENT RESOURCES JUST SOME KEY ONES I

26:27

WANTED TO HIGHLIGHT IS WE DO A LOT OF TELE TOWN HALLS WHERE WE FEATURE GUEST SPEAKERS FROM MAJOR AGENCIES LIKE FTC

26:35

FBI ETC THEY TALK ABOUT KEY TOPICS WE ALSO HAVE DONE FREE COMMUNITY SHRED EVENTS AND THEN WE HAVE TWO SERIES HERE

26:41

IN CALIFORNIA WE HAVE SCAM CHAT WEDNESDAYS WHICH IN AUGUST THIS PAST AUGUST WAS A COLLABORATION WITH THE CA

26:47

DEPARTMENT OF FINANCIAL PROTECTION AND INNOVATION AND THEN WE DO LIKE CYBER CHATS WHICH KIND OF GO MORE SPECIFIC IN CYBER SECURITY AND THOSE THESE ARE ALL

26:54

ONLINE PROGRAMS THAT ARE FREE AND OPEN TO PUBLIC FOR PEOPLE JUST TO LEARN MORE AND BE MORE AWARE AND THEN WE ALSO DO A

27:00

LOT OF COMMUNITY FRAUD PRESENTATIONS AND I'LL SHARE MORE ABOUT THAT LATER AND HOW WE DO THAT THROUGH OUR FRAUD FIGHTER VOLUNTEERS SORT OF BRING THESE

27:06

PRESENTATIONS TO DIFFERENT COMMUNITY GROUPS LIBRARIES SENIOR CENTERS ACROSS THE STATE TO GET THAT INFORMATION

27:12

OUT THERE AND SO WHAT'S REALLY UNIQUE THERE'S A STAT THAT SAYS IF PEOPLE ARE AWARE OF A SPECIFIC SCAM THEY'RE 80%

27:20

LESS LIKELY TO PARTICIPATE IN IT WHICH IS WHY EDUCATION IS SO CRITICAL IN THIS EFFORT ALONG WITH THE GREAT COORDINATION

27:27

THAT OUR LAW ENFORCEMENT DEPUTY DISTRICT ATTORNEY SCOTT IS LEADING ETC SO WE REALLY SEE THIS AS A GOING HAND IN HAND

27:33

COLLABORATION SO SOME THINGS THAT WE'LL TALK ABOUT

27:39

A LITTLE BIT LATER IS THESE SCAM JAMS THAT WE'VE BEEN HOSTING ACROSS THE STATE THERE'S ACTUALLY ONE HAPPENING RIGHT NOW AT THE SANTA CLARA DEPARTMENT OF AGING

27:47

WHERE THEY'RE BRINGING TOGETHER DIFFERENT EXPERTS AND TO SHARE THE TOP SCAM SO PEOPLE CAN HAVE THAT AWARENESS OF WHAT THEY MIGHT EXPERIENCE SO THEY

27:53

CAN STOP AND PAUSE AND VERIFY BEFORE MAYBE GETTING TOO FAR INTO AN ISSUE

27:58

SOME OTHER KEY RESOURCES I JUST WANTED TO HIGHLIGHT THAT ARE AVAILABLE NATIONALLY ARE FRAUD VICTIM SUPPORT

28:05

SERVICES SO WE DO HAVE A FRAUD HELPLINE THAT IS RUN BY VOLUNTEERS TRAINED VOLUNTEERS WHO KIND OF ARE THAT WARM

28:12

KIND OF ENTRY ON WHAT DO I DO AM I EXPERIENCING SCAM YOU CAN TALK THROUGH HEY I GOT THIS LETTER IN THE MAIL WHAT

28:18

IS THIS ABOUT AND THEY'LL KIND OF TALK YOU THROUGH IS THIS LEGITIMATE OR NOT OR THEY'LL ALSO HELP YOU REPORT IT SO YOU

28:23

KNOW MAYBE IT'S INTIMIDATING TO CALL LAW ENFORCEMENT OR SOMETHING LIKE THAT THE FRAUD WATCH HELPLINE I SEE IS A

28:29

REALLY GOOD PEER-TO-PEER SUPPORT WHERE PEOPLE CAN HELP YOU WITH REPORTING SO THAT'S AVAILABLE MONDAY THROUGH

28:34

FRIDAY 8:00 A.M TO 8:00 P.M EASTERN AND THEN WE ALSO HAVE A LOT OF SUPPORT GROUPS BECAUSE THIS IS A TRAUMATIC

28:41

EXPERIENCE FOR A LOT OF PEOPLE WHEN THEY EXPERIENCE FRAUD SO WE FOUND THAT HAVING SUPPORT GROUPS IS REALLY

28:46

EFFECTIVE JUST TO PROVIDE A SPACE TO TALK ABOUT IT HOW DO YOU REBUILD TRUST OUT IN COMMUNITY HOW DO YOU KIND OF

28:53

FIND LIKE SOME PEACE AND LIKE

28:58

HEALING WITHIN YOUR OWN SELF AFTER YOU EXPERIENCE A FRAUD BUT THE KEY PART I WANTED TO HIGHLIGHT AS WE THINK ABOUT

29:03

WORLD ELDER ABUSE AWARENESS IS ON THE NEXT SLIDE WHICH IS OUR SCAM JAMS SO I'M

29:08

JUST GOING TO HIGHLIGHT KIND OF THE ANATOMY OF A SCAM JAM FROM OUR SAN DIEGO SCAM JAM TOUR THAT WE'RE CURRENTLY IN

29:14

THE MIDDLE OF RIGHT NOW INITIATIVE TO EDUCATE AND EMPOWER OLDER

29:20

ADULTS AND THEIR FAMILIES AND SO WE DID THIS IN PARTNERSHIP WITH THE SAN DIEGO ELDER TASK FORCE THE COUNTY OF SAN

29:26

DIEGO SENIOR TECH CONNECT AND THEN OTHER GROUPS AND THE WHOLE POINT WAS TO BRING THIS EDUCATION TO THE COMMUNITY GIVE

29:33

THEM SKILL BUILDING TACTICS AND REALLY TACKLE THIS HEAD-ON SO THAT THE TECH SCAMS AND THE PIG BUTCHERING SCAMS

29:38

THAT SCOTT MENTIONED PEOPLE WOULD ALREADY HAVE AN AWARENESS OF IT AND HOPEFULLY STOP THEMSELVES BEFORE GETTING CAUGHT INTO ONE OF THOSE SCAMS SO WE'VE

29:45

DONE WE'RE LOOKING WE'RE DOING 12 FRAUD PRESENTATIONS NINE CYBER SECURITY CLASSES WHERE THEY ACTUALLY DO HANDS-ON

29:51

HOW DO YOU USE A PASSWORD MANAGER HOW DO YOU EVEN CHECK IF THE EMAIL IS LEGITIMATE YOU KNOW SCROLLING OVER THOSE

29:56

URLS AND THEN ALSO COMMUNITY SHRED EVENTS YOU KNOW SHREDDING YOUR DOCUMENTS

30:02

AND THEN THE KEY PART IN SPECIFIC WITH WORLD ELDER ABUSE AWARENESS DAY IS WE'RE HOSTING A MEET THE EXPERTS FINANCIAL

30:09

ABUSE KIND OF PROGRAM THIS FRIDAY JUST TO OFFER THAT KIND OF WHAT IS HAPPENING BEHIND THE SCENES HOW IS SCOTT THE FBI A

30:17

ADULT ADULT PROTECTIVE SERVICES ETC COORDINATING TO TACKLE THIS

30:22

LARGE SCALE ISSUE OF FRAUD SO SOME OF THE KEY MESSAGES THAT IS BIG FOR THE FRAUD PREVENTION EFFORT IS JUST THAT

30:29

FRAUD IS A CRIME IT'S NOT A MISTAKE WE NEED TO STOP BLAMING THE VICTIMS IN THIS EXPERIENCE AND SCAMMERS ARE USING REALLY

30:35

COMPLEX PSYCHOLOGICAL TACTICS FEAR URGENCY LOVE TO MANIPULATE THESE VICTIMS INTO ACTING QUICKLY SO WE WANT TO GIVE

30:41

PEOPLE THE TOOLS TO PAUSE AND VERIFY IN THOSE MOMENTS AND REALLY OFFERING

30:47

UNIQUE RESOURCES SO THAT THEY CAN FEEL EMPOWERED AND BEING ABLE TO STOP IN IN CASE OF A FRAUD AND SO THIS

30:55

MODEL IS SCALABLE AND REACHABLE IT'S JUST BRINGING DIFFERENT GROUPS AND PARTNERS INTO THE SPACE BRINGING THE TIMELY INFORMATION AND TACKLING THIS

31:04

FRAUD CHALLENGE IN COMMUNITY LASTLY JUST WANTED TO SHARE A LITTLE

31:09

BIT MORE ABOUT AAARP SORT OF LARGER FRAMEWORK FOR THIS WORK IS JUST GETTING MORE REPORTING OUT THERE BECAUSE WE KNOW

31:15

THAT VICTIMS CAN FEEL MAYBE EMBARRASSED OR SHAMEFUL ABOUT SHARING THIS EXPERIENCE

31:22

WE REALLY WANT TO REDUCE THE SHAME AROUND THIS AND INCREASE REPORTING SO THAT THEN SUPPORTS THAT LARGER

31:28

COORDINATION EFFORT WITH THE FUSION CENTERS ETC SO THEY CAN ACTUALLY TRY TO PUT TOGETHER CASES TO TACKLE THESE

31:34

FRAUDSTERS SO AS WE ALL KNOW SCAMS AND FRAUDS AND ELDER ABUSE IS AN ACTUAL

31:39

CRIME AND FOR SOME REASON THERE TENDS TO BE A LOT MORE VICTIM BLAMING SO WE WANT TO KIND OF CHANGE THAT TO BE MORE TRAUMA

31:45

PERSON INFORMED AND CHANGE THAT NARRATIVE AROUND HOW WE TALK ABOUT FRAUD SO ON THE NEXT SLIDE YOU'LL SEE SOME OF

31:50

THE WAYS WE TRY TO TACKLE THIS IN THE WAY THAT WE OUR WORDS MATTER SO INSTEAD OF YOU KNOW TALKING TO OLDER ADULTS

31:55

SAYING LIKE HOW COULD YOU FALL FOR THAT FLIPPING THAT AND SAY HEY THIS WASN'T YOUR FAULT YOU EXPERIENCED A CRIME HOW

32:01

CAN WE TALK ABOUT IT HOW CAN WE GET YOU THE RESOURCES NEEDED SO IT'S JUST CHANGING THE NARRATIVE AROUND HOW WE TALK ABOUT FRAUD AND SCAMS SO PEOPLE CAN

32:08

FEEL MORE COMFORTABLE AND SAFE TO SHARE THEIR EXPERIENCES AND WE CAN INCREASE

32:14

THE REPORTING AND ULTIMATELY TACKLE THIS ISSUE SO APPRECIATE YOU LISTENING TO

32:19

ALL THE DIFFERENT RESOURCES OF THE FRAUD WATCH NETWORK LEARNING A LITTLE BIT MORE ABOUT THE SCAM JAM TOUR HIGHLIGHTING SOME KEY RESOURCES ON THE

32:25

SLIDE AND I THINK THEY'LL BE IN THE CHAT AS WELL BUT ULTIMATELY IF YOU CAN SPOT A SCAM YOU CAN STOP A SCAM AND IT'S

32:32

REALLY IMPORTANT THAT THIS IS A COLLABORATIVE EFFORT BETWEEN THESE DIFFERENT STAKEHOLDERS TO TACKLE THIS ISSUE BECAUSE IT'S ONLY THROUGH

32:39

EDUCATION AWARENESS AND THE DATA AND REPORTING AND INVESTIGATIVE WORK THAT WE CAN REALLY TACKLE THIS SO THANK YOU

32:46

SCOTT TRULY I MEAN THE ELDER TASK FORCE IS SUCH A GREAT MODEL AND WE HOPE TO SEE THAT IMPLEMENTED ACROSS THE NATION SO

33:07

THANK YOU TIFFANY AND SCOTT FOR THOSE PRESENTATIONS I WANT TO I KNOW MY CO-SUBCOMMITTEE

33:15

MEMBER VIVIANNE SEES SOME QUESTIONS FROM MEMBERS THAT SHE WILL CALL OUT VIVIANNE

33:21

YEAH THANK YOU BERTHA AND THANK YOU TO SCOTT AND TIFFANY THIS WAS REALLY GREAT I KNOW WE HAD A QUESTION ABOUT THE SCAM

33:28

JAMS IF ANY OF THEM ARE ONLINE TIFFANY I DON'T KNOW IF YOU WANTED TO TAKE THAT

33:34

YEAH OF COURSE SO I WILL NOTE AARP FRAUD WATCH NETWORK HAS A WEALTH OF VIDEOS RESOURCES AND PROGRAMMING ONLINE THE

33:40

SCAM JAM FOR EXAMPLE THE ONE WE'RE HOSTING FRIDAY WHERE SCOTT WILL BE ONE OF THE FEATURED PANELISTS WE ARE GOING TO BE POSTING THAT ON YOUTUBE FOR

33:47

PEOPLE TO WATCH LATER AND THEN THERE ARE SOME ONLINE PRESENTATIONS AS WELL I THINK THE BEST RESOURCE WOULD BE THE

33:52

AARP.ORG/FRAUDWATCH NETWORK TO GET ACCESS TO THOSE

33:57

GREAT THANK YOU THIS HAS BEEN A REALLY GREAT PRESENTATION AND REALLY

34:03

HIGHLIGHTS A BUNCH OF DIFFERENT THINGS THAT WE WANT TO TOUCH ON FIRST

OFF THERE ARE SOME ADDITIONAL RESOURCES THAT HAVE

34:08

BEEN POSTED IN THE CHAT AND ONE OF THEM IS ALSO A CDA RESOURCE ON  
PROTECTING

34:14

OLDER ADULTS FROM SCAMS AND FRAUD SO THAT'S SOMETHING THAT'S

CALIFORNIA SPECIFIC AND CDA ON THEIR WEBSITE

34:21

OFFERS SOME PRACTICAL TOOLS TO HELP OLDER ADULTS RECOGNIZE AND REPORT

34:26

SCAMS AND FINANCIAL ABUSE AND IT'S REALLY CRITICAL THAT WE CONTINUE

EDUCATING PEOPLE ON THESE SCAMS AS YOU

34:33

KNOW SCOTT MENTIONED IT'S CLEAR THAT THESE THINGS ARE QUICKLY EVOLVING

AS ONE SCAM YOU KNOW LIKE THE CREDIT THE GIFT

34:40

CARD SCAM WAS REALLY POPULAR A FEW YEARS AGO AND THAT'S WANING AND

NOW WE'VE GOT OTHER TYPES OF SCAMS SO WE REALLY HAVE

34:46

TO BE PRETTY NIMBLE YOU KNOW WHEN WE'RE TRYING TO EDUCATE PEOPLE ABOUT

34:52

WHAT THE RISKS ARE I THINK ALSO THIS PRESENTATION REALLY HIGHLIGHTS HOW

34:58

IMPORTANT IT IS TO FIGHT ISOLATION AMONGST OLDER ADULTS WE KNOW THAT

ISOLATION IS SUCH A HUGE RISK BUT IT'S

35:04

CLEAR WITH THESE SCAMS AN ISOLATED OLDER ADULT IS EVEN MORE AT RISK

BECAUSE THEY DON'T THEY MIGHT NOT HAVE SOMEONE TO

35:11

REACH OUT TO SAY YOU KNOW WHAT DOES THIS MEAN DO I REALLY NEED TO YOU

KNOW PAY ATTENTION TO THIS WARNING FROM

35:17

YOU KNOW A GOVERNMENT AGENCY ETC SO I WANTED TO ASK SCOTT IF THE IF YOU

WERE

35:24

SEEING LIKE A THROUGH LINE OF ISOLATION AMONG SOME OF THE OLDER ADULTS THAT YOU'RE SEEING THAT ARE COMING WITH THESE REPORTS OF SCAM BEING SCAMMED

35:33

THANK YOU FOR THE QUESTION VIVIANNE IT'S A GREAT QUESTION BECAUSE I OBVIOUSLY RAISE SO MUCH AWARENESS AND TALK ABOUT

35:39

ISOLATION AS A RISK FACTOR FOR ALL THE DIFFERENT VARIETIES OF ELDER ABUSE THAT

35:44

WE SEE YOU'D BE SURPRISED THE PROFILE OF OUR VICTIMS ARE OFTEN YOU

35:52

KNOW PEOPLE THAT HAVE NOT FALLEN VICTIM TO THIS ASSUME THESE ARE PEOPLE MAYBE WITH ALZHEIMER'S AND DEMENTIA AND THEY

35:59

ARE ISOLATED BUT IT TO THE CONTRARY WE OFTEN FIND THAT OUR VICTIMS ARE STILL

36:04

LIVING VERY ROBUST LIFESTYLES IN THEIR LATE 60S EARLY 70S THEY ARE LIVING

36:09

INDEPENDENTLY WITH FAMILY ENGAGEMENT ACTIVE IN THEIR GRANDCHILDREN

36:15

LIVES STILL DRIVING STILL WORKING AND THEY'VE BEEN BECAUSE OF WHAT

36:22

TIFFANY WAS TALKING ABOUT IS THE SOCIAL ENGINEERING THE SCAMMERS ARE USING THEY ARE TERRIFYING OUR VICTIMS

36:29

FROM TELLING THEIR FAMILIES THEY'RE GOING THROUGH SOMETHING SO THEY'RE BEING ISOLATED IN THE MOMENT BY THE SCAM

36:35

ITSELF BUT THEY'RE NOT NECESSARILY PEOPLE THAT ARE SOCIALLY ISOLATED TO BEGIN WITH NOW I DON'T WANT TO DOWNPLAY

36:41

THAT BECAUSE I THAT IS THE BIGGEST RISK FACTOR WE HAVE FOR ALL THE OTHER TRADITIONAL KINDS OF ELDER ABUSE BUT IT

36:49

IT REALLY SHOWS HOW SOPHISTICATED IN PARTICULAR THESE SCAMS ARE AND IT SPEAKS

36:54

TO THE MESSAGING FROM TIFFANY ABOUT NOT VICTIM BLAMING THE REASON WHY PEOPLE ARE



36:59

FALLING VICTIM TO THIS IS BECAUSE THE SCAMMERS ARE SO GOOD AT WHAT THEY DO IN SCARING OUR VICTIMS INTO ACTION

37:07

AND THEN CONVINCING THEM THAT THERE'S SOME LEGAL REASON WHY THEY SHOULDN'T TELL ANYONE IN THEIR LIVES ABOUT WHAT'S HAPPENING

37:14

GREAT THANK YOU SCOTT AND I WILL PASS IT BACK TO BERTHA THANK YOU AGAIN SCOTT AND TIFFANY FOR THOSE

37:20

PRESENTATIONS I THINK WHEN WE TALK ABOUT ELDER ABUSE AND WE HEAR THE OVERWHELMING AMOUNT OF THE NUMBERS OF

37:26

THE LOSS THAT OUR OLDER ADULT COMMUNITY IS SUFFERING IT CAN FEEL VERY OVERWHELMING BUT YOUR PRESENTATION HELPS

37:32

TO CENTER US AROUND ACTION STEPS AROUND PREVENTION AND INTERVENTION THAT'S CLEAR WHEN YOU WERE GOING OVER THE TYPES OF

37:39

ABUSE IT FELT LIKE GOING THROUGH OUR INTAKE LINE THE STORIES ARE JUST SO COMMON RIGHT AND SO YOU KNOW THE WORK

37:47

CONTINUES I THINK TO GET TO LET PEOPLE KNOW WHAT THE PATTERNS ARE BECAUSE THAT'S HOW THEY CAN SPOT IT SO THANK YOU AGAIN FOR YOUR WORK NOW WE'D LIKE TO

