AGING & LONG-TERM CARE FORUM: "Building Regional Capacity"
World Café Discussion Summary
October 29, 2015
CalTech, Athenaeum
2:00 P.M. – 5:00 P.M.

PANEL PRESENTATIONS: Expert panelists presented on the demographics of the aging population as well as on current activities and models for delivery of services. See attached agenda.

WORLD CAFÉ DISCUSSION: After the presentations attendees worked in table groups to answer the following questions on building regional capacity:

1. What would you say are the most critical unmet senior needs in our region?
2. What resources are available in our region to meet those needs?
3. How can we better coordinate those resources to deliver services effectively and efficiently?
4. Assuming better regional collaboration will help deliver services more effectively, what are the barriers to meaningful collaboration?
5. What is needed (e.g., organizationally, from a regulatory perspective, or legislatively) to overcome those barriers?
6. What next steps are needed to develop better regional collaboration in our region?

A key focus of discussion among participants centered on **housing** and **transportation** issues. A majority of attendees also identified **funding** as a major barrier to providing services and supports for the elderly. Attendees also agreed that **isolated and siloed programs**, in addition to a **lack of shared information among stakeholders**, presented some of the most significant challenges to serving our communities. Observations and issues communicated by participants are presented below.

I. **BARRIERS**
   a. Food insecurity
   b. Deficiencies in providing culturally & linguistically competent services
   c. Absence of an educated and incentivized LTC workforce
   d. Lack of shared information among agencies and organizations
   e. Scarce resources and siloed services
   f. Generation gaps
   g. Affordable housing
      i. Waiting lists are long. Seniors would be better served with a lottery system rather than on a first-come, first-serve basis.
      ii. Housing displacement occurs. Mandates are needed to protect seniors from developers that overprice units.
      iii. An insufficient number of units with diversified uses (e.g. units with universal ADA designs and designated as caregiver-friendly).
      iv. No statewide inclusionary ordinance that incentivizes senior congregate spaces for gathering in the community.
   h. Infrastructure and transportation needs
      i. Lack of specialized hospital shuttles.
      ii. Inadequate sensitivity instruction on serving the elderly on metro lines.
      iii. Access problems, lack of city-bound transitions in partnership with cross-county lines.

II.   RESOURCES IN OUR COMMUNITY
    a. LA Access Services
    b. Dial-a-Ride
    c. Models of organizational success: City of W. Hollywood
    d. Large, existing networks of informal support
    e. Many senior centers, RCFEs, assisted living spaces
    f. Large volunteer base
    g. Tap Card system
    h. In Burbank: more housing options for veterans
    i. In Glendale: transportation system is better integrated
    j. Group travel options for seniors

III.   PROMOTING COLLABORATION
    a. Incentives are needed to promote regional collaboration among agencies and organizations serving seniors. The level of cross-collaboration also impacts stakeholders' funding streams.
    b. The tri-city adult collaborative must share information with other organizations. Involving higher institutions in the aging dialogue should also be a priority.
    c. Appointing a community liaison to represent larger organizations would improve communication and maximize efficiency. There is also a need for increased representation from our communities' senior advisory boards and commissions.
    d. Partnerships among the private, public and non-profit sectors must be improved upon, particularly with regard to LTC financing.

IV.   NEXT STEPS
    a. The younger generation should be included in the Village concept.
    b. An online portal is needed to promote regional collaboration. Consumers need a "one-stop shop" for access to information on long-term services and supports in our areas.
    c. Including non-profit organizations in data collection process and developing standards on which entities can access this information are needed.
    d. Advance planning discussions among families need to be promoted. Consumers and their families need to be informed about and engage in retirement planning, preventive care, and LTC financing options. These topics can be complex and difficult to navigate, so planning early is essential.
    e. Raising public awareness off senior scams and fraud is necessary.
    f. The future of aging & LTC policy: engaging leaders in the political realm – asking them what their "aging" platforms are on the campaign trail and developing legislative champions – who will be the next Senator Liu?
    g. A regional advisory committee should be created after this meeting to develop action plans for the future.