

#24

COMPLETE

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Q1 Issue Statement: [State the problem your recommendation will address. Insert links to reports where appropriate.]

There is a lack of accessibility to effective aging planning tools and lack of resources and support for the older population. The state of California provides social services however older adult have to figure out how to get them. Different agencies have different programs, which are not well known within this group. The state wide one stop shop will alleviate many of problems and better assist older adults with resources and services.

Q2 MPA Framework Goal #: [Check which goal/s this recommendation addresses. View MPA Framework document]

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

Q3 MPA Framework Objective #: [Check which objective/s this recommendation addresses. View MPA Framework document]

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

Q4 Recommendation: [Explain your recommendation in one to two sentences.]

A statewide one stop shop with trained professionals that can better assist older people with obtaining the services needs to be created. This central hub will meet the needs of the older population in a streamlined fashion in minimizing the issues of having to go through multiple channels.

Q5 Target Population and Numbers: [Describe groups of Californians impacted by this recommendation, with numbers if available.]

50+ African American women.

Q6 Detailed Recommendation: [Insert detailed bullet points describing your recommendation.]

1. Build a one-stop service for aging crises and issues that typically require multiple channels to gain assistance from.
 2. Implementation through professionals cross-trained across multiple disciplines to provide information not volunteers.
 3. Accessible tools available online that offer predictions for future needs.
 4. State database for older adult to use as planning tools and resources.
 5. Service would contain various specializations within several divisions. An example of this would be an increased awareness of California State Caregiver Resource Centers.
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Master Plan for Aging (MPA) Recommendation Form

Q7 Evidence that supports the recommendation: [Add links or summaries of research evidence that support the recommendation. Provide links or summaries of research evidence that support your recommendation]

In two focus groups with a total of 45 African-American women over the age of 50, one of the themes they frequently discussed, in response to guided questioning was a one stop shop with trained professionals for accessibility to needed services for older adults. Participants spoke about the frustrations having to go through multiple people to get information or assistance and in the end getting a person who does not have the information that the person needs. They emphasized that trained professionals are needed.

http://tffc.usc.edu/wp-content/uploads/2018/07/USC_CA_TFFC_Report_Digital-FINAL.pdf

<https://westandwithseniors.org/july-survey-results/>

<https://www.ppic.org/publication/planning-for-californias-growing-senior-population/>

Q8 Examples of local, state or national initiatives that can be used as an example of a best practice: [Provide any available links and sources.] Local: State: National: Other: **Respondent skipped this question**

Q9 Implementation: [Insert actions state agencies, legislators, counties, local government, or philanthropy can take to move this recommendation forward. Some of the entities listed below may or may not be applicable to each recommendation.] State Agencies/Departments: [action to be taken by Governor or specific state agencies] State Legislature: [legislation needed to implement recommendation] Local Government: Federal Government: Private Sector: Community-Based Organizations: Philanthropy: Other:

Department of Aging

Caregiver Resources Center

ADRC

Q10 Person-Centered Metrics: [Individual measures of inputs or outcomes that can be used to measure the recommended action's impact on people.] **Respondent skipped this question**

Q11 Measuring Success: [Describe specific metrics that could be used to empirically measure the effectiveness of your recommendation]

After each service, participants are given satisfaction surveys. Monitors participants rate in the services.

Q12 Measuring Success: [How would we know that the implementation of your recommendation is successful?] **Respondent skipped this question**

Q13 Data Sources: [What existing data can be used to measure success or progress?]: Existing data sources: [specify datasets, variables, and data owner/location] Suggestions for data collection to evaluate implementation of this goal when no data sources exist: **Respondent skipped this question**

Master Plan for Aging (MPA) Recommendation Form

Q14 Potential Costs/Savings: [insert any research, actuarial analysis or other evidence of the cost of this recommendation or potential savings]

Respondent skipped this question

Q15 Prioritization: [How would you prioritize your recommendation relative to other needs/priorities?]

High

Q16 Contact information:

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