37:54

TRANSITION TO OUR AGENCY SPOTLIGHT I'D LIKE TO WELCOME MEGHAN ANDERSON

38:00

SUPERVISING DEPUTY ATTORNEY GENERAL OF THE DEPARTMENT OF JUSTICE FOR OUR NEXT PART OF OUR PRESENTATION THANK YOU MEGHAN

38:06

FOR MAKING THE TIME TODAY THANK YOU FOR HAVING ME

38:13

WE CAN GO TO THE NEXT SLIDE I AM A SUPERVISING DEPUTY ATTORNEY GENERAL FOR

38:20

THE OFFICE OF THE ATTORNEY GENERAL IN THE DIVISION OF MEDICAL FRAUD AND ELDER ABUSE A LITTLE BIT OF BACKGROUND ABOUT

38:26

ME I SPENT 10 YEARS AS A LOCAL PROSECUTOR IN MODESTO CALIFORNIA AT THE

38:31

STANISLAUS COUNTY DA'S OFFICE WHILE I WAS THERE I WAS PART OF THE ELDER ABUSE

38:37

PROSECUTION UNIT AND WHEN I DECIDED TO MAKE THE MOVE OVER TO STATE SERVICE I

38:42

WAS REALLY EXCITED ABOUT THE OPPORTUNITY TO CONTINUE MY WORK IN THIS AREA AND TO WORK AT PREVENTION OF ELDER ABUSE

38:49

AGAINST BOTH THE ELDERLY AND ALSO OUR DISABLED ADULTS AT THE DOJ THE

38:56

DIVISION OF MEDICAL FRAUD AND ELDER ABUSE IS ONE OF FOUR DIVISIONS WITHIN THE OFFICE OF THE ATTORNEY GENERAL AND

39:03

AS OUR NAME SAYS WE FOCUS IN TWO PRIMARY AREAS ONE BEING MEDICAL FRAUD AND THE

39:09

SECOND BEING ELDER ABUSE PRIMARILY FOCUSED ON FACILITY ABUSE YOU'RE LOOKING

39:14

AT OUR SKILLED NURSING FACILITIES ASSISTED LIVING FACILITIES AS WELL AS HOMES WHERE OUR DEPENDENT ADULTS ALSO

39:21

RESIDE AND I USE THE TERMINOLOGY DEPENDENT ADULTS AND I DON'T SAY THAT

39:27

TO OFFEND ANYONE BUT THAT IS THE TERMINOLOGY THAT IS USED IN THE PENAL CODE I DO PREFER DISABLED ADULTS BUT

39:34

THOSE TERMS ARE USED INTERCHANGEABLY IN MY OFFICE SO I HOPE I DON'T UPSET ANYONE WITH THOSE NEXT SLIDE PLEASE

39:44

THE DEPARTMENT OF JUSTICE IN THE DIVISION OF MEDICAL FRAUD AND ELDER ABUSE SERVES AS CALIFORNIA'S MEDICAID

39:52

FRAUD CONTROL UNIT AND ESSENTIALLY WHAT A MEDICAID FRAUD CONTROL UNIT IS IS IT'S

39:57

AN AGENCY THERE'S ONE IN EVERY STATE WHICH HAS THE MISSION OF SAFEGUARDING

40:02

AND PROTECTING THE FUNDS ASSOCIATED WITH MEDICAID IN EACH STATE SO WE WORK

40:09

HAND IN HAND WITH THE DEPARTMENT OF HEALTHCARE SERVICES WHICH ADMINISTERS AND MANAGES THE MEDICAID PROGRAM IN

40:15

CALIFORNIA WHICH IS KNOWN AS MEDICAL WHAT I LEARNED WHEN I CAME TO THE 40:20

DEPARTMENT OF JUSTICE I DIDN'T KNOW TOO MUCH ABOUT HOW MEDICAID WORKS IN CALIFORNIA OR WHAT MEDICAL REALLY WAS

40:27

BUT WHAT I LEARNED IS THAT MEDICAL IN CALIFORNIA AKA MEDICAID IS PART OF A 40:33

LARGER FEDERAL PROGRAM AND IT PROVIDES HEALTH BENEFITS AND HEALTH CARE SERVICES

40:39

TO LOW INCOME INDIVIDUALS AND FAMILIES AS WELL AS ADULTS AND CHILDREN WITH

40:44

DISABILITIES EACH STATE HAS TO DO ONE OF TWO THINGS THEY HAVE TO EITHER CERTIFY THAT THEY

40:52

DON'T HAVE ANY MEDICAID RELATED FRAUD IN THEIR STATE OR THEY HAVE TO HAVE A MEDICAID FRAUD CONTROL UNIT TO SAFEGUARD

40:59

THE MEDICAID FUNDING IN THEIR STATE AND OF COURSE NO STATE CAN CERTIFY THAT THEY

41:05

HAVE ZERO FRAUD SO EVERY STATE HAS A MEDICAID FRAUD CONTROL UNIT THE REASON

41:10

WHY IS BECAUSE IN THE 1970S WHEN THE MEDICAID PROGRAM WAS ESTABLISHED CONGRESS REALIZED PRETTY QUICKLY WOW WE

41:17

REALLY NEED AN OVERSIGHT OF THIS PROGRAM TO PREVENT IT FROM FRAUD AND ABUSE WE

41:23

HAVE A VERY UNIQUE FUNDING STRUCTURE AT THE DIVISION OF MEDICAL FRAUD AND ELDER ABUSE MOST STATE AGENCIES ARE PRIMARILY

41:30

FUNDED BY THE STATE OF CALIFORNIA BUT WE ARE 75% FUNDED BY THE FEDERAL GOVERNMENT

41:35

AND 25% FUNDED BY THE STATE OF CALIFORNIA AS I MENTIONED WE WORK

41:40

CLOSELY WITH THE DEPARTMENT OF HEALTHCARE SERVICES BUT WE ALSO WORK VERY CLOSELY WITH OTHER FEDERAL PARTNERS

41:46

INCLUDING THE OFFICE OF THE INSPECTOR GENERAL THE FBI AS WELL AS LOCAL AGENCIES IN LAW ENFORCEMENT SHERIFF'S

41:54

OFFICES POLICE DEPARTMENTS AS WELL AS ADULT PROTECTIVE SERVICES AS WE WORK TOGETHER AND JOINTLY TO PREVENT FRAUD

42:01

AND ABUSE FROM OCCURRING IN OUR STATE NEXT SLIDE

42:08

THESE ARE JUST SOME MEDICAL STATISTICS WHICH DEMONSTRATE REALLY THE IMPORTANCE OF THE WORK THAT THE DIVISION OF MEDICAL

42:14

FRAUD AND ELDER ABUSE IS DOING BECAUSE WE HAVE SO MANY CALIFORNIANS WHO RECEIVE

42:20

SOME SORT OF BENEFIT FROM THE MEDICAL PROGRAM AS THIS SLIDE SHOWS WE HAVE OVER

42:25

39 MILLION CALIFORNIANS IN THE FISCAL YEAR OF 2023 TO 2024 AND NEARLY 15

42:32

MILLION OF THEM RECEIVED SOME SORT OF MEDICAL BENEFIT WE SPENT CLOSE TO \$152

42:39

MILLION IN MEDICAL SPENDING INVOLVING OVER 13,000 HEALTHCARE WORKERS AND 400

42:47

PLUS HOSPITAL PROVIDERS THIS SLIDE REALLY DEMONSTRATES NOT ONLY THE

42:53

IMPORTANCE OF PREVENTING FRAUD OF THE MEDICAL PROGRAM BUT REALLY JUST THE IMPORTANCE OF MEDICAL IN GENERAL AND WHY

43:01

IT IS A PROGRAM THAT SHOULD BE PROTECTED WHICH IS THE MISSION AGAIN OF THE

43:06

DIVISION OF MEDICAL FRAUD AND ELDER ABUSE NEXT SLIDE

43:12

WE HAVE A PRESENCE THROUGHOUT CALIFORNIA FROM THE FAR NORTH UP IN REDDING TO SAN

43:19

DIEGO AT THE BORDER THIS SLIDE DEMONSTRATES THE GROWTH THAT WE HAVE

43:24

UNDERGONE PARTICULARLY IN THE LAST FEW YEARS THIS SLIDE SHOWS THAT WE HAVE A

43:29

NUMBER OF DIFFERENT OFFICES THROUGHOUT SOUTHERN CALIFORNIA PARTICULARLY IN THE LOS ANGELES AREA BECAUSE FOR THOSE OF

43:36

YOU WHO ARE DOWN IN THE LOS ANGELES AREA YOU KNOW THAT THERE ARE A TON OF SKILLED NURSING FACILITIES DOWN IN THAT AREA AS

