Master Plan for Aging
Recommendation Template

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

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

Recommendation: Build a Statewide Information and Assistance (I&A) System

Description:
- Build a well-funded statewide ADRC system, balancing statewide standardization while leveraging existing local systems and resources.
- Provide person-centered information and assistance to all Californians, including all income levels, with appropriate language services and cultural competence.
- Leverage user-centered technology where appropriate.
- Staff the I&A service with professionals with advanced training in gerontology or disability services who are paid a salary commensurate with their training.
- Refers individuals to real services they qualify for, with warm hand offs and follow-up.
- Use one phone number and one website across the state and launch an information/marketing campaign to raise awareness of the I&A service.
- Use a no-wrong-door approach that seamlessly directs people into the system no matter whom they contact.
- Include a standardized assessment and follow-up protocol that is shared across agencies and used to evaluate effectiveness.
- Integrate I&A with Medi-Cal eligibility and other home- and community-based services (HCBS), including IHSS, Community-Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), waiver programs, supported housing, assisted living, group housing, and skilled nursing and residential care facilities.
- Build relationships, collaborations, and contracts with existing community-based service organizations that provide I&A to older adults and people with disabilities in their communities.

Target Population and Numbers: All adult Californians, especially those with a disability, older adults and caregivers.

Evidence:

Indicators:

Potential Cost:

Recommendation Source:
 LTSS Subcommittee Meeting #1 10/28/19]

Prioritization?