Alameda County Social Services Agency

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ADVISORY COMMISSION ON AGING
No Wrong Door (NWD) Committee Agenda
Monday February 6, 2022
11:00am-12:30pm

TELECONFERENCING GUIDELINES: FOR TELECONFERENCED COMMISSION MEETINGS, MEMBERS OF THE PUBLIC MAY OBSERVE AND PARTICIPATE IN MEETINGS BY FOLLOWNG THIS LINK: ZOOM MEETING OR DIALING IN: +1 669 900 6833 US (San Jose). Meeting ID: 842 1858 8479| Passcode: 934565

Public participation at Commission meetings is encouraged. We request that individuals limit their comments on any single item on the agenda to two minutes. The chosen spokesperson for a group may speak for four minutes.

Agenda Item	Material Provided	Person	Time
Call to Order/Roll Call/Review Agenda		Howard Kirsch	11:00 – 11:05
Findings to Continue Meeting by Teleconference	*See below	AAA Staff/Chair	11:05 – 11:10
Comments from the Public for Items Not on the Agenda		General Public	11:10-11:15
Report from ADRC Core Partners		Jennifer Stephens-Pierre	11:15-11:30
Question for the Core Partners		Open Q and A	11:30-12:00
Open discussion on the role of the NWD Committee and how it interfaces with the ADRC Advisory Council		Open Discussion	12:00—12:30
Adjourn			12:30

Next Committee meeting is scheduled for Monday, March 6, 2023
Check website Advisory Commission on Aging (alamedacountysocialservices.org) for update.

Notes

* AGENDA ITEM - Findings to continue to meet by Teleconference.
Staff Recommendation: Find that 1) the Advisory Commission on Aging has reconsidered the circumstances of the state of emergency, and 2) state or local officials continue to impose or recommend measures to promote social distancing. This recommendation follows the 09/28/2021 County Board of Supervisors' adoption of the Health Care Services Agency Director's recommendation that the Board implement social distancing for its meetings. For the same reasons, the same rationale applies for the meetings of the Advisory Commission on Aging and its committees.

No Wrong Door Questions

- CDA has two No Wrong Door projects:

  - CDA No Wrong Door/ADRC project, budget $5 million, to be completed by end of 2024. "This investment supports the development and implementation of an enterprise client relationship management (CRM) system and the interoperability between the CRM system with CBOs, health plans, and counties, in line with the CalAIM goals for statewide Managed Long-Term Services and Supports for all Californians participating in Medi-Cal and with the new Office of Medicare Innovation and Integration".

  - CDA No Wrong Door/ADRC OARR project, budget $9.4 million, to be completed by end of 2024. "This funding supports the development and implementation of an interactive customer portal, single call platform, and learning management system for the ADRC program".

  What, specifically, are these projects and how will they impact the county ADRC?

- There are currently many websites that provide information about seniors' services. Each is basically a silo. An end user must make decisions about which site to use. What is the strategy for breaking down these silos? Will ADRC replace or integrate any?

- Are their any plans for meta data and data standardization statewide to facilitate integration (in the manner of financial systems, for example, or password vaults that can fill in names, email addresses, etc. across apps and platforms)?

- Where will county No Wrong Door be in 20 years?

- How will the impact of ADRC on the seniors and disabled communities be evaluated?

- Which of the data displayed on the current website is hard-coded and which comes from a database?

- What data is stored in the database? Is there a schema available?

- What design features make the system scalable in terms of scope, features, and data?

- Can we get a Q&A session with members of the Advisory Council?

- How well does the composition of the advisory council match the demographics of county seniors and disabled?

- Can we have copies of the documentation and communications exchanged with CDA?

- How are project decisions affected by input from the community?

- Can we go through the evaluation tool and discuss each item in turn? Perhaps relate the discussion to the website?

- Can a plan/progress dashboard be made available to the public?

- The website provides access to listings of agencies and service providers. But the burden of deciding which of these are applicable to a particular individual's situation is left to the individual. These is no guidance or advice offered, not even a description of the focus or services offered by the organizations listed. For example, "Options Counseling" has 45 entries in its list, including such as, "Alameda County Social Services Agency: Workforce and Benefits Administration – Fremont Office". This design approach…taking a comprehensive list of services, organizations, and agencies, and more or less arbitrarily organizing them into a specific, fixed taxonomy, with an interface or arbitrary icons and generalized "filters"…places a very heavy burden on the user. What other user experience strategies were considered?

- Are there QA scenarios available for testing the human experience with the website?