43:43

WELL AS OTHER MEDICAL BENEFIT PROVIDERS WE'VE OPENED

43:48

OFFICES MOST RECENTLY IN REDDING AND WE'RE TRYING TO BUILD OUR BAY AREA PRESENCE WITH OUR DUBLIN OFFICE YOU MAY

43:55

KNOW THE DIVISION OF MEDICAL FRAUD AND ELDER ABUSE OR DMFEA BY ITS PRIOR NAME

44:01

WHICH WAS THE BUREAU OF MEDICAL FRAUD AND ELDER ABUSE PREVIOUSLY BEFORE

44:06

SEPTEMBER AND OF 2020 WE WERE BMFA AND WE WERE PART OF THE CRIMINAL DIVISION AT

44:12

THE OFFICE OF THE ATTORNEY GENERAL BUT IN 2020 WE BECAME OUR OWN DIVISION IN

44:17

PART BECAUSE WE ARE PARTIALLY FEDERALLY FUNDED BUT ALSO BECAUSE WE DO BOTH CRIMINAL AND CIVIL WORK AND WE ARE A

44:24

UNIQUE HYBRID OFFICE AND SO IT WAS IMPORTANT THAT WE NOT BE JUST UNDER THE

44:29

CRIMINALS DIVISION BUT WE BE OUR INDEPENDENT OWN DIVISION SO WE CAN CONTINUE OUR WORK NEXT SLIDE PLEASE

44:39

THIS SLIDE DEMONSTRATES REALLY KIND OF ONE AREA OF FOCUS THAT WE HAVE WHICH IS THE MEDICAL FRAUD AREA IT'S IMPORTANT TO

44:47

REMEMBER THAT WHEN WE CRIMINALLY PROSECUTE OR CIVILLY PROSECUTE MEDICAL FRAUD WE ARE NOT FOCUSED ON BENEFICIARY

44:55

FRAUD WE ARE FOCUSED ON PROVIDER FRAUD THOSE INDIVIDUALS WHO PROVIDE SOME SORT

45:01

OF HEALTH CARE SERVICE TO MEDICAL BENEFICIARIES AND THEN IN EXCHANGE FOR

45:07

THAT SERVICE THEY RECEIVE TAXPAYER DOLLARS IN THE FORM OF MEDICAL

45:12

BILLING OUR PRIMARY PROVIDER FRAUD IS REALLY

45:19

A FEE FOR SERVICE OR MANAGED HEALTH CARE PLAN FRAUD

45:25

AND THIS IS OFTEN TIMES SCHEMES IN WHICH A PERSON WILL BE A MEDICAL

45:30

PROVIDER AND THEY WILL BILL MEDICAL FOR EITHER SERVICES THAT WERE NOT EVEN

45:35

RENDERED OR SERVICES THAT WERE UNNECESSARY SO FOR EXAMPLE RIGHT NOW A

45:42

HOT TOPIC IS HOSPICE FRAUD THIS IS PARTICULARLY RELEVANT IN THE LOS ANGELES

45:47

AREA RIGHT NOW IN WHICH HOSPICE PROVIDERS WILL SIGN FOLKS UP FOR HOSPICE

45:55

AND SOMETIMES THE PERSON DOESN'T EVEN KNOW THEY'VE BEEN SIGNED UP FOR HOSPICE OR THE PERSON IS NOT IN NEED OF HOSPICE

46:02

WHICH IS REALLY UNFORTUNATE BECAUSE HOSPICE IS SUCH AN IMPORTANT SUCH AN IMPORTANT PROGRAM THAT WE

46:09

HAVE AND A BENEFIT FOR PEOPLE AND UNFORTUNATELY SOME FOLKS ABUSE IT BY

46:15

BILLING UNNECESSARILY OR WITHOUT ANY SORT OF LEGITIMATE REASON

46:21

ANOTHER FORM OF FRAUD THAT WE HAVE IS INDIVIDUAL WHISTLEBLOWER CASES  
THOSE ARE PRIMARILY ON OUR CIVIL SIDE IN THE

46:27

FORM OF QUI TAM CASES IN WHICH A WHISTLEBLOWER WILL FILE A SUIT AND TO

46:34

THE STATE ALLEGING THAT THERE'S BEEN SOME SORT OF FRAUD COMMITTED AND  
THEN THE STATE CAN EITHER DETERMINE WHETHER

46:40

OR NOT THEY WANT TO INTERVENE IN THIS LAWSUIT AND IF THEY DECIDE THAT  
THEY ARE GOING TO THEY WILL TAKE UP THE LAWSUIT

46:47

AND MOVE FORWARD WITH IT ON BEHALF OF THE STATE OR FEDERAL GOVERNMENT  
THIS

46:52

IS AN AREA WHERE WE WORK VERY VERY CLOSELY WITH OUR FEDERAL PARTNERS  
BECAUSE OFTENTIMES MEDICAL FRAUD CAN GO

46:58

HAND IN HAND WITH MEDICARE FRAUD AND IF THAT IS THE CASE THEN WE WILL  
JOIN WITH OUR FEDERAL PARTNERS ADDITIONALLY WE

47:05

HAVE A VARIETY OF OTHER VIOLATIONS IN THE CIVIL AREA IN THE FALSE CLAIMS  
ACT AREA THIS IS A LITTLE BIT OUT OF

47:13

MY WHEELHOUSE BECAUSE I'M A CRIMINAL PRACTITIONER BUT MY  
UNDERSTANDING AND MY KNOWLEDGE FROM WORKING AT DMFEA IS THAT

47:20

WE ARE RECOUPING MILLIONS OF DOLLARS IN FRAUD ON BEHALF OF THE

47:26

STATE OF CALIFORNIA AS WELL AS THE FEDERAL GOVERNMENT AND SO THIS IS A  
REALLY IMPORTANT PLACE WHERE WE'RE ABLE

47:32

TO GET BACK THOSE MONIES THAT HAVE BEEN TAKEN FROM THE TAXPAYERS IN  
TERMS OF

47:39

FRAUD AND ABUSE NEXT SLIDE THIS SLIDE REALLY IS MORE IN MY

47:46

WHEELHOUSE AS THIS IS THE ABUSE AND NEGLECT AREA I HEAD UP A TEAM IN  
NORTHERN CALIFORNIA AND I WORK CLOSELY

47:52

WITH OUR PARTNERS IN SOUTHERN CALIFORNIA ON WHAT'S CALLED THE FACILITIES  
ENFORCEMENT TEAM AND WE FOCUS ON ABUSE

47:59

AND NEGLECT IN FACILITIES WE WORK VERY CLOSELY WITH THE DEPARTMENT OF SOCIAL SERVICES AND THE DEPARTMENT OF PUBLIC

48:06

HEALTH WE GET MANY MANY THOUSANDS EACH YEAR OF COMPLAINT REFERRALS FROM THOSE

48:11

AGENCIES WE LOOK AT THOSE REFERRALS AND THOSE COMPLAINTS AND WE INVESTIGATE

48:16

THOSE THAT WE FEEL COULD LEAD TO EITHER CRIMINAL OR CIVIL PROSECUTIONS WE TAKE THOSE COMPLAINTS WE OPEN

48:24

INVESTIGATIONS AND WE MOVE FORWARD WITH THEM PARTICULARLY AGAIN FOCUSED ON LONG-TERM HEALTHCARE FACILITIES THAT

48:31

ACCEPT MEDICAL PATIENTS THAT ALLOWS US TO HAVE JURISDICTION TO INVESTIGATE THEM

48:36

MANY MANY SKILLED NURSING FACILITIES IN THE STATE OF CALIFORNIA EXCEPT MEDICAL

48:42

AND THIS ALLOWS US AND GIVES US JURISDICTION TO INVESTIGATE ABUSE THAT TAKES PLACE IN THOSE FACILITIES WE ALSO

48:49

HAVE JURISDICTION TO INVESTIGATE ABUSE IN BOARDING CARE FACILITIES ALSO KNOWN AS ASSISTED LIVING FACILITIES OR RCFES

48:56

WHEN WE HAVE TWO OR MORE UNRELATED ADULTS OR DISABLED ADULTS WHO RECEIVE

49:02

SUBSTANTIAL ASSISTANCE WITH THE ACTIVITIES OF DAILY LIVING SO THIS COULD INCLUDE TOILETING BATHING EATING WALKING

49:10

AROUND WHATEVER THE CASE MAY BE BUT THAT IS ESSENTIALLY THE PARAMETERS THAT WE

49:15

HAVE IN ORDER TO ACCEPT A CASE AND INVESTIGATE IT WE DO ALSO INVESTIGATE

49:21

ABUSE AND NEGLECT IN NON-INSTITUTIONAL SETTINGS IN WHICH YOU HAVE A MEDICAL RECIPIENT WHO IS RECEIVING SOME SORT OF



49:28

BENEFIT AND THE ABUSE IS TAKING PLACE IN CONCURRENCE WITH THE PROVISION OF

49:34

MEDICAL SERVICES SO AN EXAMPLE OF THIS THAT WE HAVE LISTED HERE IS PEDIATRIC

49:39

DENTISTRY OR MEDICAL TRANSPORTATION SERVICES BUT A REALLY REALLY COMMON ONE IS FOR OUR VICTIMS WHO ARE IN THEIR

49:47

OWN HOMES AND RECEIVING SUPPORT THROUGH THE IHSS PROGRAM THIS IS THE INHOME

49:52

SUPPORT SERVICES PROGRAM WHICH PROVIDES AND ALLOWS OUR ELDERLY INDIVIDUALS TO

49:58

RECEIVE HELP AT HOME IF THE BENEFICIARY OR THE VICTIM IS ABUSED BY

50:05

THEIR IHSS PROVIDER WE WOULD HAVE JURISDICTION TO INVESTIGATE THOSE CASES

50:10

WE HANDLE NOT JUST PHYSICAL ABUSE BUT ALSO SEXUAL ABUSE FINANCIAL ABUSE AS

50:16

WELL AS NEGLECT WITHIN THIS ENVIRONMENT NEXT SLIDE

50:22

THIS IS AN EXAMPLE OF SOME OF THE PERSONNEL THAT WE HAVE WORKING AT DMFEA WE ARE VERY UNIQUE IN THE STATE AND

50:28

THAT WE HAVE IN-HOUSE SPECIAL AGENTS WHO WORK HAND IN HAND WITH OUR PROSECUTORS FROM

50:34

THE BOTTOM UP SO THIS IS AN EXAMPLE OF A VERTICAL PROSECUTION MODEL IN WHICH THE

50:40

AGENTS OR THE LAW ENFORCEMENT FOLKS ARE WORKING HAND IN HAND WITH THE ATTORNEYS AT THE VERY EARLIEST STAGES OF THE

50:46

INVESTIGATIONS WE ALSO WORK CLOSELY WITH AUDITORS WHO HELP US ON OUR FRAUD AND

50:51

FINANCIAL ABUSE CASES WE HAVE DATA DEVELOPMENT ANALYSTS WHO LOOK AT JUST

50:56

THE RAW BILLING DATA ASSOCIATED WITH MEDICAL AS WELL AS MEDICAL PROFESSIONALS

51:01

ON MY TEAM WE HAVE THREE NURSES WHO ARE INDISPENSABLE FOR HELPING US UNDERSTAND WHAT CAN BE SOMETIMES THE COMPLEX

51:09

MEDICAL TERMINOLOGY ASSOCIATED WITH OUR COMPLAINTS AND THEY ARE TIRELESS ADVOCATES ON BEHALF OF OUR DISABLED

51:16

ADULTS AND OUR ELDERLY POPULATIONS NEXT SLIDE

51:21

AGAIN THIS IS SOME OF THE EXPERTISE THAT WE HAD I MENTIONED OUR MEDICAL EXPERTISE ON BEHALF OF OUR NURSES WE ALSO HAVE

51:29

PEOPLE WHO HAVE A LOT OF EXPERIENCE IN THE AREA OF ELDER ABUSE AND NEGLECT

51:35

ONE OF THE REALLY INTERESTING PARTS ON THIS SLIDE IS THE SNF STASH STAFFING RATIO ANALYSIS WE ARE REALLY TRYING TO

51:43

DEVELOP OUR CIVIL BUSINESS AND PROFESSIONS CODE 17200 CASES THESE ARE

UNFAIR COMPETITION CIVIL LAWSUITS THAT THE STATE CAN BRING ON BEHALF OF BY DMFEA

51:57

ON BEHALF OF THE PEOPLE OF THE STATE OF CALIFORNIA AND THE DEPARTMENT OF JUSTICE WHICH

52:03

CHALLENGES THE STAFFING RATIOS IN SKILLED NURSING FACILITIES AS MANY OF US

52:09

KNOW IF YOU'VE IF YOU'VE EVER EXPERIENCED OR BEEN INTO A NURSING HOME YOU KNOW THAT THE MOST IMPORTANT

52:14

COMPONENT IS STAFFING IF YOU DON'T HAVE ADEQUATE STAFF THEN YOU'RE GOING TO HAVE

52:20

THINGS LIKE PRESSURE SORES AND FALLS AND MEDICATION ERRORS AND MANY

52:25

EXAMPLES OF HARM TO THE RESIDENTS AND WHAT THESE CASES DO IS THEY LOOK AT INDIVIDUAL FACILITIES AND DETERMINE IF

52:33

THEY ARE MEETING THEIR MINIMUM STAFFING LEVELS THAT ARE REQUIRED BY OUR STATE AND IF THEY'RE NOT WE CAN CIVILLY

52:40

PROSECUTE THEM FOR LOW STAFFING AND REALLY RECOUP A GREAT DEAL OF MONEY

52:46

ON BEHALF OF THE HARM THAT THEY HAVE INFLICTED BY LOW STAFFING ON THEIR RESIDENTS NEXT SLIDE

52:57

THIS IS OUR STATE INSPECTION AUTHORITY THE DEPARTMENT OF JUSTICE IS A BIT UNIQUE IN THAT WE DO HAVE INSPECTION

53:02

AUTHORITY AND I LOVE TO BRAG ABOUT THIS TO OUR LOCAL LAW ENFORCEMENT AGENCIES

53:07

BECAUSE WE HAVE THE ABILITY TO GO IN AND INSPECT THE BUSINESS RECORDS

53:14

OF ANYONE WHO IS A MEDICAL PROVIDER THE IDEA BEHIND THIS IS THAT IF YOU ARE AS A

53:20

MEDICAL PROVIDER RECEIVING TAXPAYER DOLLARS THEN THE STATE HAS THE RIGHT TO

53:26

GO IN AND INSPECT YOUR BOOKS TO MAKE SURE THAT YOU ARE USING THOSE TAXPAYER DOLLARS IN A RESPONSIBLE APPROPRIATE AND

53:34

LEGAL WAY AND THAT'S WHAT WE DO ON A REGULAR BASIS THIS ALSO ALLOWS US TO DO

53:39

WHAT'S CALLED OUR OPERATION SAFE PROGRAM WHICH IS SURPRISE INSPECTIONS AT SKILLED NURSING FACILITIES TO INVESTIGATE

53:46

CRIMINAL COMPLAINTS AND THIS IS A REALLY REALLY WONDERFUL TOOL THAT WE USE IT KEEPS THE NURSING HOMES ON THEIR TOES

53:53

AND IT HELPS US ENSURE THAT THE RESIDENTS ARE SAFE IN THEIR BUILDINGS NEXT SLIDE

54:00

AND ONE MORE THANK YOU THESE ARE SOME OF THE REFERRAL

54:06

AGENCIES OR THE REFERRING AGENCIES THAT WE GET TO DMFEA I MENTIONED  
LAW LOCAL

54:12

LAW ENFORCEMENT WE GET CASES FROM THE LOCAL AGENCIES AS WELL AS THE  
DEPARTMENT OF SOCIAL SERVICES THE DEPARTMENT OF

54:19

PUBLIC HEALTH AND THE DEPARTMENT OF HEALTH DHCS DEPARTMENT OF  
HEALTHCARE SERVICES I ALWAYS GO BY ACRONYMS AS

54:27

WELL AS HEALTH PROFESSIONALS WE GET A LOT OF REFERRALS FROM SOCIAL  
WORKERS AT HOSPITALS WHERE PEOPLE WILL COME IN WITH

54:34

CLEAR EVIDENCE OF NEGLECT CORONER'S OFFICE FIRST RESPONDERS WE GET A  
LOT OF

54:39

COMPLAINTS FROM EMTS AND PARAMEDICS WHO RESPOND FOR EXAMPLE TO A  
NURSING HOME OR

54:45

A BOARDING CARE FACILITY AND THEY THEN SEE THAT THIS RESIDENT THIS

54:51

PERSON HAS BEEN NEGLECTED OR ABUSED WE GET COMPLAINTS FROM PRIVATE  
CITIZENS AS WELL AND APS IS ON THERE I KNOW THERE'S

54:58

SOME APS FOLKS OUT THERE WE LOVE OUR APS AND OMBUDSMAN REFERRALS  
BECAUSE THOSE FOLKS OFTEN ARE REALLY WHAT WE

55:06

CALL BOOTS ON THE GROUND PEOPLE WHO ARE IN THE BUILDINGS IN HOMES WHO  
ARE

55:12

SEEING EVIDENCE OF ABUSE AND NEGLECT NEXT SLIDE

55:19

AND AGAIN THIS IS A WAY THAT YOU CAN SEND A REFERRAL OR A COMPLAINT TO  
55:25

DMFEA WE RECEIVE THOUSANDS AND THOUSANDS OF COMPLAINTS EVERY YEAR  
AND UNFORTUNATELY WE ARE NOT ABLE TO

55:32

INVESTIGATE EVERYONE HOWEVER WE DO CROSS REPORT TO OTHER AGENCIES OUR  
55:37

REGULATORY OVERSIGHT AGENCIES SUCH AS THE DEPARTMENT OF PUBLIC HEALTH AND THE DEPARTMENT OF SOCIAL SERVICES SO WE

55:44

DO LIKE GETTING REFERRALS I ALWAYS GIVE PEOPLE THIS TIP THE MORE INFORMATION YOU INCLUDE IN YOUR COMPLAINT REFERRAL THE

55:51

BETTER IT HELPS US REALLY DETERMINE YOU KNOW THE VALIDITY OF A COMPLAINT AND

55:57

IF IT COULD RESULT IN A VIABLE CRIMINAL OR CIVIL ACTION I ALSO TELL THIS PEOPLE

56:03

ASK ME OFTEN CAN YOU SUBMIT ANONYMOUS COMPLAINTS YES YOU CAN HOWEVER THE FLIP

56:09

SIDE OF THAT IS THAT WE DON'T REALLY NECESSARILY HAVE A WAY TO START THE INVESTIGATION AND WE DON'T HAVE A PERSON

56:16

TO CONTACT AND TO GET MORE INFORMATION FROM IF THE COMPLAINANT IS ANONYMOUS SO

56:22

WE DO PREFER NON ANONYMOUS COMPLAINTS BUT YOU CAN REFER A COMPLAINT

56:28

ANONYMOUSLY NEXT SLIDE AGAIN CROSS REPORTING AND REPORTING

56:35

TIPS REPORT EARLY PEOPLE ALSO ASK US WELL THIS HAPPENED A YEAR AGO CAN I REPORT IT YES YOU CAN BUT YOUR

56:44

COMPLAINT HAS A BETTER LIKELIHOOD AND A STRONGER LIKELIHOOD OF BEING INVESTIGATED IF YOU REPORT IT EARLY YOU

56:50

CAN ALSO SEND COMPLAINT REFERRALS TO THIS EMAIL AT OUR DMFEA OUTREACH AT

56:55

DMFEA OUTREACH AT DOJ DOT CA DOT GOV THAT IS AN ADDITIONAL SOURCE OF

57:00

REFERRAL PROCESSING NEXT SLIDE

57:06

AND THEN I THINK THERE'S ONE MORE AFTER THIS THAT YOU CAN GO TO BECAUSE THERE'S QUESTIONS IN THE CHAT WE

57:12

ARE ALWAYS HIRING WE LOVE TO HIRE PEOPLE WHO ARE PASSIONATE ABOUT WHAT WE DO WE

57:18

ARE ALWAYS LOOKING FOR ATTORNEYS SPECIAL AGENTS INVESTIGATIVE AUDITORS NURSES IT

57:23

SPECIALISTS AND SUPPORT STAFF SUCH AS LEGAL SECRETARIES LEGAL ANALYSTS WHO ARE PARALEGALS SO IF YOU OR A FRIEND OR A

57:31

FAMILY MEMBER ARE INTERESTED IN JOINING THE DEPARTMENT OF JUSTICE PLEASE LOOK INTO IT AND WE ARE HIRING ALL THE TIME

57:39

AND THAT'S ALL I HAVE THANK YOU SO MUCH FOR LISTENING AND SHARING YOUR TIME WITH ME TODAY

57:47

THANK YOU MEGHAN WE HAVE A COUPLE OF QUESTIONS BUT WE'RE GOING TO HOLD THEM UNTIL AFTER THE NEXT PRESENTATION AT

57:54

THIS TIME WE'D LIKE TO WELCOME EDEN ROSALES ACTING STATE LONG-TERM CARE

57:59

OMBUDSMAN FOR THE OFFICE OF THE STATE AND LONG-TERM CARE OMBUDSMAN WELCOME EDEN

58:04

GREAT THANK YOU GOOD MORNING EVERYBODY AS RANJANA SAID MY NAME IS EDEN ROSALES AND I'M THE ACTING STATE LONG-TERM CARE

58:10

OMBUDSMAN I WANT TO THANK YOU FOR THE INVITATION TO PRESENT TO YOU TODAY AND THANK YOU FOR ALL THE WORK THAT YOU'RE

58:15

DOING OUT THERE FOR A BETTER WAY TODAY WITH THE PRESENTATION I'M GOING TO KIND OF GUIDE YOU THROUGH A REVIEW

58:21

HIGH LEVEL OF THE ANNUAL REPORT THAT THE OMBUDSMAN PROGRAM PRODUCES WHICH STARTS OFF WITH A LITTLE BIT ABOUT WHO

58:27

THE OMBUDSMAN ARE WHAT THE TYPE OF WORK THAT WE DO HOW WE'RE STRUCTURED AND THEN OF COURSE WE'LL RUN THROUGH SOME

58:33

DATA POINTS FOR THE FEDERAL FISCAL YEAR 23 AND 24 AND HOPEFULLY YOU'LL WALK

58:39

AWAY WITH A BETTER UNDERSTANDING OF WHO WE ARE WHAT WE DO AND MAYBE  
HOW YOU CAN UTILIZE OUR SERVICES OR PROMOTE OUR

58:45

PROGRAM NEXT SLIDE PLEASE SO STARTING OFF THIS IS OUR MISSION AND

58:52

IT YOU KNOW WE ACT TO SEEK THE RESOLUTION OF PROBLEMS AND ADVOCATE FOR  
THE RIGHTS OF RESIDENTS OF LONG-TERM

58:57

CARE FACILITIES OUR GOAL IS TO ENSURE THEIR DIGNITY QUALITY OF LIFE AND  
QUALITY OF CARE AND THE OMBUDSMAN

59:03

STATEWIDE WORK TO AFFECT CHANGE AT THE LOCAL STATE AND NATIONAL LEVELS  
TO IMPROVE THE QUALITY OF LIFE AND QUALITY

59:09

OF CARE FOR ALL INDIVIDUALS RECEIVING LONG-TERM CARE SERVICES AND AS  
MEGHAN

59:15

HAD MENTIONED WE ARE WE DO CONSIDER OURSELVES THE BOOTS ON THE  
GROUND GOING INTO THOSE FACILITIES REGULARLY TO

59:20

ADVOCATE ON RESIDENTS EXPRESSED WISH WE EDUCATE RESIDENTS ON THEIR  
RIGHTS AND EMPOWER THEM TO SPEAK UP TO IMPROVE

59:26

THEIR CARE AND THE CARE OF OTHER RESIDENTS AND SOME OF THE WORK THAT  
WE DO OFTEN BETTERS THE SITUATION FOR CARE

59:31

STAFF AS WELL NEXT SLIDE

59:36

IN CALIFORNIA WE ARE CONSIDERED A DECENTRALIZED PROGRAM MEANING THAT  
THE STATE OFFICE WITHIN CDA HAS 35

59:44

DESIGNATED LOCAL PROGRAMS THROUGHOUT THE STATE AND ASSOCIATED TO  
THOSE LOCAL PROGRAMS IN THE STATE OFFICE WE HAVE

59:50

OVER 600 CERTIFIED OMBUDSMAN REPRESENTATIVES WHICH INCLUDES 252 PAID

59:56

STAFF AND 364 APPROXIMATELY OF CERTIFIED VOLUNTEERS

1:00:01

NEXT SLIDE PLEASE SO WHAT DO OMBUDSMEN DO LIKE I MENTIONED

1:00:06

WE HELP RESOLVE PROBLEMS FOR RESIDENTS OF NURSING HOMES BOARD AND CARES ASSISTED LIVING FACILITIES WE ALSO WORK

1:00:12

TO BRING ABOUT SYSTEMIC CHANGE WE ALSO RESPOND TO REPORTS OF ABUSE IN LONG-TERM CARE FACILITIES INTERMEDIATE

1:00:19

CARE FACILITIES OTHER SETTINGS SUCH AS ADULT RESIDENTIAL FACILITIES AND ADULT DAY PROGRAMS IN CALIFORNIA WE ARE TASKED

1:00:26

WITH WITNESSING ADVANCED HEALTHCARE DIRECTIVES FOR RESIDENTS IN NURSING HOMES WE ALSO OPERATE A 24-HOUR

1:00:33

CRISIS LINE AND THAT NUMBER IS AVAILABLE TO ANYONE IDENTIFYING OR EXPERIENCING A

1:00:39

CRISIS SITUATION IN A LONG-TERM CARE FACILITY AND LIKE I SAID WE DO WORK ON A LOCAL STATE AND NATIONAL LEVEL TO BRING

1:00:45

ABOUT SYSTEMIC CHANGE NEXT SLIDE PLEASE SO OUR WORK FOCUSES ON RESIDENTS RIGHTS

1:00:53

AND SO THESE ARE THIS IS WHAT GUIDES OUR WORK THESE ARE OUR PRIORITIES PEOPLE WHO ENTER INTO LONG-TERM CARE FOR

1:01:00

SHORT OR LONG-TERM STAYS ARE NOT DUE ANY LESS RIGHTS IN FACT RESIDENTS RIGHTS ARE OUTLINED IN BOTH FEDERAL AND STATE LAWS

1:01:07

AND REGULATIONS NEXT SLIDE PLEASE

1:01:13

SO JUMPING INTO SOME PROGRAM DATA WE'LL COVER YOU KNOW WHAT AMOUNT OF

1:01:19

BEDS WE'RE TALKING ABOUT FACILITIES AND BEDS AND THE TYPES OF COMPLAINTS THAT RECEIVE SOME OF OUR ADVOCACY WORK

1:01:25

AND THEN SOME OF THE WORK THAT WE DO THAT'S KIND OF BEYOND OUR COMPLAINT RESOLUTION SERVICES SO NEXT SLIDE PLEASE

1:01:35

IN SEPTEMBER THERE WERE OVER A THOUSAND SKILLED NURSING FACILITIES ALMOST 1,200

1:01:40



AND ALMOST 8,000 RESIDENTIAL CARE FACILITIES FOR THE ELDERLY AND THIS TOTALS OVER 300,000 BEDS SO IN

1:01:48

CALIFORNIA THE OMBUDSMAN PROVIDES REGULAR OMBUDSMAN SERVICES TO APPROXIMATELY 8,987

1:01:55

FACILITIES THAT PROVIDE OVER 322,218 LICENSED BEDS LONG-TERM CARE

1:02:03

ON REQUIRED TO PROVIDE ROUTINE NON-COMPLAINT VISITS TO EACH OF THESE FACILITIES ON A NO LESS THAN EVERY

1:02:09

3MONTH BASIS NEXT SLIDE PLEASE

1:02:15

NEXT SLIDE SO AS MENTIONED BEFORE WE ARE ALSO RESPONSIBLE FOR RESPONDING TO

1:02:20

ALLEGATIONS OF ABUSE THAT ARE REPORTED TO OUR PROGRAM ON BEHALF OF RESIDENTS LIVING WITHIN LONG-TERM CARE

1:02:26

FACILITIES AND OTHER SETTING TYPES SO THIS IS A LIST OF OUR OTHER SETTING TYPES IT INCLUDES ADULT RESIDENTIAL

1:02:32

FACILITIES ADULT DAY PROGRAMS SOCIAL REHAB FACILITIES OTHER SPECIALIZED

1:02:37

SETTINGS AND THERE ARE OVER 7,400 FACILITIES

1:02:44

NEXT SLIDE PLEASE SO HERE YOU'LL SEE THAT THE NUMBER OF COMPLAINTS THAT WERE RECEIVED BY OUR

1:02:51

PROGRAM IN BOTH 23 AND 24 FISCAL YEARS YOU CAN SEE MAJORITY OF OUR

1:02:56

COMPLAINTS DO COME FROM THE SKILLED NURSING FACILITY ICF SETTINGS HOWEVER CLOSELY FOLLOWED BY THE ASSISTED LIVING

1:03:02

FACILITIES AND THEN YOU'LL SEE THE ACCOUNT OF OTHER SETTINGS COMPLAINTS RECEIVED FROM OTHER SETTINGS IN 2023 WE

1:03:10

RECEIVED 43,820 COMPLAINTS AND IN 24 WE SAW A SLIGHT DECREASE TO 34,864

1:03:19

NEXT SLIDE PLEASE THIS IS A BREAKDOWN OF THE TOP FIVE COMPLAINTS OUT OF THOSE 30 PLUS THOUSAND

1:03:26

COMPLAINTS RECEIVED IN FISCAL YEAR 24 YOU'LL SEE THAT PHYSICAL ABUSE WAS

1:03:31

THE NUMBER ONE ALLEGATION OR REPORTED TO OUR PROGRAM FOLLOWED BY SYMPTOMS OF UNATTENDED AND GROSS NEGLECT

1:03:39

CARE PLANNING AND OF COURSE DISCHARGE AND EVICTION IS COMING IN AS NUMBER FOUR

1:03:45

AS THE MOST COMMONLY REPORTED COMPLAINTS IN BOTH SETTINGS NEXT SLIDE PLEASE AS MENTIONED AGAIN WE

1:03:53

ALSO COVER A 24-HOUR CRISIS LINE AND THIS IS A TOLL-FREE HOTLINE THAT'S

1:03:58

AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK AND IS TO RECEIVE TELEPHONE CALLS AND

1:04:05

REFERRALS TO LOCAL PROGRAMS FOR ANYBODY EXPERIENCING OR WITNESSING A CRISIS AND IN 2024 WE RECEIVED

1:04:12

OVER 21,000 ALMOST 22,000 CRISIS LINE CALLS

1:04:18

NEXT SLIDE PLEASE IN ADDITION TO OUR COMPLAINT WORK WE ALSO DO ADVOCACY ACTIVITIES AND SO

1:04:25

YOU'LL SEE THAT WE PROVIDED OVER 84,000 INSTANCES OF INFORMATION TO

1:04:30

INDIVIDUALS WHICH INCLUDE RESIDENTS AND RESIDENTS FAMILY MEMBERS STAFF OR

1:04:36

EXCUSE ME PUBLIC ETC WE ALSO CONDUCTED 69,000 PLUS FACILITY VISITS WE

1:04:43

ATTENDED AND PARTICIPATED IN 2,900 OH YEAH 2,924 RESIDENT COUNCIL MEETINGS AND OVER 200

1:04:50

FAMILY COUNCIL MEETINGS WE ALSO PROVIDED 751 COMMUNITY EDUCATION

1:04:55

SESSIONS NEXT SLIDE CONTINUING ON OUR ACTIVITIES WE PROVIDED OVER 34,000 INSTANCES OF

1:05:04

INFORMATION EXCHANGES TO FACILITY STAFF WE ALSO PROVIDED 275 FACILITY STAFF

1:05:09

TRAININGS AND PARTICIPATED IN OVER 288 FACILITY SURVEYS

1:05:16

NEXT SLIDE PLEASE OKAY WE ALSO ARE CHARGED WITH

1:05:21

LEGISLATIVE ADVOCACY OR SYSTEMS ADVOCACY AND WE PARTICIPATE AT THE LOCAL LEVEL AS WELL AS THE STATE AND FEDERAL LEVEL AND

1:05:27

SO THESE ARE KIND OF SOME LEGISLATIVE ADVOCACY EFFORTS THAT WE CONTRIBUTED TO

1:05:33

IN THE PAST FISCAL YEAR AND IN COLLABORATION WITH THE NETWORK OF LOCAL OMBUDSMAN PROGRAMS AND I THINK I WILL

1:05:40

TAKE THIS MOMENT TO GIVE A SHOUT OUT TO JASON SULLIVAN AND THE CALIFORNIA LONG-TERM CARE OMBUDSMAN ASSOCIATION

1:05:46

FOR THEIR ROBUST AND SUCCESSFUL ADVOCACY BOTH IN LEGISLATIVE BILLS AND ALSO

1:05:51

BUDGETING SO THANK YOU I KNOW SEVERAL OF YOU ARE ON THIS CALL TODAY SO I APPRECIATE YOUR ONGOING COLLABORATION

1:05:57

WITH THE STATE OFFICE AND AS YOU CAN SEE WE WERE SUCCESSFUL IN A HANDFUL

1:06:02

OF BILLS AS WELL AS THE FEDERAL ADVOCACY COMMENTS THAT WE SUBMITTED AND WE YOU

1:06:07

CAN FIND MORE INFORMATION IN THE ANNUAL REPORT NEXT SLIDE PLEASE

1:06:14

SO IN ADDITION TO OUR WORK WE DID RECEIVE A GRANT FROM THE AMERICAN

1:06:20

EXCUSE ME FROM THE ADMINISTRATION FOR COMMUNITY LIVING IT WAS AN AMERICAN RESCUE PLAN GRANT AWARD AND IT WAS TO

1:06:26

INCREASE THE CAPACITY OF OUR PROGRAM TO RESPOND TO RESIDENTS AND BE

1:06:32

INCREASE OUR ACCESSIBILITY SO NEXT SLIDE PLEASE

1:06:39

THE REASON THIS IS SO IMPORTANT AND A MULTI-YEAR PROJECT IS BECAUSE AS YOU CAN SEE THE TREND IN THE LAST SEVERAL

1:06:45

YEARS IS THAT WE'VE HAD A MARKED DECLINE IN OUR REPRESENTATIVES SO VOLUNTEERISM HAS SUFFERED YOU KNOW GREATLY IT'S

1:06:54

ALWAYS BEEN TRAINED VOLUNTEER REPRESENTATIVES ARE A CRITICAL RESOURCE FOR OUR PROGRAM AND WITHOUT TRAINED

1:07:00

VOLUNTEERS WE'D BE UNABLE TO MEET OUR OBLIGATIONS TO PROVIDE THAT ROUTINE ACCESS TO LONG-TERM CARE RESIDENTS

1:07:06

AND THEN AS YOU CAN SEE WE'VE HAD A DRAMATIC DECREASE IN THE NUMBER OF VOLUNTEERS FOR MANY REASONS SOME

1:07:12

ATTRIBUTED TO THE MASS EXODUS WE HAD DURING THE COVID PANDEMIC AND ALSO TO

1:07:17

THE INCREASING COMPLEXITY AND MANAGING CASELOADS THAT ARE COMING INTO THE OMBUDSMAN PROGRAM

1:07:24

NEXT SLIDE PLEASE SO GOALS OF THIS RECRUITMENT INITIATIVE OF COURSE ARE TO INCREASE THE ACCESS

1:07:30

TO RESIDENTS IN LONG-TERM CARE FACILITIES THROUGH EXPANDING THE VOLUNTEER WORKFORCE IN CALIFORNIA WE

1:07:35

WANT TO MODERNIZE OUR APPROACHES REBRAND OURSELVES AND STRATEGIZE ON OUR OUTREACH ACTIVITIES ALL IN AN EFFORT

1:07:43

TO INCREASE CAPACITY AND STRATEGIES FOR RECRUITING RETAINING AND SUPPORTING VOLUNTEERS ACROSS THE STATE

1:07:50

NEXT SLIDE PLEASE SO HOW CAN YOU HELP ONE WAY YOU

1:07:56

CAN DO IT IS LEARN MORE ABOUT OUR PROGRAM AND HELP US SPREAD THE WORD YOU CAN ALSO GET INVOLVED WHEN IT'S TIME

1:08:01

YOU WOULD BE MORE THAN HAPPY TO HAVE YOU AS A CERTIFIED VOLUNTEER CERTAINLY LET YOUR CLIENTS RESIDENTS

1:08:08

STAKEHOLDERS KNOW THAT THE OMBUDSMAN PROGRAM IS HERE AND THAT THEY CAN CONTACT US AT ANY TIME AT THE STATE

1:08:14

OFFICE AND AT THE LOCAL PROGRAM LEVEL NEXT SLIDE

1:08:20

THE ANNUAL REPORT HAS BEEN RELEASED MANY OF YOU RECEIVED A COPY THERE SHOULD BE ONE AVAILABLE TO YOU

1:08:26

THROUGH ATTENDING TODAY IF NOT IT IS POSTED ON THE OMBUDSMAN WEB PAGE OF THE

1:08:31

DEPARTMENT OF AGING'S WEBSITE THIS LINK SHOULD BE ACTIVE IF YOU RECEIVE THE SLIDES YOU CAN FIND OUT MORE ABOUT THE

1:08:37

OMBUDSMAN PROGRAM AND THE WORK THAT WE'VE DONE IN 23 AND 24 ALL ACCESSIBLE THROUGH THIS ANNUAL REPORT SO

1:08:44

I THANK YOU VERY MUCH FOR YOUR TIME NEXT SLIDE

1:08:49

AND THIS IS A GREAT WAY TO GET IN CONTACT WITH ME IF YOU HAVE ANY ONGOING QUESTIONS OR WOULD LIKE AN ANNUAL REPORT

1:08:56

EMAILED TO YOU CAN CERTAINLY REACH OUT TO US USING THE EMAIL STATEOMB@AGING.CA.GOV

1:09:02

SO THANK YOU AGAIN FOR YOUR TIME THIS MORNING I STAND BY FOR ANY QUESTIONS GREAT THANK YOU SO MUCH EDEN FOR THAT

1:09:09

PRESENTATION AND FOR THE CRITICAL ROLE THAT THE OFFICE OF THE STATE LONG-TERM OMBUDSMAN PLAYS IN PROTECTING OUR OLDER

1:09:14

ADULT POPULATION AT THIS POINT I'D LIKE TO ALSO INVITE MEGHAN BACK UP AND WE'VE RECEIVED SOME QUESTIONS SO I'M

1:09:21

GOING TO PROVIDE THEM IN THE ORDER THAT THEY WERE RECEIVED IN THE CHAT OUR

1:09:26

EDJCC MEMBER LISA ASKED CAN YOU GIVE US A SENSE OF WHO THE NURSING HOME

1:09:32

PROSECUTIONS ARE AGAINST ARE THEY INDIVIDUAL WORKERS MANAGEMENT OR CORPORATIONS AND I BELIEVE THIS QUESTION

1:09:37

WAS FOR MEGHAN SURE I THINK IT KIND OF DEPENDS ON WHETHER OR NOT WE ARE DOING A

1:09:43

CRIMINAL PROSECUTION OR A CIVIL PROSECUTION UNDER BUSINESS AND PROFESSIONS CODE 17200

1:09:50

WHICH I MENTIONED EARLIER WHEN WE HAVE A CRIMINAL PROSECUTION ONE OF THE

1:09:56

CHALLENGES THAT WE HAVE IN OUR NURSING HOME CASES IS IDENTIFYING THE RESPONSIBLE STAFF BECAUSE SO MANY STAFF

1:10:04

MEMBERS OFTEN TIMES WILL PLAY A ROLE IN THE CARE OF A PARTICULAR RESIDENT

1:10:09

THAT BEING SAID WHAT WE AIM TO DO IS TO FOCUS ON THE MANAGEMENT I PERSONALLY AM

1:10:17

NOT SO KEEN ON LOOKING AT THOSE FRONTLINE

1:10:23

CERTIFIED NURSING ASSISTANTS WHO ARE UNDERPAID AND WORKING THEIR TAILS OFF

1:10:30

SOMETIMES THEY MAY BE THE RESPONSIBLE ONES BUT THE ONES THAT WE DO TRY TO FOCUS ON MORE ARE THE PEOPLE WHO ARE

1:10:37

RESPONSIBLE FOR THE OVERALL CARE AND THAT'S ON THE CRIMINAL SIDE ON OUR CIVIL

1:10:43

CASES WE ARE LOOKING MORE AT THE CORPORATIONS AND THE CORPORATE STRUCTURES AS WELL AS THE ADMINISTRATIVE

1:10:50

PERSONNEL THE ADMINISTRATOR OF A STAFF PERHAPS THE DIRECTOR OF NURSING

1:10:55

BUT REALLY FOCUSING ON THE OWNERSHIP LEVEL BECAUSE THE CORPORATE FOLKS ARE THE ONES WHO CONTROL THE BUDGET AND THEY

1:11:02

CONTROL STAFFING AND THEY ARE THE ONES WHO ARE MAKING THE CONSCIENTIOUS DECISION TO UNDERSTAFF THEIR FACILITY IN

1:11:10

ORDER TO MAKE MORE MONEY AT THE RISK OF THE HEALTH OF THE RESIDENTS IN THE

1:11:17

FACILITY SO THOSE ARE THE PEOPLE WHO WE FEEL ARE MORE CULPABLE AND IT'S THE EASIEST WAY TO GET TO THE CORPORATE

1:11:23

STRUCTURE IS THROUGH OUR CIVIL LITIGATION AND BUILDING OFF OF THAT QUESTION WE ALSO HAD A VIVIANNE HAD A QUESTION

1:11:29

REGARDING DO YOU HAVE PROTECTIONS IN PLACE OR WHAT MECHANISMS DO YOU USE TO

1:11:35

PROTECT THE IDENTITY OF WORKERS REPORTING THEIR OWN EMPLOYERS ON THE CRIMINAL SIDE WE REALLY

1:11:42

CAN'T YOU KNOW PEOPLE PART OF THE CRIMINAL PROCESS AND THE PROCESS OF

1:11:48

BRINGING A CRIMINAL PROSECUTION IS THAT WE HAVE TO CALL WITNESSES AND

1:11:54

PROTECT THOSE WITNESSES THROUGH THINGS LIKE RESTRAINING ORDERS BUT THEY CAN'T REMAIN ANONYMOUS IF WE'RE GOING TO RELY

1:12:00

UPON THE INFORMATION THEY GIVE US SO UNFORTUNATELY THAT IS JUST A PART OF

1:12:07

THE CRIMINAL JUSTICE SYSTEM WITNESSES HAVE TO BE NAMED SO THAT THEY CAN BE

1:12:12

TALKED TO BY OR AT LEAST KNOWN TO THE DEFENDANT AND IT'S PART OF THE

1:12:18

DEFENDANTS' RIGHTS IN THE CRIMINAL JUSTICE SYSTEM AND PART OF THE FAIR DISCOVERY PROCESS THAT WE HAVE IN THE

1:12:24

CRIMINAL JUSTICE SYSTEM AND THEN WE ALSO HAD A QUESTION FROM OUR MEMBER ALICIA REGARDING THE TYPE IF

1:12:33

YOU COULD EXPAND MEGHAN ON THE IHSS PROVIDER ABUSE TYPE CASES WHO DO YOU USUALLY WHO TYPICALLY CAN MAKE THOSE

1:12:39

REFERRALS ANYONE CAN ANYONE CAN MAKE A REFERRAL OF ABUSE OR NEGLECT

1:12:47

OFTENTIMES WHAT WILL HAPPEN IS THE IHSS PROGRAM WILL SOMETIMES WE

1:12:53

WILL GET FRAUD CASES RELATED TO IHSS IN TERMS OF FALSE BILLING SO FOR

1:12:58

EXAMPLE A BENEFICIARY WHO RECEIVES IHSS SERVICES PASSES AWAY AND THE  
IHSS

1:13:04

PROVIDER CONTINUES TO BILL FOR SERVICES RELATED TO THE CARE OF THIS  
PERSON THAT

1:13:10

THEY'RE OBVIOUSLY NOT PROVIDING BECAUSE THE PERSON HAS PASSED AWAY SO  
SOMETIMES WE'LL GET FRAUD AT IHSS CASES AND THAT

1:13:18

WILL GROW INTO AN ABUSE CASE OR IT'LL JUST BE AN ABUSE CASE BECAUSE SAY A  
FAMILY MEMBER COMES HOME AND SAYS "HEY

1:13:25

MOM'S NOT BEING CARED FOR BUT THERE'S SOMEONE WHO'S SUPPOSED TO BE  
COMING IN FROM THE STATE WHAT'S GOING ON HERE?" OR

1:13:32

THE RESIDENT BENEFICIARY WILL GO TO THE HOSPITAL AND A SOCIAL WORKER AT  
THE

1:13:38

HOSPITAL WILL SAY "WAIT A MINUTE THEY'RE SUPPOSED TO BE AN IHSS CARETAKER  
AND THIS PERSON'S CLEARLY NOT BEING TAKEN

1:13:44

CARE OF OR A FAMILY MEMBER DISCOVERS ABUSE SO WE GET REFERRALS FROM  
FAMILY MEMBERS FROM STATE OVERSIGHT AGENCIES

1:13:51

FROM LOCAL LAW ENFORCEMENT IT JUST RUNS THE GAMUT AND IF YOU SEE ABUSE  
REPORT IT THAT'S WHAT I TELL EVERYBODY THANK YOU

1:13:57

MEGHAN AND EDEN THANK YOU FOR SHARING ABOUT THE CRISIS HOTLINE I  
PERSONALLY WAS WONDERING WHAT IS THE

1:14:03

VOLUME OF CALLS THAT THE CRISIS HOTLINE SEES OVER A GENERAL PERIOD

1:14:08

OR IS THERE AN AVERAGE YEAH I BELIEVE WELL OF COURSE WE LOOK

1:14:14



AT THEM ON A WEEKLY BASIS AND SO THERE'S ANYWHERE IT DEPENDS ON THE WEEK OF COURSE AND IF THEY'RE HOLIDAYS DO

1:14:20

PAY YOU KNOW KIND OF INTO THE FLUCTUATION OF THE CALLS THAT COME IN SO

1:14:26

I WOULD SAY PROBABLY ANYWHERE FROM ABOUT LIKE 30 PROBABLY ON AVERAGE ABOUT A WEEK

1:14:31

AND THEN OF COURSE IT INCREASES AND DECREASES THROUGHOUT THE YEAR SO I KNOW OVER THE WEEKENDS THERE'S QUITE A FEW

1:14:36

CALLS THAT COME IN I THINK THERE'S A LITTLE OVER AVERAGE OF HUNDRED THAT WE ADDRESS ON MONDAY MORNINGS SO THANK

1:14:43

YOU AND THEN I REMEMBER ALICIA ALSO WANTED TO ASK YOU EDEN TO WHAT DO YOU ATTRIBUTE THE DECREASE IN COMPLAINTS

1:14:49

FROM 2023 TO 2024 HOW DO THESE NUMBERS COMPARE TO THE PRE-PANDEMIC AND MID-PANDEMIC NUMBERS

1:14:56

YEAH GREAT QUESTION WE HAVE A FEW THINGS WE LOOK AT THOSE FLUCTUATIONS AS WELL AND SO AT THE VARIANCES BETWEEN

1:15:02

THE 23 AND 24 WHAT WE'VE COME TO DISCOVER IS THAT WE DID HAVE A LOT OF PROGRAM GUIDANCE CLARIFICATION ON HOW TO

1:15:08

CAPTURE THE WORK THAT OMBUDSMAN DO WE PROVIDED TRAINING TO THOSE TYPES OF CODING AND CAPTURING OF INFORMATION

1:15:15

YOU'LL ALSO SEE THAT AS OUR COMPLAINTS MAY HAVE DECREASED SOME OF OUR OTHER ADVOCACY ACTIVITIES HAVE INCREASED

1:15:22

WE'VE BEEN OUR NUMBER OF INSTANCES OF INFORMATION EXCHANGE TO BOTH INDIVIDUALS AND FACILITY STAFF WENT UP AND YOU KNOW

1:15:30

WE LOOK AT THAT AS WHEN WE PROVIDE INFORMATION KIND OF BEFORE ISSUES RISE TO A LEVEL OF COMPLAINT SO

1:15:36

THERE'S SOME CORRELATION RELATED TO THAT WE ALSO PROVIDED AN INCREASED NUMBER IN COMMUNITY EDUCATION EVENTS AND THAT

1:15:43

CAN YOU KNOW PROVIDE INFORMATION ON RESIDENTS RIGHTS AND OMBUDSMAN SERVICES AND AGAIN GETTING BACK AT THAT

1:15:48

EMPOWERING THE RESIDENT AND THEIR FAMILY MEMBERS OR THEIR CAREGIVERS TO ADVOCATE ON THEIR OWN BEHALF BEFORE

1:15:54

IT RISES TO A LEVEL OF REFERRAL TO AN OMBUDSMAN PROGRAM PRE-PANDEMIC LEVELS

1:16:00

WE WERE ABOUT I THINK IN 2018 I HAVE SOME NUMBERS HERE IN 2018 IT LOOKS LIKE

1:16:06

WE REPORTED ABOUT 39,346 COMPLAINTS AND THEN OF COURSE DURING

1:16:12

THE PANDEMIC WE DROPPED SIGNIFICANTLY TO ABOUT 30,000 COMPLAINTS 29,265

1:16:17

SPECIFICALLY AND THEN SHORTLY AFTER THE PANDEMIC IN 21 22 WE HAD AND 23 WE

1:16:23

HAD A AN INCLINE INCREASE AS WE STARTED TO BECOME MORE I GUESS

1:16:28

BACK INTO FACILITIES ON A MORE FREQUENT BASIS AND THEN I WE'RE ABOUT LEVELING

1:16:33

OFF NOW SO YOU KNOW PRE-PANDEMIC 2018 2019 LEVELS WERE ABOUT THE SAME

1:16:40

COUPLE OF HUNDRED DIFFERENCE IN COMPLAINTS SO I THINK OUR BELL CURVE IS ROUNDING OUT OR STRAIGHTENING OUT GREAT

1:16:46

SO I HOPE THAT ANSWERS YOUR QUESTION YES THANK YOU THANK YOU AGAIN BOTH FOR TAKING THE TIME TO ANSWER THE QUESTIONS

1:16:51

I NOW LIKE TO TRANSITION IT OVER TO CARROLL FOR OUR BREAK AND WE DO HAVE A COUPLE OF MORE QUESTIONS THAT WERE PUT

1:16:57

IN THE CHAT BOX SO JUST TO KEEP US ON SCHEDULE AND MAKE SURE THAT EVERYONE HAS A CHANCE TO TAKE A BREAK WE WILL EITHER

1:17:03

COME BACK TO THEM LATER ON IF WE HAVE ROOM ON THE AGENDA IF EDEN AND MEGHAN ARE AVAILABLE OR WE WILL WE WILL

1:17:10

COLLECT THEM AND MAYBE DISTRIBUTE THE ANSWERS VERSUS THE ENGAGE IN BOX OVER TO YOU CARROLL

1:17:16

THANK YOU SO MUCH YES WE HAVE A BREAK NOW IT IS 11:18 15 MINUTES WILL PUTS

1:17:23

US JUST AFTER 11:30 I THINK THAT'S 11:32

1:17:28

AND WE WILL SEE YOU BACK IF WE CAN REMIND COMMITTEE MEMBERS TO CHECK THEIR

1:17:33

NAME DISPLAY AND TURN ON THEIR CAMERA TO SHOW THAT THEY'RE BACK FROM THEIR BREAK THAT WOULD BE GREAT BUT WE WILL SEE YOU

1:17:40

11:32 THANK YOU

1:17:49

WELCOME EVERYONE BACK FROM BREAK WE WILL NOW PROCEED WITH OUR NEXT PRESENTATION AT THIS TIME I'D LIKE TO

1:17:57

WELCOME ROSS LALLIAN CHIEF OF RESEARCH AT DPRE CALIFORNIA WITH CALIFORNIA

1:18:03

DEPARTMENT OF AGING AND DR KATHLEEN SULLIVAN DIRECTOR FROM OPTIMAL AGING

1:18:08

THANK YOU ROSS AND DR SULLIVAN FOR MAKING THE TIME TODAY TO PROVIDE THE PRESENTATION

1:18:14

THANK YOU BERTHA GOOD MORNING COUNCIL THANKS FOR HAVING US THIS MORNING I'M ROSS LALLIAN AS BERTHA MENTIONED I'M THE

1:18:19

CHIEF OF RESEARCH WITH CDA AND I'M JOINED THIS MORNING BY KATHLEEN SULLIVAN WHO WAS FORMERLY WITH THE OPEN HOUSE AND

1:18:25

WAS JUST INSTRUMENTAL IN MAKING THIS SURVEY AN ACTUAL REALITY FROM THE VERY BEGINNING SHE'S A PIONEER IN THE SPACE I

1:18:30

WANT TO THANK KATHLEEN FOR JOINING US THIS MORNING SO WE'RE GOING TO SHARE RESULTS FROM ONE PIECE OF THE OF THE

1:18:35

CHALLENGES TO RESILIENCE STUDY THIS MORNING SO PART OF THIS STUDY WAS A SURVEY THAT WAS ADMINISTERED TO TWO

1:18:41

OLDER ADULTS WHO RESIDE IN CALIFORNIA AND ARE PART OF THE LGBTQIA COMMUNITY SO WE'RE GOING TO SHARE SURVEY RESULTS WITH

1:18:47

YOU THIS MORNING THERE'S ALSO A FOLLOW-UP FOCUS GROUPS THERE WERE FOLLOW-UP FOCUS GROUPS EXCUSE ME TO KIND OF FILL SOME GAPS GAIN ADDITIONAL

1:18:54

CONTEXT AND REACH THE HARDER TO REACH POPULATIONS SO WE'RE HAPPY TO SHARE THE FOCUS GROUP RESULTS WITH YOU AS WELL

1:18:59

AT AN UPCOMING MEETING WE'LL FOCUS ON THE SURVEY TODAY SEE YOU ON THE NEXT SLIDE PLEASE

1:19:04

THE WILLIAMS INSTITUTE OUT OF UCLA ESTIMATES THAT ABOUT 5 AND A HALF PERCENT OF THE ADULTS IN THE US IDENTIFY AS A

1:19:09

MEMBER OF THE LGBTQ COMMUNITY OTHER RESEARCHERS HAVE SAID IT ABOUT 10% SO WE

1:19:15

DON'T HAVE AN EXACT NUMBER OF OLDER ADULTS WHO IDENTIFY AS MEMBERS OF THE LGBTQ COMMUNITY HOWEVER WE KNOW IT'S A

1:19:20

SIGNIFICANT NUMBER OF MIDLIFE AND OLDER CALIFORNIANS BUT WE AS A STATE KNOW LITTLE ABOUT THEIR HEALTH AND

1:19:27

WELL-BEING WHAT WE DO KNOW SUGGESTS THAT THERE ARE SIGNIFICANT HEALTH DISPARITIES BUT IT'S DIFFICULT FOR US TO ADDRESS

1:19:32

QUANTIFY AND DEVELOP SOLUTIONS FOR THESE DISPARITIES WITHOUT MORE DATA AND BETTER DATA QUITE FRANKLY HENCE THE IMPORTANCE

1:19:38

OF THIS SURVEY SO TO QUALIFY TO TAKE THE SURVEY ONE HAD TO BE AT LEAST 50 YEARS OF AGE PART OF THE COMMUNITY AND

1:19:44

AND RESIDE IN CALIFORNIA THE COMMUNITY WE SURVEYED HAS BEEN THROUGH A LOT OF TRAUMA OBVIOUSLY DISCRIMINATION THE HATE

1:19:50

THE VIOLENCE THAT OLDER MEMBERS OF THE LGBTQ COMMUNITY HAVE ENDURED OVER THE YEARS CAN'T BE ERASED SAID THAT'S

1:19:56

PART OF OUR HISTORY RIGHT AND THIS UNDERSCORES WHY IT'S IMPORTANT TO REALLY UNDERSTAND THE NEEDS OF THIS COMMUNITY

1:20:01

AND THAT'S ESSENTIALLY WHY WE PURSUED THIS IMPORTANT DATA COLLECTION EFFORT THIS IS THE FIRST STATEWIDE SURVEY OF MIDLIFE AND OLDER CALIFORNIANS WHO ARE

1:20:07

PART OF THE LGBTQ COMMUNITY AND WE DESCRIBE THE SURVEY AS A BASELINE BECAUSE IT'S THE FIRST OF ITS KIND AND

1:20:12

WE HOPE TO BUILD UPON THIS DATA COLLECTION EFFORT WE HOPE THIS MARKS THE BEGINNING OF A MORE FOCUSED KIND OF CONSISTENT LOOK AT THE NEEDS OF THIS

1:20:19

UNDERSERVED POPULATION THIS IS THE BEGINNING OF THIS EFFORT SO WE DON'T HAVE ALL THE ANSWERS BUT IT'S A GREAT STARTING POINT FOR US TO KIND OF BUILD

1:20:25

ON IT'S AN IMPORTANT AT THE VERY MINIMUM I THINK TO START COLLECTING AND ALSO DOCUMENTING THESE DATA IN AN

1:20:30

ORGANIZED FASHION AND WE HAVE HARD DATA TO ACTUALLY REFERENCE THE SURVEY ALIGNS WITH THE GOALS OF THE STATE'S MASTER PLAN FOR AGING ALL FIVE GOALS BUT

1:20:38

IN PARTICULAR GOAL THREE AROUND INCLUSION WE RECEIVED OVER 4,000 RESPONSES TO THE SURVEY WHICH WE'RE

1:20:43

REALLY HAPPY ABOUT FOUR EXCEEDED OUR INITIAL GOALS AND WE HAD RESPONSES FROM EVERY CENSUS REGION IN THE STATE YOU CAN

1:20:49

GO TO THE NEXT SLIDE PLEASE SO A PROJECT OF THIS SCOPE TAKES TEAM EFFORT RIGHT I'M REALLY GRATEFUL THAT I WAS ABLE TO

1:20:54

WORK WITH A VERY TALENTED DEDICATED TEAM WHO MADE THIS EFFORT INTO A SUCCESS THE DEPARTMENT OF AGING WE WORK WITH THE

1:21:00

OPENHOUSE THE CITRIS TEAM FROM UC BERKELEY UCSF AND BERKELEY CENTER FOR THE ADVANCED STUDY OF AGING SERVICES I

1:21:07

ALSO WANT TO RECOGNIZE THE CALIFORNIA AGING AND DISABILITY RESEARCH PARTNERSHIP SO WE AT CDA WORK CLOSELY WITH THE RESEARCH PARTNERSHIP ON A

1:21:14

VARIETY OF DIFFERENT EFFORTS AND THEY PROVIDED VALUABLE GUIDANCE THROUGHOUT THE SURVEY PROCESS SO WE AT CDA PROVIDED

1:21:19

FUNDING SUPPORT FOR THE STUDY I THINK DIRECTOR DEMAROIS WAS A CHAMPION FOR THE STUDY AS WELL HER LEADERSHIP ON THIS

1:21:25

EFFORT WAS INVALUABLE SHE DID A GREAT JOB ALONG WITH OUR PARTNERS ON COMMUNICATING THE IMPORTANCE OF THE STUDY TO A VARIETY OF STAKEHOLDERS

1:21:32

AND ALSO MEDIA AND I THINK THAT REALLY HELPED WITH OUR SURVEY RESPONSE NUMBERS WE PLAYED A VALUABLE ROLE IN ALSO SUPPORTING OUR PARTNERS AS APPROPRIATE

1:21:38

BEING THE STATE LEAD ON THIS ON THE STUDY WE'RE FORTUNATE TO WORK REALLY CLOSE WITH THE TEAM ON EACH STEP OF THIS PROCESS WITH AN OPPORTUNITY TO PROVIDE

1:21:45

FEEDBACK ON SURVEY DESIGN THE ACTUAL DATA ANALYSIS REPORTING ETC AND

1:21:50

OUR HOPE IS THAT CDA'S ROLE KIND OF SIGNALS THAT THE STATE GOVERNMENT REALLY TAKES THESE ISSUES SERIOUSLY WE HEARD SO

1:21:55

WE'RE HERE TO SUPPORT ALL THE OLDER ADULTS EQUITY REMAINS A CORNERSTONE FOR US AND WE REMAIN

1:22:02

COMMITTED TO ADDRESSING EQUITY GAPS AND THIS CAN BE A MODEL FOR OTHER STATES AND WE'RE TO HELP COLLEAGUES THROUGHOUT THE STATE ALSO ALSO THROUGHOUT THE THE

1:22:09

COUNTRY ARE WORKING ON SIMILAR EFFORTS OPEN HOUSE AT OUR STAKEHOLDER EFFORTS SO ALONG WITH KATHLEEN I WANT TO RECOGNIZE

1:22:15

MARCY ADELMAN AND JUPITER PERAZA WHO MADE UP THE OPENHOUSE TEAM ON THIS EFFORT THEY DEVELOPED SUCH AN IMPRESSIVE

1:22:20

STAKEHOLDER ADVISORY GROUP I THINK IT INCLUDED OVER 60 ORGANIZATIONS KATHLEEN WILL PROVIDE

1:22:26

DETAIL ON THE STAKEHOLDER ADVISORY GROUP BUT THEY WERE INSTRUMENTAL KIND OF IN EACH STAGE OF THE SURVEY DEVELOPMENT SURVEY DESIGN HELPING WITH PROMOTION

1:22:32

MARKETING ETC DAVID LINDEMAN'S TEAM AT CITRIS UC BERKELEY PLAYED A CRITICAL PROJECT MANAGEMENT ROLE THEY ALSO

1:22:38

PROVIDED VALUABLE AND PAID ON SURVEY DESIGN THEY KEPT THE TRAINS MOVING SO THAT WAS REALLY IMPORTANT AND DAVID

1:22:43

ALONG WITH KATHLEEN MARCY DIRECTOR DEMAROIS WERE INSTRUMENTAL IN ACTUALLY

1:22:48

GETTING THE SURVEY LAUNCHED SO DEFINITELY WANT TO RECOGNIZE THEM THEY MADE THIS IDEA INTO A REALITY UCSF

1:22:55

WAS THE LEAD ON SURVEY DESIGN THEY ACTUALLY ADMINISTERED THE SURVEY AND THEY DID MOST OF THE INITIAL DATA ANALYSIS SO

1:23:02

VERY GRATEFUL TO OUR PARTNERS THERE AND ANGIE PERONE FROM BERKELEY CENTER FOR ADVANCED STUDY OF AGING SERVICES

1:23:08

PROVIDED INPUT PROVIDED INPUT DURING THE ENTIRE SURVEY DESIGN PROCESS BUT SHE ALSO LED THE FOCUS GROUP EFFORTS AND WE

1:23:14

HAD AN OPPORTUNITY TO HEAR FROM ANGIE ON MONDAY DURING THE AGING WITH PRIDE WEBINAR ABOUT SOME OF THE FOCUS GROUP RESULTS VERY TALENTED COLLEAGUE WHO DID

1:23:21

A REALLY THOROUGH JOB WITH THE FOCUS GROUPS AND WE'RE HAPPY TO SHARE THOSE FINDINGS WITH YOU AT A LATER TIME NEXT

1:23:27

SLIDE PLEASE SO I'M GOING TO TRANSITION TO KATHLEEN AND SHE'S GOING TO SPEAK ABOUT THESE SURVEY ADVISORY GROUPS SO TAKE IT AWAY

1:23:33

KATHLEEN THANK YOU ROSS IT WAS REALLY IMPORTANT AND I JUST WANT TO ALSO GIVE

1:23:39

ANOTHER SHOUT OUT TO SUSAN DEMAROIS AND THEN ALSO SARAH STEENHAUSEN AND ROSS ABOUT THE WILLINGNESS THEY HAD TO NOT

1:23:46

ONLY DO THIS SURVEY BUT REALLY TO ALLOW US TO GROUND THE SURVEY IN THE COMMUNITY

1:23:51

AND PART OF THAT WAS CREATING AN ADVISORY COMMITTEE JUPITER PERAZA FROM OPENHOUSE DID A WONDERFUL JOB WE

1:23:59

RECRUITED 12 INDIVIDUALS FROM ACROSS THE STATE WHO WERE REALLY LEADERS IN THEIR OWN COMMUNITIES AND PART OF THE LGBTQIA

1:24:06

COMMUNITY AND THEY ACTUALLY WORKED HAND IN HAND WITH OUR RESEARCHERS FROM UCSF TO CRAFT EVERY ITEM EVERY QUESTION

1:24:16

THAT WAS ON THE SURVEY AND THAT REALLY WAS IMPORTANT BECAUSE WE WANTED TO

1:24:21

ENSURE THAT THERE WERE SENSITIVITIES THAT WERE BASED IN THE COMMUNITY AND THAT THERE WAS AN UNDERSTANDING THE

1:24:28

ADVISORY COMMITTEE ALSO HELPED US WITH TRANSLATIONS INTO BOTH TAGALOG AND

1:24:33

SPANISH FOR THE SURVEY ITSELF AND YOU I THINK GO TO THE NEXT SLIDE PLEASE

1:24:42

THANK YOU ASIDE FROM THIS WONDERFUL GROUP OF ADVISORY COMMITTEE MEMBERS WE

1:24:47

ALSO AS ROSS SAID REALLY CREATED A STATEWIDE COALITION AND WE HAD OVER 60

1:24:55

ORGANIZATIONS THAT WERE PART OF THAT COALITION MOST WERE PROVIDERS OF CARE SERVICES FOR THE

1:25:01

LGBTQIA POPULATION BUT NOT ALL OF THEM OR NOT ALL OF THEM HAD THAT POPULATION OR

1:25:09



THIS POPULATION SPECIFICALLY WITHIN THEIR MISSION TO SUPPORT SO I'M

1:25:15

TALKING ABOUT THE WONDERFUL C4A FOR INSTANCE AROUND THE STATE THE COALITION

1:25:20

HELPED ALSO WITH GIVING FEEDBACK ON THE SURVEY BUT MORE IMPORTANTLY YOU KNOW

1:25:25

THERE'S NO LIST OF LGBTQIA PEOPLE IN THE STATE OF CALIFORNIA SO WE WERE CAUGHT WITH HOW DO WE ACTUALLY

1:25:32

GET THIS SURVEY OUT INTO THE HANDS OF PEOPLE WHO CAN TAKE IT WHO MEET THE REQUIREMENTS OF BEING FROM THE COMMUNITY

1:25:38

AND ARE AGE 50 OR OLDER AND THAT'S WHERE WE RELIED ON THESE 60 COALITION MEMBERS

1:25:44

FROM ACROSS THE STATE THEY NOT ONLY HELPED US TO CRAFT THE SURVEY

1:25:51

ITSELF BUT THEY ALSO WERE THE ONES WHO ACTUALLY GOT IT INTO THE HANDS OF

1:25:56

CALIFORNIANS AGED 50 AND OLDER WHO HAPPEN TO BE LGBTQIA AND AS YOU CAN SEE FROM WHAT ROSS SAID

1:26:02

THEY DID A FANTASTIC JOB IN TERMS OF THE OVERALL NUMBER OF PEOPLE THAT WE WERE

1:26:07

ABLE TO CONNECT WITH OVER 4,000 TOOK THE SURVEY ITSELF SO I THINK I'M GOING TO

1:26:12

PASS IT BACK TO ROSS TO GO OVER A FEW OTHER THINGS AND THEN I'LL BE BACK IN A MOMENT

1:26:18

THANKS KATHLEEN SO TALK ABOUT THE ACTUAL DATA NOW GO TO THE NEXT SLIDE PLEASE SO AS I

1:26:26

MENTIONED EARLY ON WE HAD OVER 4,000 RESPONDENTS TO THE SURVEY WAS SPENT EVERY CENSUS REGION IN THE STATE

1:26:31

AND WE HAD GOOD WE HAD A GOOD DISTRIBUTION OF AGE ABOUT ONE QUARTER WERE IN THE MIDLIFE RANGE OF 50 TO

1:26:36

59 OVER 40 RESPONDENTS WERE 60 TO 69 ABOUT A THIRD WERE 70 OR OLDER AND MOST

1:26:42

OF THE RESPONDENTS WERE IN URBAN AND SUBURBAN SETTINGS OVER 90% SO LESS REPRESENTATION FROM RURAL COMMUNITIES WE

1:26:48

KIND OF EXPECTED THAT BECAUSE WE MET WITH A COUPLE OTHER TEAMS WHO HAVE DONE SIMILAR SURVEYS AND THEY CITED THAT CHALLENGE OF GETTING MORE RURAL

1:26:54

REPRESENTATION SO DEFINITELY SOMETHING TO KEEP IN MIND MOVING FORWARD THINKING OF STRATEGIES FOR GREATER RURAL

1:26:59

ENGAGEMENT NONETHELESS THE STAKEHOLDER COALITION AND OPEN HOUSE DID REACH OUT TO THESE

1:27:06

COMMUNITIES AND WE REALLY ATTEMPTED TO GET MORE RESPONDENTS FROM THOSE COMMUNITIES WHICH DIDN'T END UP BEING A CHALLENGE FOR US NEXT

1:27:13

SLIDE PLEASE IN TERMS OF RACE ETHNICITY ABOUT THREE QUARTERS OF RESPONDENTS WERE WHITE THE LARGEST RACIAL

1:27:19

ETHNICITY GROUP OUTSIDE OF THE WHITE RESPONDENTS WERE HISPANIC AT ABOUT 9% AND WE HAD SIMILAR REPRESENTATION FROM

1:27:26

BLACK CALIFORNIANS ASIAN OR PACIFIC ISLANDERS AND AMERICAN INDIAN OR ALASKAN NATIVE WHICH RANGED

1:27:33

FROM ABOUT FOUR TO 6% THE MAJORITY OF RESPONDENTS IDENTIFIED AS CISGENDER WHICH MEANS THAT THOSE FOLKS

1:27:39

IDENTIFIED AS A GENDER ALIGNING WITH THEIR SEX ASSIGNED AT BIRTH WE ALSO DID GET RESPONSES FROM THE GENDER EXPANSIVE

1:27:45

AND TRANSGENDER INDIVIDUALS WHICH WAS EXTREMELY VALUABLE SO SURVEY WAS A MAJOR SUCCESS BUT WE

1:27:51

CONTINUE TO STRIVE TO HAVE A MORE REPRESENTATIVE SAMPLE IN THESE TYPES OF SURVEYS BUT THERE'S ALWAYS GOING TO BE SOME CHALLENGES A

1:27:57

REPRESENTATIVE SAMPLE WILL TAKE MORE RESOURCES ECONOMIC AND HUMAN RESOURCES THAT'S GOING TO BE A CHALLENGE THERE'S STILL SOME TRUST ISSUES RIGHT I THINK

1:28:04

SOME FOLKS DON'T TRUST THE GOVERNMENT TO HAVE THEIR INFORMATION WHAT ARE YOU GOING TO DO WITH MY ACTUAL DATA AND A LOT OF FOLKS HAD HAVE

1:28:10

LEGITIMATE REASONS TO HAVE THAT ACTUAL DEGREE OF DISTRUST BASED ON THEIR LIVED

1:28:16

EXPERIENCES AND IT'S OUR JOB TO CONTINUE TO SHOW FOLKS WHAT'S IN IT FOR THEM WHY IT'S IMPORTANT HOW COMPLETING

1:28:22

THIS TYPE OF SURVEY COULD BE BENEFICIAL FOR THEM AND NOW THAT WE HAVE ONE SURVEY COMPLETED AND HAVE SOME DATA TO SHARE

1:28:27

HOPEFULLY OH SORRY ABOUT THAT I'LL SLOW DOWN BAILEY SO THIS BACK UP A LITTLE BIT IT'S OUR

1:28:34

JOB TO CONTINUE TO SHOW FOLKS WHAT'S IN IT FOR THEM WHY IT'S IMPORTANT AND HOW COMPLETING THIS TYPE OF SURVEY COULD BE

1:28:39

BENEFICIAL FOR THEM AND NOW THAT WE HAVE ONE SURVEY COMPLETED AND HAVE SOME DATA TO SHARE AND HOPEFULLY SOME TANGIBLE

1:28:45

ACTION WE'LL HAVE A MORE COMPELLING STORY TO SHARE WITH POTENTIAL SURVEY RESPONDENTS

1:28:50

NEXT SLIDE PLEASE TRYING TO GET IN SOME OF THE

1:28:55

COULD YOU SORRY BUT COULD YOU MOVE FORWARD ACTUALLY TO THE FINDINGS MAYBE THE

1:29:00

THERE WE GO THANK YOU SO MUCH SO WE'RE GOING TO GET INTO SOME OF THE FINDINGS NOW SO THAT THERE'S GOING TO BE BARRIER TO ACCESS ISSUES WHICH ISN'T

1:29:07

SURPRISING RIGHT THERE'S DISTRUST ISSUES AND BIASES IN THE DELIVERY OF MEDICAL AND SOCIAL SERVICES SO THESE

1:29:13

FINDINGS IN THE SLIDE ACTUALLY JUMPED OUT AT ME BECAUSE WE SEE THAT 11% OF RESPONDENTS HAD SERIOUS

1:29:18

THOUGHTS OF SUICIDE IN THE LAST YEAR EXTREMELY HIGH HOWEVER EVEN MORE SOBERING IS THAT OUR TRANSGENDER AND

1:29:24

GENDER EXPANSIVE RESPONDENTS REPORTED THIS AT 16% WHEN WE ISOLATE THIS TRANS WOMEN ACTUALLY GOES UP TO 18% THESE

1:29:31

FINDINGS ARE IMPORTANT BECAUSE THROUGH LIVED EXPERIENCES KIND OF LISTENING TO OUR COMMUNITY MEMBERS KIND

1:29:36

OF MAKE THESE EDUCATED ASSUMPTIONS I WANT TO SAY THAT IMPORTANT ISSUES SUCH AS SUICIDAL IDEATION IS

1:29:43

PROBABLY HIGHER WITH THE LGBTQ COMMUNITY DUE TO SOME OF THE CHALLENGES THEY FACE RIGHT BUT HAVING HARD DATA THAT'S

1:29:49

ACTUALLY DOCUMENTED IS CRITICAL BECAUSE NOW CAN SPEAK TO THESE ISSUES WITH MORE PRECISELY SO I THINK THAT'S REALLY

1:29:54

CRITICAL THAT SAME PATTERN EXISTS IN THE SURVEY DATA WHEN LOOKING AT LIFETIME EXPERIENCES OF A TRAUMATIC EVENT AS

1:30:01

AS WE GET MORE AS WE GET MORE GRANULAR WITH THE SURVEY DATA AND ISOLATE PEOPLE OF COLOR OF OUR TRANS COMMUNITY

1:30:07

THE DATA SHOWS GREATER LIFETIME EXPERIENCES OF A TRAUMATIC EVENT HIGHER SUICIDAL IDEATION AND

1:30:13

POTENTIALLY GREATER NEED FOR KEY SERVICES BUT THE CHALLENGE IS THAT THESE COMMUNITIES MAY HAVE FACED EVEN MORE DISCRIMINATION AND THUS HAVE EVEN HIGHER

1:30:19

DISTRUST IN SERVICE PROVIDERS AND OTHERS

1:30:24

NEXT SLIDE PLEASE THANK YOU SO SOCIAL SUPPORT SERVICES WAS

1:30:30

REPORTED AS A TOP NEED KIND OF SPEAKS TO THAT ALIGNMENT WITH GOAL THREE ABOUT INCLUSION AND WE WANT OLDER ADULTS TO

1:30:36

BE ENGAGED IN THEIR COMMUNITY OBVIOUSLY VOLUNTEER ROLES COMMUNITY LEADERS ETC AND

1:30:42

ISOLATION ISSUES HAVE BEEN WELL DOCUMENTED IN RECENT YEARS SO THAT'S WHY THAT IMPORTANT THAT'S THAT FINDING WAS SO IMPORTANT FOR US ANOTHER IMPORTANT

1:30:49

FINDING WAS THAT 17% OF RESPONDENTS PROVIDE CAREGIVING TYPE OF SERVICES BUT ONLY 8% RECEIVE THIS TYPE OF CARE SO

1:30:57

THAT IMBALANCE IS IMPORTANT DOCUMENT AS WELL AND KIND OF LINES WITH THE SOCIAL SUPPORTS BEING AN IMPORTANT NEED SO I THINK WITH THAT

1:31:03

I'M GOING TO HAND IT OFF TO KATHLEEN WHO'S GOING TO SHARE THE REST OF THE FINDINGS AND SOME STEPS FORWARD SO TAKE IT AWAY KATHLEEN

1:31:11

THANK YOU ROSS SO IF WE CAN GO TO THE NEXT SLIDE THANK YOU ONE OF THE AREAS THAT WE SAW THAT PRESENTED ITSELF

1:31:18

ACROSS THE STATE OOPS I APOLOGIZE THAT'S MY DOG WAS THERE WERE FINANCIAL

1:31:23

CHALLENGES FOR OUR RESPONDENTS SO YOU CAN SEE 25 TO 33% REPORTED HAVING

1:31:29

FINANCIAL CONCERNS AND WE LOOKED AT FOOD INSECURITY AS WELL THIS IS REALLY A

1:31:34

MEASURE THAT PEOPLE LOOK AT ACROSS THE STATE AND WE KNOW THAT IN OUR STATE

1:31:40

ABOUT 16% OF PEOPLE 55 TO 64 YEARS OLD EXPERIENCE FOOD INSECURITY OR REPORT

1:31:46

THAT THEY'RE FOOD INSECURE AND YOU CAN SEE FOR THIS COMMUNITY THE NUMBERS ARE ALMOST DOUBLE THAT FIGURE SO WE

1:31:55

TAKE THIS VERY SERIOUSLY THERE'S A HIGH DEGREE OF POVERTY IN THIS COMMUNITY AND FOR THOSE LIVING IN URBAN AREAS THEY

1:32:01

MIGHT BE LIVING IN FOOD DESERTS AND FOR THOSE LIVING IN RURAL AREAS THEY SIMPLY MIGHT NOT HAVE FUNDS TO ACTUALLY

1:32:07

PURCHASE FOOD SO FOOD INSECURITY WAS A HIGH NEED FOR THIS COMMUNITY AND YOU CAN GO TO THE NEXT SLIDE PLEASE

1:32:14

THANK YOU WE ALSO LOOKED AT REPORTED FEELINGS OF ISOLATION AND THE STATE DID JUST DO A STUDY ON REPORTED FEELINGS

1:32:22

OF ISOLATION ACROSS THE BOARD FOR ALL OLDER ADULTS IN THE STATE OF CALIFORNIA YOU CAN SEE 40% OF OUR OLDER ADULTS HAVE

1:32:30

A FEELING OF ISOLATION AND WE KNOW SOME FROM THE WONDERFUL WORK DONE AT UCSF MANY YEARS AGO THAT FEELINGS OF

1:32:37

ISOLATION AND NOT BELONGING HAVE BEEN LINKED TO EARLY ONSET OF DEATH SO

1:32:43

THIS IS ALWAYS A WARNING SIGNAL FOR ALL OF US GERONTOLOGISTS OUT THERE BUT WHAT WE WERE INTERESTED IN WAS IS THE

1:32:50

LGBTQI COMMUNITY ALSO REPORTING HIGH LEVELS OF ISOLATION AND YOU CAN SEE FOR

1:32:55

TRANSGENDER OLDER ADULTS 62% ARE REPORTING THAT THEY HAVE FEELINGS OF

1:33:01

ISOLATION SO THEY'RE DISCONNECTED FROM COMMUNITY AND THAT JUST PUTS OUR OLDER ADULTS IN GRAVE DANGER FEELINGS OF

1:33:09

ISOLATION REALLY MEAN THAT THEY'RE NO LONGER CONNECTING TO COMMUNITY AND

1:33:15

ARE WITHDRAWING FROM THAT COMMUNITY NEXT SLIDE PLEASE THANK YOU WE ALSO LOOK AS ROSS SAID

1:33:22

AT WHAT ARE OUR LIFETIME EXPERIENCES AND HOW THEY INFORM US IN TERMS OF

1:33:29

RECEIVING CARE RECEIVING SERVICES WE ASKED ABOUT RECENT EXPERIENCES AND

1:33:34

THAT'S IN THE LAST YEAR AND SO AGAIN I JUST REMIND PEOPLE WHEN I'M DOING THIS

1:33:40

PRESENTATION WE'RE TALKING ABOUT THE WONDERFUL STATE OF CALIFORNIA  
WHICH IS SO EMBRACING TO THE LGBTQIA

1:33:46

COMMUNITY AND YET IN THE PAST YEAR RESPONDENTS SAID THAT THEY DID HAVE  
HIGH

1:33:52

LEVELS OF EITHER UNFAIR TREATMENT FEELING DISCRIMINATED AGAINST OR  
FEELING DISRESPECTED AND NOT SURPRISING TO OUR

1:34:00

COMMUNITY HOWEVER WE'VE NEVER ACTUALLY SEEN THE DATA WE'VE NEVER HAD  
DATA LIKE THIS TRANSGENDER WOMEN HAVE THE HIGHEST

1:34:08

RATE OF REPORTED DISCRIMINATION DISRESPECT OR UNFAIR TREATMENT SO THIS

1:34:14

IS AGAIN JUST SOMETHING THAT'S INFORMING US THIS IS BASELINE DATA BUT IT'S

1:34:19

VERY TROUBLING FOR OUR COMMUNITY MEMBERS YOU CAN GO TO THE NEXT SLIDE  
PLEASE

1:34:25

WE ALSO TALKED ABOUT THAT FACT THAT THERE ARE CHALLENGES FOR THIS  
COMMUNITY WHICH WE ARE HIGHLIGHTING BUT THERE'S

1:34:31

ALSO AN ENORMOUS AMOUNT OF RESILIENCY SO I ALWAYS LIKE TO END WITH SOME  
OF THE

1:34:37

RESILIENCY THAT OUR COMMUNITY MEMBERS REPORT PART OF THAT IS OVER  
QUALITY OF LIFE WHEN WE LOOKED AT THE DATA AND

1:34:45

YOU LOOK AT WHO SAYS THEIR LIFE IS VERY GOOD OR EXCELLENT IN TERMS OF  
THEIR QUALITY OF LIFE ALMOST 60% OVERALL SAY

1:34:53

THAT THEY'RE SATISFIED WITH THEIR QUALITY OF LIFE THAT IT'S EXCELLENT OR  
VERY GOOD AND WHEN YOU LOOK

1:34:58

AT BOTH TRANSGENDER COMMUNITY AND THEN OVERALL AND YOU INCLUDE THE

1:35:04

OPTION FOR GOOD WE'RE UP TO ALMOST 80% AND THAT'S REALLY THAT'S NOT  
SURPRISING

1:35:10

TO PEOPLE IN THE COMMUNITY BUT IT DOES SHOW AN ENORMOUS AMOUNT OF  
RESILIENCY AS DOES SATISFACTION WITH

1:35:17

RELATIONSHIPS WHEN YOU INCLUDE EXCELLENT VERY GOOD OR GOOD INTO THE EQUATION

1:35:23

MOST PEOPLE ARE SATISFIED WITH THE RELATIONSHIPS AND I THINK THAT DOES SHOW SIGNS OF RESILIENCY OF THIS COMMUNITY SO

1:35:30

WE SAW THERE'S A HIGH LEVEL OF ISOLATION BUT PEOPLE ARE STILL SATISFIED WITH THEIR RELATIONSHIPS PEOPLE DO AN

1:35:36

ENORMOUS AMOUNT OF WORK TO CREATE WHAT WE CALL FAMILIES OF CHOICE AND

1:35:42

CREATE STRONG BONDS WITH PEOPLE WHO MIGHT NOT BE RELATED TO THEM TO ACTUALLY PROVIDE CAREGIVING OR JUST

1:35:48

SOCIAL SUPPORT YOU CAN GO TO THE NEXT SLIDE PLEASE

1:35:53

OUT OF THE STUDY WE DO HAVE A NUMBER OF OPPORTUNITIES FOR ACTION AND

1:36:00

AROUND THE PHYSICAL COGNITIVE MENTAL HEALTH CHALLENGES AS ROSS WAS SAYING WE DO BELIEVE THAT WE SHOULD HAVE REALLY

1:36:08

INTENSELY TAILORED SUICIDE PREVENTION RESOURCES FOR LGBTQIA OLDER ADULTS THE FACT THAT SO MANY OF

1:36:15

THEM 18% OF TRANSGENDER WOMEN HAVE SERIOUSLY CONSIDERED SUICIDE IN THE PAST

1:36:21

YEAR OR HAD SUICIDATION THOUGHTS MEANS THAT THIS IS A THIS IS A BIG AREA

1:36:26

THAT WE NEED TO PAY ATTENTION TO TRAUMA-INFORMED CARE IS SOMETHING THAT MANY ORGANIZATIONS HAVE BEEN ADVOCATING

1:36:32

FOR IN CALIFORNIA AND THERE ARE SOME THERE ARE SOME RULES OR BEST PRACTICES

1:36:37

FOR TRAUMA-INFORMED CARE PARTICULARLY IN LONG-TERM CARE BUT THAT REALLY DOES NEED TO BE EXPANDED AND THEN ALSO JUST

1:36:44

DEVELOPING A NETWORK OR A DIRECTORY OF LGBTQIA



1:36:49

AFFIRMING SERVICE PROVIDERS AND COLLABORATE WITH LOCAL PUBLIC HEALTH OFFICIALS THAT'S SOMETHING THAT DOESN'T

1:36:56

NEED TO BE FROM THE STATE PERHAPS THE STATE CAN SUPPORT AN EFFORT BUT LOCAL

1:37:01

NONPROFITS MIGHT BE ABLE TO ACTUALLY DO BEST AT CREATING THAT LIST YOU CAN GO TO

1:37:06

THE NEXT SLIDE PLEASE THANK YOU AND THEN AROUND ECONOMIC

1:37:12

WELL-BEING YOU KNOW ENSURING THAT ALL OLDER ADULTS HAVE ACCESS TO FOOD IS ONE

1:37:17

WAY TO HELP LGBTQIA OLDER ADULTS BUT I DO THINK THAT HAVING SOME TYPE OF

1:37:24

FINANCIAL SERVICES OR PLANNING THAT ARE REALLY TAILORED TOWARDS THIS COMMUNITY WOULD BE GREAT WE KNOW THAT THERE'S

1:37:33

HIGH LEVELS OF POVERTY PARTICULARLY FOR LESBIAN COUPLES WHO HAVE THE HIGHEST RATE OF POVERTY COMPARED TO ALL OTHER

1:37:38

COUPLES SO TAILORING FINANCIAL SERVICES TO THE COMMUNITY COULD GO A

1:37:44

LONG WAY IN HELPING FOLKS BECOME MORE ECONOMICALLY SUSTAINABLE NEXT SLIDE

1:37:51

THANK YOU AND THEN ON SOCIAL WELL-BEING YOU KNOW WE HAVE A NUMBER OF

1:37:56

ORGANIZATIONS AND ACTUALLY THE CALIFORNIA DEPARTMENT OF AGING HAS FUNDED ORGANIZATIONS TO CREATE CULTURAL

1:38:04

COMPETENCY TRAININGS AND I THINK THAT THAT IS SOMETHING THAT PEOPLE CAN TAKE ADVANTAGE OF IN THE STATE A LOT OF

1:38:11

THE ORGANIZATIONS AFTER THE DEPARTMENT FUNDED THE CREATION OF THOSE TRAININGS OFFER THEM FOR FREE SO THERE'S

1:38:18

A LOT OF FOLKS WHO CAN TAKE ADVANTAGE OF THOSE TYPES OF TRAININGS WE ALSO THINK THAT YOU KNOW PROVIDING ONGOING

1:38:25

SUPPORT FOR LGBTQIA SERVING ORGANIZATIONS WHETHER THAT'S IN A LARGE COMMUNITY OR IN A SMALL FRONTIER RURAL

1:38:32

COMMUNITY THOSE ARE THE ORGANIZATIONS THAT WE WENT TO GET THE SURVEY INTO THE HANDS OF OLDER ADULTS BECAUSE WE

1:38:39

KNEW THEY WERE TRUSTED VOICES SO CONTINUING TO SUPPORT THOSE ORGANIZATIONS WILL GO A LONG WAY IN

1:38:45

HELPING TO REALLY BUILD OUT SOCIAL CONNECTIONS AND PEER SUPPORT FOR LGBTQ OLDER ADULTS

1:38:52

AND NEXT SLIDE PLEASE THANK YOU AND LASTLY IS YOU KNOW WE

1:38:57

CONTINUE ON WITH THE TRAINING OBVIOUSLY BUT ALSO JUST UNDERSTANDING THAT THERE ARE SPECIFIC STIGMA RELATED

1:39:05

BARRIERS TO FINDING OR ACTUALLY PARTAKING IN SERVICES AND THE WAY TO

1:39:12

ACTUALLY MAKE YOUR ORGANIZATION OR COMMUNITY OR BUSINESS MORE

1:39:18

WELCOMING TO LGBTQI OLDER ADULTS IS TO ACTUALLY SHOW THAT YOU'VE BEEN TRAINED THAT THERE ARE SOCIAL SUPPORTS WITHIN

1:39:25

YOUR COMPANY OR IN YOUR ORGANIZATION OLDER ADULTS OLDER LGBTQIA OLDER ADULTS

1:39:32

ARE CONSTANTLY LOOKING FOR WHETHER OR NOT THEY'RE SAFE BASED ON WHAT THEY HEAR AND WHAT THEY SEE AND ONE GREAT WAY TO

1:39:39

SHOW THAT YOU'RE A WELCOMING ENVIRONMENT IS TO ACTUALLY INCLUDE THEM IN ANY COLLATERAL MATERIALS THAT YOU MIGHT HAVE

1:39:45

FOR YOUR COMMUNITY AND WE KNOW FROM OUR FRIENDS IN FRESNO THEY'VE DONE WONDERFUL JOB WORKING WITH FIRST RESPONDERS SO

1:39:51

TRAINING OUR FIRST RESPONDERS OUR MENTAL HEALTH SERVICES HEALTHCARE PROVIDERS WILL GO A LONG WAY IN ACTUALLY EXPANDING

1:39:57

THE SUPPORT AND SERVICES FOR THIS COMMUNITY AND I THINK THAT'S OUR LAST SLIDE OR WE MIGHT HAVE ONE MORE CAN YOU

1:40:04

YEP THAT IS OUR LAST SLIDE SO THANK YOU SO MUCH FOR THE OPPORTUNITY TO PRESENT THANK YOU

1:40:11

THANK YOU THAT WAS VERY INFORMATIVE AND IMPACTFUL WORK TO GIVE VISIBILITY TO

1:40:16

THE THESE IMPORTANT ISSUES ONE OF THE QUESTIONS THAT WE'VE RECEIVED SO FAR FROM VIVIANNE IS HOW IS THE STATE

1:40:23

PLANNING TO INTEGRATE YOUR SURVEY FINDINGS INTO THE STATE PLAN AND I'M ASSUMING SHE'S REFERRING TO THE MASTER

1:40:29

PLAN ON AGING THE MASTER PLAN ON AGING WELL THAT THAT'S A GOOD QUESTION WE HAVEN'T SPOKEN ABOUT THAT YET MASTER

1:40:36

PLAN FOR AGING I WE STILL GOT TO THINK THAT THROUGH BUT YEAH SO I'M

1:40:42

SORRY I DON'T HAVE A GOOD ANSWER FOR THAT YET I THINK WE'RE IN THE PHASE OF STILL PRESENTING THIS INFORMATION REALLY

1:40:47

THINKING ABOUT HOW TO ACTUALLY MOVE IT FORWARD WITH SOME OF THE PROGRAM POLICY ANALYSIS BUT IN TERMS OF INTEGRATING THE

1:40:52

MASTER PLAN FOR AGING IT KIND OF SPEAKS TO ALL FIVE GOALS SO IT'S IMPORTANT TO HAVE THAT HARD ESTABLISHED DATA BECAUSE

1:40:58

IT DOES ALIGN WITH ALL FIVE GOALS ESPECIALLY GOAL THREE SO WE HAVE THESE DATA NOW WE'RE KIND OF THINKING ABOUT

1:41:03

HOW TO ACTUALLY MOVE IT FORWARD AND ACTUALLY DO SOMETHING WITH IT BUT AT THE VERY MINIMUM IT'S REALLY PROUD TO

1:41:08

HAVE LIKE THIS REALLY IMPORTANT DATA DOCUMENTED IT WAS LACKING RIGHT BECAUSE WE KIND OF SPEAK THESE ISSUES BUT NOW WE CAN SPEAK TO THEM ACTUALLY MORE MORE

1:41:14

PRECISELY AND HAVE HARD DATA TO ACTUALLY BACK UP WHAT WE'RE SAYING SO I THINK THAT'S CRITICAL YEAH YOU'RE SO RIGHT

1:41:20

WHILE I WAIT TO SEE IF THERE'S ANY OTHER INDIVIDUALS THAT LIKE TO ADD QUESTIONS I JUST WANT TO SAY I WAS PARTICIPATING IN AN AFFORDABLE HOUSING FORUM AND SOMEONE

1:41:27

BROUGHT UP EXACTLY YOUR POINT DR SULLIVAN THAT OFTEN TIMES THAT AN ISSUE FOR LGBTQI MEMBERS TO FIND AFFORDABLE

1:41:33

HOUSING IS WHETHER THEY FEEL SAFE AND SOMETIMES THAT INDIVIDUALS THAT MIGHT BE MARRIED MIGHT ENTER THAT HOUSING AND

1:41:39

DECIDE TO PRESENT AS IF THEY WERE NOT A COUPLE UNTIL THEY COULD FIGURE OUT IF THEY'RE SAFE SO THANK YOU FOR YOUR

1:41:45

SURVEY THAT REMINDS US OF THE IMPORTANCE OF CREATING THOSE SAFE ENVIRONMENTS AND WHAT ARE OBSTACLES THAT WE

1:41:51

MIGHT NOT READILY SEE VISIBLE AS ADVOCATES THAT WE CAN LOOK FORWARD TO BETTER TO IMPROVE OUTCOMES

1:41:58

A FOLLOW-UP QUESTION IS ARE THERE IS THERE A PLAN TO CONTINUE THE SURVEY AT A REGULAR INTERVALS

1:42:04

THAT'S THE HOPE AT LEAST THERE'S NO PLAN YET BUT THAT'S THE HOPING THIS IS A BASELINE SURVEY WE JUST CALL IT BECAUSE IT'S IMPORTANT TO COLLECT THESE DATA

1:42:10

ONGOING AND SERVICE NEEDS CHANGE QUICKLY RIGHT WE'VE SEEN THAT OVER THE LAST FEW MONTHS SO IT'S CRITICAL TO ACTUALLY

1:42:16

DO THAT WE DON'T HAVE A SET PLAN YET AS FAR AS IT'S GOING TO BE CDA LIKE WHERE'S THE FUNDING SUPPORT GOING TO COME

1:42:21

FROM BUT DEFINITELY IT'S IMPORTANT TO CONTINUE THIS DATA COLLECTION EFFORT SO IT'S ON OUR RADAR THAT'S THE

1:42:27

HOPE WE DON'T HAVE A SET PLAN YET IF THAT MAKES SENSE I WILL JUST IF I MAY JUST ADD THAT YOU KNOW PART OF THE

1:42:34

CHALLENGE THAT ROSS ALLUDED TO WITH HAVING A MORE DIVERSE GROUP OF PEOPLE

1:42:40

TAKING THE SURVEY I THINK WILL BE AIDED BY THE FACT THAT THE COALITION IS GOING TO BE ONGOING SO JUPITER PERAZA AT OPEN HOUSE

1:42:47

IS WORKING TO CONTINUE THAT COALITION SO THAT IT'S AN EVERGREEN COALITION AND JUST CONTINUING TO DEVELOP TRUSTED

1:42:54

RELATIONSHIPS WITH LATINX COMMUNITY MEMBERS AND ORGANIZATIONS AND AFRICAN-AMERICAN LE AND SUPPORTING

1:43:02

ORGANIZATIONS SO YOU KNOW I THINK THAT THIS IS AN ONGOING TYPE OF CONVERSATION

1:43:08

THAT WE'RE ALL HAVING AND THIS AGAIN WAS BASELINE DATA AND IT WAS

1:43:15

IMPORTANT JUST TO SORT OF PUT DOWN WHAT IS THE BASELINE THAT WE KNOW WE CAN'T GENERALIZE FROM IT BECAUSE

1:43:21

IT'S CONVENIENT SAMPLING WHICH MEANS THAT YOU KNOW WE GO TO AN ORGANIZATION

1:43:28

THEY BRING IT TO THEIR MEMBERS THEIR MEMBER MIGHT PASS IT TO ANOTHER FRIEND OF THEIRS BUT AT THE SAME TIME IT WAS

1:43:35

AN INCREDIBLE NUMBER OF PEOPLE THAT RESPONDED SO IT WAS IT WAS VERY STRONGLY RECEIVED AND THE FOCUS GROUPS ARE

1:43:42

CRITICAL TOO BUT THERE ONE LAST THING THE FOCUS GROUPS A PLUG FOR THAT THAT FILLED LIKE REALLY IMPORTANT GAPS RIGHT

1:43:48

TO GET THE ADDITIONAL CONTEXT SO I WOULD LOVE TO COME BACK AND PRESENT WITH ANGIE PERONE ON SOME OF THE FOCUS GROUP

1:43:54

FINDINGS BUT IT'S REALLY INTERESTING SO THAT KIND OF LIKE IS THE COMPREHENSIVE LOOK AT THIS AND FILL SOME OF THOSE GAPS AND QUESTIONS AND WE HAVE

1:44:00

TO ACTUALLY SPEAK TO SOME OF THOSE HARDER TO REACH POPULATIONS YEAH THAT WOULD BE GREAT AND YEAH I THINK THAT THERE'S MUCH THAT WE CAN DO TO SHOW

1:44:07

INDIVIDUALS HOW THEIR TIME AND INPUT INTO THESE SURVEYS DOES MAKE A DIFFERENCE AND SHAPING SERVICES SO THANK

1:44:13

YOU FOR THAT YEAH SO NEXT WE WILL TRANSITION TO THE NEXT PRESENTATION

1:44:18

ON OUR AGENDA AND I'D LIKE TO WELCOME REGINA WRIGHT STATE PUBLIC GUARDIAN

1:44:23

LIAISON WITH THE CALIFORNIA DEPARTMENT OF AGING THANK YOU REGINA FOR BEING HERE WITH US TODAY I'LL TRANSITION IT OVER TO

1:44:29

YOU THANK YOU BERTHA I'M REALLY EXCITED TO BE HERE TO PRESENT THESE FINDINGS FOR

1:44:36

THOSE OF YOU WHO ARE IN THE CONSERVATORSHIP SUBCOMMITTEE THIS PRESENTATION WILL LOOK FAMILIAR BUT WE

1:44:41

WANTED TO BRING IT TO THE LARGER EDJCC

1:44:47

NEXT SLIDE PLEASE SO THIS PRESENTATION IS GOING TO BE

1:44:52

ABOUT THE 2023 CALIFORNIA PUBLIC GUARDIAN SURVEY SO THE DATA I'M GOING TO BE PRESENTING TODAY IS FROM 2023 I

1:45:01

CONDUCTED THIS SURVEY ON MY OWN SO THERE IS AND I GOT THE PUBLIC GUARDIAN

1:45:06

CONTACT INFORMATION FROM THE CALIFORNIA STATE ASSOCIATION OF PUBLIC ADMINISTRATORS PUBLIC GUARDIANS AND

1:45:12

PUBLIC CONSERVATORS BUT THIS STUDY IS GOING TO BE MUCH MORE LIMITED IN SCOPE BECAUSE LIKE I DID IT ON MY OWN SO

1:45:20

HOPEFULLY YOU'LL FIND SOME OF THE FINDINGS USEFUL NEXT SLIDE PLEASE

1:45:26

SO I JUST WANT TO GIVE SOME HISTORY OF THE STATE PUBLIC GUARDIAN LIAISON POSITION SO THIS POSITION WAS CREATED AS

1:45:32

PART OF THE CALIFORNIA DEPARTMENT OF AGING'S 2022 2023 BUDGET CHANGE PROPOSAL

1:45:38

FOR THE MASTER PLAN FOR AGING IMPLEMENTATION AND WHEN THE SLIDES ARE AVAILABLE ON

1:45:44

THE EDJCC WEBSITE YOU'LL BE THIS IS A HYPERLINK THAT YOU CAN CLICK ON THAT IF YOU WANTED TO READ THE LANGUAGE

1:45:50

DIRECTLY ABOUT THE CREATION OF THIS POSITION SO THIS POSITION SERVES AS CDA'S

1:45:56

LIAISON WITH COUNTY PUBLIC GUARDIAN PROGRAMS AND CONDUCTS RESEARCH ON PROBATE CONSERVATORSHIP TO FORMULATE

1:46:02

STRATEGIES TO IMPROVE THE QUALITY OF AND ACCESS TO PROBATE CONSERVATORSHIP STATEWIDE WITH THE GOAL OF PROTECTING

1:46:08

VULNERABLE INDIVIDUALS FROM ABUSE NEGLECT EXPLOITATION AND SELF-NEGLECT

1:46:13

ONE OF THE THINGS I WANT TO MENTION BEFORE WE MOVE TO THE NEXT SLIDE IS THAT IT WAS A DECISION BY THE DEPARTMENT OF

1:46:19

AGING TO FOCUS ON PROBATE CONSERVATORSHIP ONLY SO THIS RESEARCH AND THIS POSITION DOES NOT INVOLVE LPS

1:46:25

CONSERVATORSHIP THAT AN LPS CONSERVATORSHIP IS FOR FOLKS WHO HAVE A

1:46:31

MENTAL HEALTH DISORDER OR SUBSTANCE USE DISORDER SO I JUST WANT TO SORT OF SET THE STAGE TO MAKE THAT CLEAR NEXT

1:46:38

SLIDE PLEASE SO AGAIN THIS POSITION WAS CREATED AS

1:46:44

PART OF THE MASTER PLAN FOR AGING IMPLEMENTATION AND THERE ARE TWO MPA GOALS THAT ARE

1:46:50

RELATED TO PUBLIC GUARDIAN AND CONSERVATORSHIP AND SO I'LL GO OVER THOSE SO THE FIRST TIME IT

1:46:56

APPEARED WAS IN THE MPA 2021 2022 IT WAS INITIATIVE 96 TO ASSESS NEEDS AND

1:47:03

CAPACITIES OF LOCAL PUBLIC GUARDIANS PUBLIC CONSERVATORS AND PUBLIC ADMINISTRATORS GIVEN GROWING AND

1:47:09

CHANGING NEEDS SO THIS STUDY FOCUSED ONLY ON PUBLIC GUARDIANS IT DIDN'T FOCUS

1:47:14

ON AGAIN THE PUBLIC CONSERVATOR FUNCTION WHICH DOES LPS CONSERVATORSHIP OR THE

1:47:20

PUBLIC ADMINISTRATOR FUNCTION WHICH DOES DECEDENT ESTATES NEXT SLIDE PLEASE

1:47:26

AND THEN THERE WAS AN MPA INITIATIVE IN 2023 2024 INITIATIVE 69 WHICH IS TO

EXPLORE DEDICATED FUNDING OPPORTUNITIES FOR PROBATE GUARDIANSHIP WITH CASE LOAD STANDARDS BASED ON ACUITY LEVELS THIS

1:47:40

MAY ALIGN WITH AB1663 WHICH REFORMS CALIFORNIA'S PROBATE CONSERVATORSHIP SYSTEM TO ENABLE PEOPLE

1:47:48

WITH DISABILITIES AND OLDER ADULTS TO PURSUE SUPPORT DECISION-MAKING AS A LESS RESTRICTIVE ALTERNATIVE TO

1:47:53

CONSERVATORSHIP JUST SOME COMMENTARY ABOUT SOME OF THE TERMINOLOGY IN THIS

1:47:58

SLIDE SO PROBATE GUARDIANSHIP IS A TERM THAT YOU MIGHT HEAR AT THE NATIONAL LEVEL SO FOR EXAMPLE I BELIEVE IT'S

1:48:07

THAT'S THE PHRASE THAT'S USED IN TENNESSEE HERE IN CALIFORNIA WE DON'T REALLY USE THE PHRASE PROBATE

1:48:13

GUARDIANSHIP SO THIS KIND OF IS MORE PHRASED TOWARDS A NATIONAL CONTEXT HERE IN CALIFORNIA WE HAVE PROBATE

1:48:19

CONSERVATORSHIP LPS CONSERVATORSHIP AND LIMITED CONSERVATORSHIP

1:48:24

WHICH IN A DIFFERENT STATE MIGHT JUST BE CALLED ADULT GUARDIANSHIP AND TO MAKE

1:48:30

THINGS EVEN MORE CONFUSING IN CALIFORNIA GUARDIANSHIP REFERS TO GUARDIANSHIP

1:48:35



OF MINORS ONLY SO THERE'S A LOT OF DIVERSITY IN HOW THIS TERMINOLOGY IS  
1:48:40

TALKED ABOUT IN CALIFORNIA COMPARED TO OTHER STATES NEXT SLIDE PLEASE  
1:48:47

SO THE PROJECT PLAN FOR THE SURVEY WAS PHASE ONE WAS TO DO  
BACKGROUND RESEARCH PHASE TWO IS THE PUBLIC GUARDIAN SURVEY  
1:48:54

WHICH WAS DONE THROUGH SURVEY MONKEY PHASE THREE WAS OPTIONAL  
FOLLOW-UP INTERVIEWS PHASE FOUR WAS ANALYSIS OF  
1:49:01

THE OF SURVEY AND INTERVIEWS PHASE FIVE WAS TO DOCUMENT FINDINGS AND  
PHASE  
1:49:07

SIX IS THE FINAL RELEASE NEXT SLIDE PLEASE SO AS AN OVERVIEW  
1:49:14

THE SURVEY AND INTERVIEWS FOCUS ON THE PROBATE CONSERVATORSHIP  
FUNCTIONS OF CALIFORNIA'S PUBLIC GUARDIAN PROGRAMS SO  
1:49:20

THE PUBLIC GUARDIAN PROGRAM MIGHT ALSO ADMINISTER LPS  
1:49:26

CONSERVATORSHIP AS WELL AND FREQUENTLY MOST OFTEN PUBLIC GUARDIAN  
PROGRAMS ADMINISTER BOTH PROBATE CONSERVATORSHIP  
1:49:32

AND LPS CONSERVATORSHIP BUT WHEN AGAIN WHEN I ADMINISTERED THE SURVEY  
I SAID PLEASE ONLY REPORT ON THE PROBATE  
1:49:38

CONSERVATORSHIP FUNCTIONS THE SURVEY WAS CONDUCTED USING SURVEY  
MONKEY FROM MAY  
1:49:43

THROUGH JUNE OF 2023 AND OPTIONAL FOLLOW-UP INTERVIEWS WERE HELD JULY  
1:49:49

THROUGH SEPTEMBER OF 2023 SO 57 COUNTIES COMPLETED THE SURVEY  
1:49:54

SO WE HAVE 58 COUNTIES WE HAVE 58 CALIFORNIA COUNTIES WE GOT 57 TO  
1:49:59

PARTICIPATE SO REALLY HIGH PARTICIPATION IN THE SURVEY MONKEY AND THEN 53  
1:50:04

COUNTIES ALSO PARTICIPATED IN THE OPTIONAL FOLLOW-UP INTERVIEW  
1:50:10

NEXT SLIDE PLEASE SO I KIND OF WANT TO FRAME THE SURVEY  
1:50:15

AND THE GOAL OF THE SURVEY IS REALLY TO UNDERSTAND COUNTY PUBLIC  
GUARDIANS THE CREATION OF MY POSITION AS

1:50:22

THE STATE PUBLIC GUARDIAN LIAISON IS THE STATE OF NOT ONLY THE CALIFORNIA  
DEPARTMENT OF AGING BUT THE STATE OF

1:50:28

CALIFORNIA MORE LARGELY FIRST INVOLVEMENT IN LOOKING AT PROBATE  
CONSERVATORSHIP FROM THE STATE LEVEL

1:50:35

LIKE THE FIRST OF ITS KIND AND SO REALLY THE STATE OF CALIFORNIA AND IN

1:50:40

PARTICULAR THE DEPARTMENT OF AGING IS IN LIKE A LEARNING MODE TO LIKE  
UNDERSTAND WHAT IS GOING ON AT THE COUNTY LEVEL SO

1:50:46

THE GOAL OF THIS WAS TO LEARN ABOUT THE PROBATE CONSERVATORSHIP  
FUNCTIONS OF COUNTY PUBLIC GUARDIANS AS PART OF THE

1:50:52

SAFETY NET TO PROTECT VULNERABLE INDIVIDUALS FROM ABUSE NEGLECT  
EXPLOITATION AND SELF- NEGLECT AND I

1:50:58

REALLY DO WANT TO UNDERSCORE THE SAFETY NET PART OF THIS BECAUSE AS WE  
KNOW

1:51:03

CONSERVATORSHIP SOMETIMES IS PORTRAYED LIKE THROUGH LIKE BRITNEY  
SPEARS CONSERVATORSHIP ETC BUT YOU KNOW AT ITS

1:51:09

BEST THIS REALLY IS A SAFETY NET TO PROTECT VULNERABLE INDIVIDUALS NEXT  
SLIDE PLEASE

1:51:18

SO SOME OBJECTIVES FOR THE SURVEY ARE YOU KNOW TO GATHER INFORMATION  
ABOUT HOW

1:51:23

THE PROBATE CONSERVATORSHIP FUNCTIONS IN PUBLIC GUARDIAN PROGRAMS  
LIKE HOW THEY'RE STRUCTURED AND ADMINISTERED

1:51:29

ACROSS CALIFORNIA COUNTIES TO IDENTIFY COMMON PRACTICES AND VARIATIONS  
IN HOW

1:51:34

PUBLIC GUARDIANS MANAGE PROBATE CONSERVATORSHIP CASES THREE TO  
UNDERSTAND THE CHALLENGES THE

1:51:40

PUBLIC GUARDIANS FACE IN MEETING THE NEEDS OF PROBATE CONSERVATIVES  
AND FOUR TO DOCUMENT PERSPECTIVES FROM COUNTY

1:51:46

STAKEHOLDERS ON SYSTEM STRENGTHS AND GAPS AND FIVE TO BUILD  
FOUNDATIONAL KNOWLEDGE TO INFORM FUTURE EFFORTS TO

1:51:53

STRENGTHEN THE PROBATE CONSERVATORSHIP SAFETY NET SO JUST LIKE THE  
LGBT

1:51:58

PRESENTATION BEFORE ME WHICH WAS LIKE FIRST OF ITS KIND IT'S JUST A  
FOUNDATION TO BUILD UPON AND SO I HOPE THAT

1:52:05

THIS CAN ALSO BE A FOUNDATION AS WELL FOR FUTURE STUDIES NEXT SLIDE  
PLEASE

1:52:13

SO I DID YOU KNOW I LOOKED AT THE PUBLIC GUARDIAN ORGANIZATIONAL  
STRUCTURE

1:52:18

VERY CLOSELY AND SO WHAT THIS

1:52:23

IS SO THERE IS SO MUCH VARIATION STATEWIDE ABOUT WHERE THE PUBLIC  
GUARDIAN PROGRAM IS HOUSED IT IS A

1:52:30

COUNTY BASED PROGRAM SO AGAIN PUBLIC GUARDIAN IS NOT ADMINISTERED AT  
THE STATE LEVEL IT'S ADMINISTERED AT THE

1:52:36

COUNTY LEVEL AND IT'S A PROGRAM THAT THE BOARD OF SUPERVISORS CAN OPT  
TO HAVE OR

1:52:43

TO NOT HAVE AND FORTUNATELY MOST PUBLIC MOST COUNTIES HAVE OPTED TO  
HAVE THE PROGRAM SO I FOUND THAT ABOUT 40% OF

1:52:51

THE TIME THE PUBLIC GUARDIAN PROGRAM WAS HOUSED IN EITHER LIKE A SOCIAL  
SERVICES OR HUMAN SERVICES DEPARTMENT 15% OF

1:52:58

THE TIME IT WAS IN HEALTH AND HUMAN SERVICES AND THE REASON I CARVE THAT  
OUT IS THAT WE'RE TALKING LIKE THE PUBLIC

1:53:06

GUARDIAN PROGRAM REPORTED DIRECTLY TO THE DIRECTOR OF HEALTH AND  
HUMAN SERVICES SO IT WASN'T MAYBE A COUPLE

1:53:11

STEPS DOWN AND EITHER DIVIDED IN EITHER TO HEALTH OR TO HUMAN BUT  
REPORTED DIRECTLY TO THE DIRECTOR 15% OF

1:53:20

PROGRAMS REPORTED TO THE BEHAVIORAL HEALTH DIRECTOR SO THEY KIND OF  
MORE LEANED ON THE LPS FOLK THEY

1:53:26

HAPPENED TO DO PROBATE BUT THEY WERE ALSO DOING LPS AND KIND OF HOUSED  
UNDER BEHAVIORAL HEALTH 10% WERE IN

1:53:35

HEALTH DEPARTMENTS AND THEN 10 PROGRAMS WERE IN A VARIETY OF OTHER

1:53:41

CONFIGURATIONS WHICH I HAVE LISTED HERE THERE WAS LIKE THREE DIFFERENT  
STANDALONE PROGRAMS WHERE IT WAS EITHER

1:53:48

PUBLIC ADMINISTRATOR PUBLIC GUARDIAN STANDALONE PUBLIC GUARDIAN PUBLIC  
CONSERVATOR STANDALONE OR PUBLIC

1:53:54

ADMINISTRATOR GUARDIAN CONSERVATOR STANDALONE AND A VARIETY OF OTHER  
SETUPS SO WHEN THE SLIDE IS AVAILABLE

1:54:00

YOU CAN LOOK AT IT MORE CLOSELY TO SEE LIKE ALL THE DIFFERENT  
CONFIGURATIONS AND THERE IS ONE COUNTY IN

1:54:07

CALIFORNIA THAT DOES NOT HAVE A PUBLIC GUARDIAN PROGRAM SO 57 COUNTIES  
DO HAVE A PUBLIC GUARDIAN PROGRAM BUT WE DO HAVE

1:54:13

ONE COUNTY THAT DOES NOT NEXT SLIDE PLEASE

1:54:19

SO I JUST WANT TO KIND OF CONVEY LIKE WHAT I WAS ABLE TO LEARN ABOUT  
SOME

1:54:24

OF THE CHALLENGES THAT ARE SORT OF HAPPENING SO THERE'S NO

1:54:30

STANDARDIZED THERE'S NO DATA STANDARDIZATION STATEWIDE SO WHAT THIS  
MEANS IS SO FOR EXAMPLE LIKE THE

1:54:37

STATE OF CALIFORNIA IS NOT COLLECTING DATA LIKE ON AN ANNUAL BASIS FROM  
PUBLIC

1:54:44

GUARDIAN PROGRAMS THE STATE OF CALIFORNIA HAS NO AUTHORITY OVER PUBLIC  
GUARDIAN PROGRAMS AND IT'S ALSO NOT

1:54:51

BEING COLLECTED BY ANY ASSOCIATION EITHER SO THERE IS NO DATA

1:54:57

THERE'S NO STANDARD DATA ELEMENTS THAT ARE COLLECTED STATEWIDE SO FOR EXAMPLE YOU KNOW ALAMEDA COUNTY MIGHT HAVE

1:55:06

DIFFERENT DATA ELEMENTS THAN SAN FRANCISCO COUNTY

1:55:12

NO THERE'S NO SYSTEMATIC DATA COLLECTION AGAIN AT THE COUNTY OR THE STATE LEVEL AND YOU KNOW AGGREGATING

1:55:20

AND WHEN I DID BECAUSE I DID ASK FOR DATA AGGREGATING DATA FROM A CASE MANAGEMENT SYSTEM CURRENTLY REQUIRES A

1:55:26

MANUAL WORKLOAD FOR MOST PUBLIC GUARDIAN PROGRAMS SO FOR EXAMPLE IF I WERE TO ASK A COUNTY YOU KNOW HOW MANY PROBATE

1:55:33

CONSERVATEES DO YOU HAVE IT WOULD SORT OF INVOLVE LIKE PULLING UP A YOU KNOW IN

1:55:38

THE CASE MANAGEMENT SYSTEM PULLING UP LIKE WHAT WOULD LOOK LIKE A SPREADSHEET AND LIKE SORT OF COUNTING THE ROWS

1:55:44

BECAUSE THERE'S NO AUTOMATED REPORT TO SAY THIS IS HOW MANY YOU KNOW THIS IS

1:55:49

HOW MANY PROBATE CONSERVATEES WE HAVE YOU WOULD HAVE TO SO IT'S A VERY MANUAL PROCESS BECAUSE THERE'S NO

1:55:55

BUILT-IN REPORT RIGHT NOW NEXT SLIDE PLEASE SO I WANTED TO UNDERSTAND HOW DATA IS

1:56:04

CURRENTLY BEING TRACKED SO WHILE DATA IS NOT BEING AGAIN REPORTED

1:56:09

YOU KNOW YOU KNOW TO ANY LIKE SINGLE ENTITY IT IS BEING CAPTURED IN CASE

1:56:15

MANAGEMENT SYSTEMS AND SO FOR PUBLIC GUARDIAN THE MOST COMMON CASE MANAGEMENT SYSTEM IS PANORAMIC YOU CAN SEE

1:56:20

PANORAMIC IS BY FAR THE MOST COMMON SYSTEM FOLLOWED BY LEAPS ONE THING

1:56:27

I WANT TO POINT OUT IS ACTUALLY LEAPS IS THE MOST COMMON CASE  
MANAGEMENT SYSTEM FOR ADULT PROTECTIVE SERVICES

1:56:35

BUT FOR PUBLIC GUARDIAN IT IS PANORAMIC A COUPLE OTHER OF THE

1:56:41

SYSTEMS THERE'S ONE CALLED COMPUTRUST THAT TWO COUNTIES PARTICIPATE IN  
THERE IS ANOTHER ONE CALLED EMS

1:56:49

SOME OF THE VERY VERY SMALL COUNTIES THAT JUST HAVE A HANDFUL OF  
CONSERVATIVES THEY JUST USE

1:56:54

A SPREADSHEET AND SOME ELECTRONIC FILES THEY DON'T HAVE A CASE  
MANAGEMENT SYSTEM ONE THING I WANT TO REPORT ON IS THAT

1:57:01

SOME OF THE SMALLER COUNTIES KIND OF FELT LIKE HAVING A CASE  
MANAGEMENT SYSTEM WOULD BE PROHIBITIVELY EXPENSIVE

1:57:07

AND SO THAT'S WHY THEY HAD CAUTION ABOUT HAVING ONE NEXT

1:57:13

SLIDE PLEASE SO AGAIN ALSO UNDERSTANDING THE CHALLENGES SO THE 2023  
2024 MPA

1:57:23

INITIATIVE DID ASK DIRECTLY ABOUT FUNDING AND SO I DID ASK QUESTIONS

1:57:28

ABOUT WELL WHAT IS THE PROBATE CONSERVATORSHIP BUDGET OF THE PUBLIC  
GUARDIAN SO ONE OF THE WHAT I FOUND

1:57:35

WAS ONLY FOUR COUNTIES SO AGAIN 57 COUNTIES HAVE PUBLIC GUARDIAN  
PROGRAMS ONLY FOUR COUNTIES

1:57:42

HAVE A SEPARATE BUDGET SPECIFICALLY FOR PROBATE CONSERVATORSHIP WHAT I  
FOUND

1:57:48

WAS MOST COMMON IT WAS LIKE A MIXED USE BUDGET WHERE LET'S SAY THE  
OFFICE ADMINISTERED PUBLIC GUARDIAN PUBLIC

1:57:54

CONSERVATOR AND PUBLIC ADMINISTRATOR THEY WOULD HAVE THAT THERE  
WOULD JUST BE A SINGLE BUDGET FOR ALL THREE OF THOSE

1:58:01

PROGRAMS AND THEN ON TOP OF IT THAT BUDGET WOULD REALLY ONLY PAY FOR THE YOU

1:58:07

KNOW STAFF SALARIES AND BENEFITS THERE WASN'T SORT OF LIKE A POT OF MONEY THAT COULD BE USED TOWARDS LIKE THE

1:58:13

PERSONAL NEEDS OF THE CONSERVATIVES AND SO WHILE I SET OUT TO DO THE

1:58:19

RESEARCH BY ASKING FOR A DOLLAR AMOUNT FOR THE BUDGET THE RESPONSE WAS WE DON'T

1:58:24

HAVE A BUDGET WE DON'T HAVE ANY MONEY SO THAT'S WHY THROUGHOUT THIS PRESENTATION YOU WON'T SEE A LOT OF

1:58:30

NUMBERS BECAUSE A LOT OF DATA IS AGAIN LIKE THERE'S NO IF YOU DON'T

1:58:36

HAVE A BUDGET LIKE YOU CAN'T REALLY PROVIDE A NUMBER SO I REALLY KIND OF WANT TO UNDERSCORE THAT THAT LIKE THE

1:58:42

PUBLIC GUARDIANS ARE DEALING WITH NO FUNDING ONLY AND ONLY FOUR

1:58:48

COUNTIES REALLY HAVE EVEN A SEPARATE BUDGET FOR PROBATE

1:58:53

SO WHEN ONE ADMINISTERS A

1:58:58

CONSERVATORSHIP WHEN ONE ADMINISTERS A

1:59:04

CONSERVATORSHIP YOU CAN CHARGE FEES AND SO THE PUBLIC

1:59:10

GUARDIAN MAY CHARGE FEES FOR THE CONSERVATORSHIP BUT THOSE FEES

1:59:15

WHEN CHARGED THEY'RE ABSORBED BACK INTO THE COUNTY GENERAL FUND AND ARE NOT KEPT THEY'RE NOT BE ABLE TO KEPT BY THE

1:59:21

PUBLIC GUARDIAN SO I WAS JUST KIND OF INFORMED THAT

1:59:27

WE'RE THAT WE'RE KIND OF OVER TIME SO I'M GONNA KIND OF KIND OF MOVE A

1:59:34

LITTLE BIT FASTER NEXT SLIDE PLEASE SO I ASKED ABOUT THE CONSERVATORSHIP FEE

1:59:40

SCHEDULES BECAUSE I WAS INTERESTED WELL MAYBE THIS IS A POTENTIAL FUNDING SOURCE FOR THE PUBLIC GUARDIAN IF THEY'RE

1:59:46

COLLECTING THESE FEES OR MAYBE AT THE MINIMUM IT COULD ESTIMATE WHAT IT COSTS TO RUN THE PROGRAM I WAS WONDERING

1:59:54

OKAY WOULD THE WOULD THE CONSERVATORSHIP FEES BE AN ACCURATE REFLECTION OF WHAT IT COSTS TO RUN THE PROGRAM BUT I FOUND

2:00:00

THAT UNFORTUNATELY THAT'S NOT NECESSARILY THE CASE BECAUSE MANY PROGRAMS DON'T EVEN

2:00:09

CHARGE CONSERVATORSHIP FEES FOR THEIR CLIENTS LIKE IF THEIR CLIENTS ARE ON LIKE PUBLIC BENEFITS ONLY AND THEY DON'T

2:00:15

HAVE AN ESTATE THEY MIGHT NOT CHARGE CONSERVATORSHIP FEES AND A LOT OF THE SCHEDULES THIS SLIDE SHOWS A LOT OF THEM

2:00:22

ARE VERY OUTDATED SO YOU KNOW NINE COUNTIES THE

2:00:30

SCHEDULE WAS SIX TO 10 YEARS OLD 16 COUNTIES WAS OVER 10 YEARS OLD ETC SO A LOT OF THE SCHEDULES ARE OUTDATED AND

2:00:38

THERE WAS KIND OF YEAH SO I'LL JUST KIND OF MOVE AHEAD BECAUSE WE'RE KIND OF WE'RE KIND OF

2:00:44

RUSHING FOR TIME BUT NEXT SLIDE PLEASE SO I'LL JUST KIND OF MAKE A GENERAL

2:00:51

POINT ABOUT THIS SLIDE FOR HOUSING PLACEMENT SO THE MORE COMPLEX SOMEBODY'S CASE WAS LIKE IF THEY HAD YOU KNOW A

2:00:59

CO-OCCURRING BEHAVIORAL HEALTH DISORDER OR THEY HAD A SUBSTANCE USE DISORDER THE MORE COMPLEX A CLIENT'S NEEDS WERE

2:01:07

THE HARDER IT IS TO FIND PLACEMENT FOR THEM PARTICULARLY IS VERY HARD TO FIND PLACEMENT WITHIN THE SAME COUNTY

2:01:13

ESPECIALLY IN NORTHERN CALIFORNIA AND THE YOU KNOW NORTH OF SACRAMENTO A LOT OF THE A LOT OF LIKE FOR EXAMPLE THE

2:01:20

SKILLED NURSING FACILITIES ARE IN ARE IN SOUTHERN CALIFORNIA



2:01:26

AND THAT ASSISTED LIVING FACILITIES WERE THE HARDEST LEVEL OF CARE TO FIND HOUSING DUE TO THE LACK OF FACILITIES

2:01:31

AVAILABLE WITHIN THE COUNTY AND THE COST SO FOR EXAMPLE SOME OF YOU MIGHT KNOW THAT ADULT PROTECTIVE SERVICES HAS

2:01:37

ACCESS TO HAS PRIORITY ON THE ASSISTED LIVING WAIVER LIST PUBLIC GUARDIAN DOES NOT SO NEXT SLIDE PLEASE

2:01:47

THESE ARE JUST SOME KIND OF QUOTES ABOUT COUNTIES EXPRESSING CONCERN ABOUT HOUSING FACILITY PLACEMENT

2:01:54

NEXT SLIDE AND SO IN 2020 THESE NUMBERS ARE

2:02:00

ESTIMATED FROM 2023 THERE'S AN ESTIMATED 3,642

2:02:05

ACTIVE PROBATE CONSERVATORSHIP CASES IN CALIFORNIA WITH COUNTY PUBLIC GUARDIANS OFFICES AND THERE ARE 2,863

2:02:12

REFERRALS FOR PROBATE CONSERVATORSHIP MADE TO COUNTY PUBLIC GUARDIANS EVERY CALENDAR YEAR AND AGAIN THIS WAS A VERY

2:02:17

MANUAL PROCESS FOR THE PUBLIC GUARDIANS TO HAVE TO MANUALLY CALCULATE THESE NUMBERS TO PROVIDE THEM TO ME NEXT SLIDE

2:02:23

PLEASE WITH THIS SLIDE I JUST WANT TO KIND

2:02:30

OF EMPHASIZE THAT THERE IS A REALLY IMPORTANT RELATIONSHIP BETWEEN A PUBLIC GUARDIAN AND ADULT PROTECTIVE SERVICES

2:02:35

WHEN I ASKED PUBLIC GUARDIAN WHERE THEIR NUMBER ONE REFERRAL SOURCE WAS FROM STATEWIDE IT WAS FROM ADULT PROTECTIVE

2:02:41

SERVICES THAT COULD VARY BY COUNTY BUT LOOKING AT ALL COUNTIES COMBINED

2:02:47

MOST REFERRALS COME FROM ADULT PROTECTIVE SERVICES NEXT SLIDE PLEASE

2:02:56

OKAY SO SORRY I KIND OF RUSHED THROUGH THAT BECAUSE WE WERE KIND OF NOT A LOT OF TIME BUT IF YOU HAVE QUESTIONS I

2:03:03

THINK WE COULD PROBABLY YOU KNOW COMPILE THEM AND PROVIDE ANSWERS  
FOR YOU THANK YOU I THINK WE HAVE TIME TO DO

2:03:12

ONE QUESTION BEFORE WE MOVE ON SO ONE OF THE QUESTIONS THAT HAS COME  
UP IS

2:03:17

WHAT IS THE STATE DOING TO INCREASE EQUITY ACROSS PUBLIC

2:03:23

GUARDIAN OFFICES

2:03:29

COULD CAN WE HAVE SOME MORE CONTEXT ABOUT LIKE ABOUT EQUITY ACROSS  
PUBLIC GUARDIAN

2:03:35

OFFICES I ASKED THE QUESTION REGINA I'M JUST ASKING BECAUSE IN YOUR  
PRESENTATION

2:03:41

YOU OUTLINED THE VAST DIFFERENCES THAT THERE THAT EXIST AMONGST THE  
DIFFERENT PUBLIC GUARDIAN OFFICES SO REALLY JUST

2:03:48

ASKING WHAT AT THE STATE ARE YOU LOOKING AT IN TERMS OF BRINGING LIKE  
PARITY

2:03:53

BETWEEN THE DIFFERENT PUBLIC GUARDIAN OFFICES SO THAT PEOPLE AREN'T  
RECEIVING YOU KNOW DIFFERENT LEVELS OF SERVICE

2:04:00

DEPENDING ON WHAT COUNTY THEY LIVE IN YEAH THANK YOU SO YOU KNOW THE

2:04:05

DEPARTMENT OF AGING IS IN A UNIQUE POSITION BECAUSE AGAIN WE HAVE NO  
AUTHORITY OR OVERSIGHT FOR THE PUBLIC GUARDIAN PROGRAM SO WE CERTAINLY  
CAN'T

2:04:12

TELL THEM WHAT TO DO BUT YOU KNOW I ACTUALLY WANT TO HIGHLIGHT SOME OF

2:04:17

REITA POLK'S WORK WHERE YOU KNOW THE COUNTY WELFARE DIRECTORS  
ASSOCIATION HAD

2:04:23

A TEMPLATE MEMORANDUM BETWEEN ADULT PROTECTIVE SERVICES AND PUBLIC  
GUARDIAN

2:04:28

PROGRAMS AND REITA VERY RECENTLY WORKED TO UPDATE THAT MEMORANDUM  
IN

2:04:34

ORDER TO SORT OF STANDARDIZE THE COMMUNICATION BETWEEN APS AND PUBLIC  
GUARDIAN AND SO THAT'S DEFINITELY ONE

2:04:41

EFFORT TO SORT OF LIKE STANDARDIZE STATEWIDE THERE IS ALSO ONE OF THE

2:04:48

THINGS I FOUND AS WELL THERE IS NO TO KIND OF SPEAK TO YOUR QUESTION  
ABOUT EQUITY THERE ISN'T A STANDARD

2:04:55

REFERRAL FORM LIKE THERE IS FOR EXAMPLE FOR ADULT PROTECTIVE SERVICES  
FOR PUBLIC

2:05:00

GUARDIAN AND SO THAT'S AN OPPORTUNITY THAT'S A VERY CLEAR OPPORTUNITY  
TO HAVE EQUITY STATEWIDE IS TO STANDARDIZE THE

2:05:07

REFERRAL FORM AND I THINK APS WOULD BE A PERFECT MODEL FOR THAT

2:05:12

THANK YOU REGINA THANK YOU FOR YOUR PRESENTATION APPRECIATE IT WILL  
NOW TRANSITION TO AKILES CERON

2:05:19

OVER TO YOU AKILES HI I AM AKILES CERON I'M THE APS

2:05:27

PROGRAM DIRECTOR WITH SAN FRANCISCO HUMAN SERVICES AGENCY AND I AM  
THE

2:05:32

CHAIR OF THE CURRENTLY ADULT ABUSE RESPONSE COMMITTEE CHAIR NEXT SLIDE

2:05:38

PLEASE AND ACTUALLY GO TO THE NEXT SLIDE AS

2:05:44

WELL SINCE THE BEGINNING OF THE ELDER AND

2:05:50

DISABILITY JUSTICE COORDINATING COUNCIL AS BEING ONE OF THE THREE

2:05:57

SUBCOMMITTEES WE HAD THE ADULT PROTECTIVE SERVICES NAME AND SINCE  
2019 WHEN WE STARTED THIS

2:06:05

WORK WE REALIZED THAT THE ACTUAL FABRIC THAT RECEIVES AND RESPONDS TO  
REPORTS OF

2:06:12

SUSPECTED ABUSE IN CALIFORNIA IS MORE THAN ADULT PROTECTIVE SERVICES SO  
IN

2:06:18

ORDER TO INCREASE OUR PARTNERSHIP COLLABORATION FOCUS AND MISSION WE  
DECIDED TO CHANGE THE NAME TO ADULT

2:06:25

ABUSE RESPONSE COMMITTEE SO THAT OUR ATTENDEES

2:06:31

CAN HAVE A MORE GLOBAL FOCUS ON HOW DO WE WORK TOGETHER AS YOU SAW  
IN SOME

2:06:38

OF THE PRESENTATIONS EARLIER WE HAVE A NUMBER OF SKILLED NURSING  
FACILITIES

2:06:44

RESIDENTIAL CARE FACILITIES FOR THE ELDERLY AND IN ADDITION TO THOSE WE  
HAVE

2:06:49

LONG-TERM CARE FACILITIES AND WE'RE TALKING ABOUT YOU KNOW PROBABLY  
YOU KNOW 17,000 OF THESE AND

2:06:58

MANY OF THESE DO NOT FALL UNDER ADULT PROTECTIVE SERVICES JURISDICTION  
YET

2:07:03

LOCAL LAW ENFORCEMENT AND THE OMBUDSMAN PLAY A BIG ROLE IN RECEIVING  
AND RESPONDING TO THESE AND THEN YOU HAVE

2:07:10

LICENSING AND YOU HAVE THE DIVISION OF MEDICAL FRAUD AND ELDER ABUSE SO  
WITH

2:07:15

THAT IN MIND WE DECIDED TO CHANGE THE NAME NEXT SLIDE

2:07:20

THAT'S GOING TO BE MY LAST SLIDE WE DECIDED TO CHANGE THE NAME SO THAT  
WE CAN AS WE'RE THINKING THROUGH THE GAPS

2:07:28

AND PROPOSING AND ELEVATING WHAT WE THINK WOULD BE MOST HELPFUL IN

2:07:33

CALIFORNIA TO RECEIVE AND RESPOND TO THESE REPORTS REGARDLESS OF  
SETTING

2:07:39

TO HAVE A NAME THAT REPRESENTS A BROADER MISSION AND MORE PARTNERSHIP  
AND COLLABORATION

2:07:45

AND I WILL LEAVE IT AT THAT THANK YOU BERTHA THANK YOU AKILES I'LL NOW  
TRANSITION TO VIVIANNE TO AND VIVIANNE

2:07:52

WILL SHARE OUT AND EXPLAIN OUR NEXT PORTION OF OUR AGENDA VIVIANNE

2:08:02

THANKS BERTHA SO NOW WE ARE TO KIND OF A NEW PORTION OF OUR MEETINGS  
AS BERTHA

2:08:08

MENTIONED AT THE BEGINNING OF THE MEETING WE WILL HAVE THIS PORTION  
RIGHT NOW IS TO HAVE A DISCUSSION OF

2:08:15

PRESSING ISSUES SO PLEASE NOTE THAT THE PRESSING ISSUES THAT WERE THAT  
YOU

2:08:20

WILL BRING UP RIGHT NOW WILL BE PLACED INTO A RECOMMENDATIONS MEMO  
THAT WILL BE

2:08:25

SHARED WITH THE CAL HHS SECRETARY AND SO THIS IS JUST AN OPPORTUNITY  
FOR ALL

2:08:32

OF THE MEMBERS OF THE COUNCIL TO ELEVATE ANY KEY CONCERNS THAT THEY  
HAVE AND REALLY ENCOURAGE YOU KNOW AN A

2:08:40

DISCUSSION SO WE REALLY ALSO WANT TO FOCUS ON IF YOU HAVE ANY CROSS  
SYSTEMS

2:08:46

GAPS FUNDING NEEDS LOCAL INNOVATIONS THAT YOU WANT TO HIGHLIGHT SO ALL  
OF THESE WILL BE PUT INTO A DOCUMENT

2:08:54

THAT WILL BE GOING TO CAL HHS THERE'S NO GUARANTEE THAT ACTION WILL BE  
TAKEN

2:09:00

ON ANY OF THESE ISSUES BUT THEY WILL BE SUBMITTED TO CAL HHS SECRETARY  
AND

2:09:06

THESE ISSUES ARE GOING TO BE MEMORIALIZED IN A DOCUMENT

2:09:11

SO IF WE COULD ACTUALLY I MEAN MAYBE MAKE THE SCREEN SO THAT EVERYONE  
CAN

2:09:16

SEE ALL THE COUNCIL MEMBERS IF ANYONE WOULD LIKE TO START

2:09:28

I GUESS IF YOU COULD SEE ALL THE PANELISTS I'D LIKE TO START BY JUST REFLECTING

2:09:33

ON OUR AGENDA SO FAR AND JUST RECOGNIZING THE IMPORTANCE OF THE VALUE

AND THE INVESTMENT THAT'S BEEN MADE IN THE STUDIES LIKE WITH THE PUBLIC GUARDIAN STUDY AND THE STUDY THAT ROSS

2:09:45

AND DR SULLIVAN PRESENTED ON ALL OF THOSE STUDIES AND THOSE INVESTMENTS THAT WERE TAKEN BY CDA WILL NOW TRICKLE

2:09:51

DOWN TO HELPING US AS ADVOCATES ON THE GROUND STRENGTHEN SERVICES PROVIDE MORE INFORMED SERVICES AND USE THAT

2:09:58

DATA TO ALSO GARNER SUPPORT FOR SERVICES SO I JUST WANT TO ELEVATE LIKE THE IMPORTANCE OF CONTINUING TO MAKE

2:10:04

THOSE TYPE OF INVESTMENTS

2:10:11

THANKS BERTHA AND ANY OTHER PANELISTS FEEL FREE TO UNMUTE WHILE WE'RE

WAITING I WILL ALSO HIGHLIGHT THAT IT WAS PLACED IN THE CHAT THAT CDA IS ACCEPTING COMMENTS ON THEIR STATE PLAN

2:10:24

I BELIEVE UNTIL JUNE 21ST SO A REALLY GREAT OPPORTUNITY TO HIGHLIGHT TO THE

2:10:31

STATE THINGS THAT YOU THINK ARE IMPORTANT THAT WE'VE DISCUSSED TODAY ON TODAY'S MEETING

2:10:49

SOMEONE HAS THEIR HAND UP I CAN'T SEE IT BUT GO AHEAD AND UNMUTE

2:10:55

I GUESS THAT'S ME YEAH I'M NOT SURE THAT THIS IS THE TIME FOR IT BUT

2:11:02

I GUESS I'M JUST THINKING WITH ALL OF THE CONFUSION AND FEAR THAT WE'RE SEEING

2:11:10

AROUND THE STATE ABOUT IMMIGRATION ISSUES THAT IS AFFECTING

2:11:15

MANY SENIORS AND MANY CAREGIVERS I'M WONDERING IF MAYBE WE CAN HEAR  
FROM SOME  
2:11:22  
OF THE AGENCIES ADULT PROTECTIVE SERVICES THE LEGAL  
2:11:27  
SERVICES COMMUNITY OF WHAT THEY'RE SEEING ARE HAVE THEY SEEN A INCREASE  
IN  
2:11:33  
REFERRALS OR A DECREASE IN REFERRALS BASED ON PEOPLE BEING FEARFUL OF  
COMING  
2:11:39  
ARE WE GETTING YOU KNOW THE LEGAL SERVICES DOING ANYTHING DIFFERENTLY  
ABOUT PEOPLE BEING DROPPED FROM BENEFITS  
2:11:46  
OF KNOWING THEIR RIGHTS AS IMMIGRANTS GUESS THAT'S KIND OF A QUESTION  
FOR  
2:11:51  
EVERYBODY  
2:12:00  
I CAN SPEAK TO THAT ON THE LEGAL SERVICES SIDE WE'RE STARTING TO SEE  
2:12:05  
AN INCREASE IN FROM DIFFERENT ORGANIZATIONS WANTING RESOURCES ON  
EXACTLY  
2:12:11  
WHAT OUR PROTOCOLS IF CERTAIN AGENCIES WOULD VISIT LIKE NURSING HOMES  
AND JUSTICE IN AGING HAS A GREAT  
2:12:18  
RESOURCE ON THAT I'LL TRY TO LOCATE IT AND PUT IT IN THE CHAT WE'RE ALSO  
JUST IDENTIFYING THE INCREASED NEED TO  
2:12:25  
HELP FAMILIES WITH EMERGENCY PLANNING AND SHOULD THERE BE A NEED IN  
CHANGES  
2:12:30  
IN CAREGIVING SITUATIONS AND HOUSING SITUATIONS HELPING INDIVIDUALS  
CREATE  
2:12:35  
SUCCESS CAREGIVER SUCCESSION PLANS AND THAT TERM REALLY IS FROM OUR  
PARTNERS AT  
2:12:41  
DEPARTMENT OF DEVELOPMENTAL SERVICES THAT RECENTLY ALSO UPDATED THEIR  
INDIVIDUAL PERSONALIZED PLANS THAT

2:12:49

IS A DOCUMENT THAT THE INDIVIDUAL WHO RECEIVES AND ALISON I KNOW YOU'RE ON

2:12:54

SO FEEL FREE IF YOU WANT TO JUMP IN AND SPEAK TO IT BUT ALSO PROVIDES AN

2:13:00

OPPORTUNITY FOR PEOPLE TO KIND OF OUTLINE AND ENGAGE WITH SHOULD THERE BE TRANSITIONS IN CAREGIVING WHO WOULD STEP

2:13:05

UP AND BE NEXT SO WE'RE STARTING YOU KNOW FROM THE LEGAL SERVICES SIDE WE

2:13:11

JUST STARTING MORE TO FIRST HEAR FROM OUR COMMUNITY PARTNERS AND I THINK SUPPORT GROUPS WHERE

2:13:18

INDIVIDUALS FEEL SAFE AND GOING TO AND THEN RIGHT NOW JUST MOBILIZING TO

2:13:23

CREATE INFORMATIONAL RESOURCES FOR INDIVIDUALS

2:13:31

IS THAT JUST BEING DONE LIKE INDIVIDUAL COUNTIES OR IS THERE ANY KIND OF DIRECTIVE FROM THE STATE LEGAL SERVICES

2:13:38

NETWORK WELL I NOT TO I'LL JUST SAY HOW I CAN

2:13:45

JUST SPEAK TO HOW I'M APPROACHING IT ACTUALLY I'VE LEANED ON THE MEMBERS THAT I'VE LEARNED AND PARTNERSHIPS THAT

2:13:51

I'VE MET THROUGH EDJCC TO REACH OUT TO SOME OF OUR COMMUNITY PARTNER

2:13:56

ORGANIZATIONS THAT PROVIDE SERVICES IN THE CROSS POPULATION TO KIND OF FIND OUT WHAT THEY'RE DOING TO MAKE SURE THAT

2:14:02

WE'RE IN CONCERT AND HOW WE'RE PUTTING OUT MATERIALS I THINK ONE OF THE STRONGEST THINGS THAT WE CAN ALWAYS DO

2:14:07

IS MAKE SURE THAT WE'RE USING THE SAME LANGUAGE WHEN WE'RE REFERRING TO WHEN

2:14:13

WE'RE REFERRING TO A TYPE OF SERVICE OR WHEN WE'RE COMMUNICATING INFORMATION SO WE'RE WORKING IN PARTNERSHIP WITH

2:14:20



THOSE AGENCIES AND THEN AGAIN LOOKING TO STATEWIDE AGENCIES LIKE  
JUSTICE IN  
2:14:25  
AGING AND CANER THAT ARE PUTTING OUT THAT ARE PUTTING OUT RESOURCES I  
THINK  
2:14:31  
THE PACE AND THE LEVEL OF WHICH ACTIVITY  
2:14:36  
MIGHT BE GOING ON WAS NOT DOES IS AT A LEVEL THAT WAS NOT SEEN  
2:14:42  
BEFORE YOU KNOW AND SO I THINK THIS IS  
2:14:49  
IT IS CREATING MATERIALS AS WE ARE TRYING TO MAKE THEM RESPONSIVE OF  
WHAT PEOPLE ARE SEEING OR EXPERIENCING  
2:14:55  
ON THE GROUND  
2:15:04  
IF I MAY THIS IS ALISON FROM DDS I KNOW DDS HAS PUT A MESSAGE OUT TO THE  
COMMUNITY WHICH YOU CAN FIND IF YOU  
2:15:11  
GO STRAIGHT TO OUR WEBSITE AND IF YOU JUST LOOK UNDER HIGHLIGHTS THERE'S  
A MESSAGE TO THE COMMUNITY AND THEN IF  
2:15:16  
YOU GO UNDER REGIONAL CENTER DIRECTIVES YOU CAN SEE A MESSAGE DIRECTED  
TO REGIONAL CENTERS AROUND INFORMATION  
2:15:21  
SHARING SO INDIVIDUALS SERVED AND INFORMATION SHARING AROUND THAT  
THOSE ARE GREAT READS AND THEN THERE'S  
2:15:28  
SOME LINKS AND ADDITIONAL RESOURCES IN THOSE SO THAT'S SOME DIRECT  
INFORMATION FROM THE DEPARTMENT OF  
2:15:33  
DEVELOPMENTAL SERVICES AND IF IT'S ACCEPTABLE AND PEOPLE ARE OKAY I'M  
HAPPY TO PUT THOSE LINKS TO THE DDS WEBSITE IN  
2:15:39  
THE CHAT  
2:15:45  
I'D ALSO ADD YOU KNOW LEGAL SERVICES ATTORNEYS AND LEGAL SERVICES  
ORGANIZATIONS ARE STILL BOUND BY THE  
2:15:52  
ETHICAL RULES OF THE CALIFORNIA BAR SO YOU KNOW SHARING INFORMATION

2:15:57

REGARDING A CLIENT OR CLIENT YOU KNOW ANY KIND OF CLIENT INFORMATION  
THAT IS STILL GOVERNED BY OUR ETHICAL DUTIES AS

2:16:05

ATTORNEYS AND NOTHING'S CHANGED ON THAT FRONT CLIENT CONFIDENTIALITY  
IS

2:16:10

STILL YOU KNOW ONE OF THE MOST IMPORTANT TENANTS OF THE LAWYER CLIENT

2:16:15

RELATIONSHIP

2:16:35

AND THEN BEING IN LOS ANGELES I'LL ALSO JUST ELEVATE AND ANOTHER MOMENT  
OF

2:16:40

APPRECIATION FOR I REMEMBER LEZA COLEMAN THAT THE CALIFORNIA  
COMMISSION ON AGING DID HAVE HEARINGS ON POST

2:16:46

DISASTER OF THE WILDFIRES AND I THINK FROM THE HEARINGS AND I YOU I

2:16:52

BELIEVE YOU CAN VISIT THEIR SITE FOR INFORMATION THAT THEY MIGHT BE  
MAKING THE RECORDING AVAILABLE ON THEIR SITE

2:16:57

BUT IT'S BEEN AGAIN EMERGENCY PLANNING THE IMPORTANCE OF CONTINUING TO  
CREATE RESILIENCE IN OUR COMMUNITIES AND I

2:17:04

THINK ONE ISSUE THAT HAS EMERGED IS THE VULNERABILITY THAT OLDER ADULTS  
FACE WHEN SEEKING REVERSE MORTGAGES AS

2:17:11

THEY'RE RECOVERING FROM NATURAL DISASTERS NOT PERHAPS BEING AS WELL  
INFORMED OF THE IMPLICATIONS SHOULD A

2:17:17

NATURAL DISASTER OCCUR OF WHAT WOULD BE WHAT WOULD BE THEIR PROCESS  
AND ALSO

2:17:22

JUST IN GENERAL THE POTENTIAL FOR PERHAPS INCREASED EDUCATION AND OR

2:17:28

COUNSELING WHEN SOMEBODY IS GOING TO SECURE A REVERSE MORTGAGE SO  
THAT THEY CAN BETTER WEIGH THE OPTIONS AND THE

2:17:34

RISKS BEFORE

2:17:52

WE CLOSE OUT I ALSO WANTED TO HIGHLIGHT THE CDA LGBTQIA

2:17:58

OLDER ADULT SURVEY I THINK THAT YOU KNOW THE STATS THAT WERE SHARED ABOUT OLDER

2:18:04

ADULT ISOLATION WERE REALLY SHOCKING AND QUITE DISTURBING HONESTLY AND I THINK

2:18:10

THAT JUST THAT BASED ON THAT DATA ALONE THERE ARE SOME REALLY GREAT

2:18:15

OPPORTUNITIES FOR THE STATE TO LEAD ON MITIGATING THIS ISOLATION AND THE

2:18:22

DANGERS ASSOCIATED WITH THIS ISOLATION KNOWING THAT THERE'S A SPECIFIC GROUP OF INDIVIDUALS WHO ARE SIGNIFICANTLY MORE

2:18:29

AT RISK

2:18:40

AND IF WE DON'T HAVE ANY MORE COMMENTS I WILL PASS IT ON SO THAT WE CAN MOVE

2:18:45

TO PUBLIC COMMENT

2:19:00

HELLO THANK YOU THIS IS OUR PUBLIC COMMENT PERIOD FOR THE EDJCC

2:19:08

MEETING TODAY SO IF YOU HAVE A COMMENT HAPPY TO HEAR FROM YOU NOW IF YOU

2:19:15

ARE ON THE PHONE YOU MAY PRESS STAR 9 THAT WILL INDICATE TO US YOU HAVE A

2:19:20

COMMENT OR VIA YOUR ZOOM TOOLBAR YOU HAVE A RAISED HAND ICON AND SO YOU CAN

2:19:28

HIT THAT AND WE'RE HAPPY TO TAKE YOUR COMMENT DO KNOW THAT WE WILL

2:19:34

PUBLIC COMMENTERS HAVE TWO MINUTES JUST SO WE CAN MAKE SURE WE GET TO ALL AND AT ANY

2:19:41

TIME PLEASE FEEL FREE TO SEND YOUR WRITTEN COMMENTS TO ENGAGE E N G A G E AT AGING DOT C A DOT GOV

2:19:51

AND WE'D BE HAPPY TO TAKE YOUR WRITTEN COMMENTS THERE

2:19:58

SO HAPPY TO TAKE ANY COMMENTS AT THIS TIME

2:20:10

AGAIN AT ANY TIME YOU CAN SEND YOUR WRITTEN

2:20:16

COMMENTS TO OUR ENGAGE EMAIL BOX IT'S MONITORED

2:20:22

ALL THROUGH THE BUSINESS WEEK ENGAGE

2:20:28

E N G A G E AT AGING DOT C A DOT GOV

2:20:33

AND I'M HAPPY TO TURN THIS BACK TO YOU BERTHA IF YOU WOULD LIKE TO

2:20:40

PROCEED THANK YOU THANK YOU CARROLL SURE

2:20:47

WELL AT THIS TIME I WOULD ALSO LIKE TO WELCOME DIRECTOR SUSAN DEMAROIS

2:20:54

AS WE PROCEED TOWARDS THE CLOSING OF OUR MEETING DIRECTOR DEMAROIS

2:21:00

THANK YOU BERTHA THANK YOU EVERYONE WHAT AN INFORMATIVE MEETING AND  
YOU KNOW

2:21:06

GOING BACK TO THE OPENING WHERE WE LOOKED WE ALL RECOMMITTED TO THE

2:21:11

GUIDING PRINCIPLES I THINK TODAY'S AGENDA JUST REALLY REALLY ADHERED TO

2:21:17

THE GUIDING PRINCIPLES I SAW ALL OF THEM COME TO LIFE WITH THE  
PRESENTATIONS

2:21:23

AND THE TOPICS THAT WE DISCUSSED AND YOU KNOW IN PARTICULAR I'M REALLY  
HEARING NOT SURPRISINGLY

2:21:30

THE INTERSECTIONALITY OF THE WORK THAT'S HAPPENING ACROSS THE

2:21:36

STATE IN IN CITIES COMMUNITIES COUNTIES REGIONS WITH ALL OF YOU SO LOTS OF

2:21:45

OVERLAP IN THE BEST POSSIBLE WAY AS WE FOCUS ON THE POPULATIONS

2:21:52

YOU KNOW AT GREATEST RISK OF ABUSE NEGLECT AND EXPLOITATION AND THOSE  
WHO

2:22:00

HAVE BEEN VICTIMIZED SO I JUST REALLY APPLAUD OUR STATE PARTNERS AND

2:22:08

STAKEHOLDER LEADERS FOR DEVELOPING TODAY'S AGENDA IT WAS A LIGHTNING

2:22:13

ROUND OF GOOD THINGS HAPPENING AROUND OUR STATE AND PROGRESS BEING  
MADE AND

2:22:19

ALL OF US JOINING TODAY KNOW THAT WE STILL HAVE A LONG LONG WAY TO GO SO

2:22:26

I'M VERY PROUD OF THE ACHIEVEMENTS THAT ALL OF YOU HIGHLIGHTED TODAY  
THE WORK

2:22:32

THAT'S BEING DONE IT'S INSPIRING AND IT ALSO YOU KNOW THE NUMBERS AND THE

2:22:37

VOLUME FOR ALL OF YOU WHO REPORTED STATISTICS IT'S JUST STAGGERING TO  
THINK

2:22:43

OF THE NUMBER OF PEOPLE IN A STATE OUR SIZE THAT NEED THESE RESOURCES  
THAT

2:22:50

NEED THE INFORMATION ASSISTANCE ADVOCACY INTERVENTION

2:22:55

AND RECOVERY SO THANK YOU ALL FOR YOUR CONTRIBUTIONS TODAY THANK YOU  
FOR

2:23:01

DEVELOPING AN OUTSTANDING AGENDA THANK YOU FOR YOUR COMMENTS AND  
THE RESOURCES IN THE CHAT LOTS OF RESOURCES

2:23:08

AS ALWAYS SHARED WITH OUR GROUP THANK YOU THANK YOU SO MUCH YOU  
KNOW

2:23:15

LOOKING AT OUR MASTER PLAN FOR AGING YOU KNOW APART FROM THE GUIDING

2:23:20

PRINCIPLES OF THIS COORDINATING COUNCIL WE HAVE THREE FALLBACK THINGS  
WE

2:23:26

ALWAYS SAY IT IS A PUBLIC PRIVATE PARTNERSHIP SO WE SAW EVIDENCE OF THAT  
TODAY THANK YOU AARP A GREAT PRIVATE

2:23:34

PARTNER WE TALK ABOUT IT BEING A WHOLE OF GOVERNMENT APPROACH AND ABSOLUTELY WE

2:23:39

SAW SAN DIEGO COUNTY REPRESENTED WE YOU KNOW WE SAW MANY STATE PARTNERS AND

2:23:46

STATE DEPARTMENTS AND AGENCIES REPRESENTED AND THEN WE SAY IT AS A REPORT THAT WILL WON'T SIT ON THE

2:23:53

SHELF AND SO THANK YOU REGINA YOU REMINDED US OF THE INITIATIVES

2:23:58

INITIATIVES THAT HAVE ALREADY BEEN ACTED ON AND CLOSED OUT INITIATIVES THAT ARE IN PROGRESS AND AS YOU ALL KNOW

2:24:06

CONVERSATIONS TODAY WILL SHAPE AND INFLUENCE FUTURE INITIATIVES SO THIS

2:24:12

IS A WONDERFUL WONDERFUL DEMONSTRATION OF THE MASTER PLAN FOR AGING AT WORK AND

2:24:18

ONE OF THE BEST EXAMPLES WE HAVE OF STAKEHOLDER-LED WORK COMMUNITY DRIVEN WORK SO THANK YOU ALL AND LISA THANK YOU

2:24:26

FOR YOUR FINAL QUESTION THAT PROMPTED ADDITIONAL RESOURCES IN THE CHAT

2:24:32

AGAIN ANOTHER AREA OF INTERSECTIONALITY FOR THE

2:24:38

HUNDREDS OF THOUSANDS IF MILLIONS OF CALIFORNIANS WHO ARE IMMIGRANTS AND ARE FEARFUL

2:24:45

TODAY TO SHARE OUT THE RESOURCES THAT ARE AVAILABLE THROUGH THE STATE AND

2:24:50

THROUGH OUR PRIVATE PARTNERS LIKE BET TZEDEK AND OTHERS SO THANK YOU ALL VERY MUCH FOR YOUR CONTRIBUTIONS TODAY

2:24:57

YOUR CONTINUED WORK ON ELDER AND DISABILITY JUSTICE AND WE LOOK FORWARD TO OUR NEXT MEETING CARROLL DO I TURN IT

2:25:04

BACK TO YOU I AM ON MUTE

2:25:12

IS BERTHA DID YOU WANT TO SAY ANYTHING I'LL JUST CLOSE IT OUT BY

2:25:18

JUST SAYING A FEW HOUSEKEEPING MATTERS PLEASE MAKE SURE TO SAVE THE DATE FOR OUR NEXT MEETING THURSDAY OCTOBER

2:25:24

16TH AROUND THE SAME TIME FOR 10 TO 1 P.M PLEASE SHARE THE MATERIALS THAT WERE

2:25:29

CREATE THAT WERE CREATED TODAY AND THAT ARE POSTED ON THE CALHHS

2:25:35

EDJCC WEBSITE WITH YOUR OTHER COMMUNITY PARTNERS THERE'S SO MUCH RICH AND ACTIONABLE RESOURCES FOR ALL

2:25:42

PARTNERS AND WE REALLY WANT TO GET THAT OUT AS MUCH AS POSSIBLE TO OTHER

2:25:47

COMMUNITY PARTNERS FOR THOSE WHO ARE APPOINTED MEMBERS KEEP AN EYE OUT FOR THE FROM THE ENGAGE EMAIL FROM THE

2:25:54

CHAIRS REGARDING UPCOMING MEETING STRUCTURES AND AGAIN WE THANK YOU FOR PRIORITIZING

2:25:59

AND MAKING THIS MEETING A PRIORITY OVER TO YOU CARROLL

2:26:06

I THINK THAT CONCLUDES OUR MEETING THANK YOU ALL FOR COMING WE APPRECIATE YOUR TIME STAY CONNECTED WITH

2:26:13

MPA DOT AGING DOT CA DOT GOV OR CONTACT US ANYTIME AT ENGAGE

2:26:20

E N G A G E AT AGING DOT C A DOT GOV AND OF COURSE WE'VE GOT VARIOUS SOCIAL

2:26:25

MEDIA TAGS THAT YOU CAN CONTACT US WITH SO TAKE CARE THANK YOU THANK YOU

2:26:32

BERTHA FOR YOUR GREAT FACILITATION TAKE CARE EVERYONE