AGN. NO._____

REVISED MOTION BY SUPERVISORS JANICE HAHN AND HILDA L. SOLIS

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Advancing Accessibility and Community Living: Aging and Disabilities Unified Vision for Disability Services in Los Angeles County

California is changing. As the number of older adults and people with disabilities grows, so does the state's understanding that their full participation in community life is not optional but essential to California's social and economic vitality. This recognition shaped the California Master Plan for Aging (MPA), released in 2021, which laid out a 10-year vision for an age and disability friendly California. The plan makes a simple but powerful promise: that every Californian, regardless of age or ability, should be able to live with dignity, independence, and choice. Achieving that promise requires strong disability services, accessible housing, transportation, home and community-based support, long term services and supports, health care, and caregiver assistance.

Nowhere is this work more urgent than in Los Angeles County (County), home to one of the nation's largest and most diverse disability communities. The County's population spans every age, background and experience, and its needs continue to evolve. Recognizing this, the Aging and Disabilities Department (AD) set out to build a stronger, more coordinated system of support. This effort began with a motion in August 2020 that created the Department itself.

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A key part of this evolving system, and one of AD's newest developments, is the recent designation of Los Angeles County's Aging and Disability Resource Connection (ADRC) network by the California Department of Aging (CDA). Designed as a trusted "No Wrong Door" entry point, the ADRC offers residents a network where older adults, people

with disabilities, caregivers, and families can find guidance, person-centered counseling, and warm handoffs to the services they need. In a county as large and complex as Los Angeles, the ADRC model is becoming an essential bridge, connecting people to the right long-term services and supports at the right moment and reducing the fragmentation that has long made service navigation difficult. As AD strengthens its role as the Countywide administrator, the ADRC network provides the backbone for a more consistent, accessible, and coordinated system.

California's ADRCs are built on core partnerships between Independent Living Centers (ILCs) and Area Agencies on Aging (AAAs), along with a network of extended partner organizations. The heart of disability leadership in the County has always lived in the community, and that is where the ILCs shine. Long before the County had the opportunity to start building a unified system, ILCs were already doing the work: disability-led, community-rooted, and grounded in the principles of self-determination and peer support. While traditional service providers play an essential role in delivering direct supports across the continuum of care, ILCs bring something fundamentally different. They are places where people with disabilities can walk in and see themselves reflected in leadership, the staff, and the philosophy. ILCs offer what no other part of the system can replicate through peer counseling, skills training, housing navigation, advocacy, and

transition support shaped by lived experience. Their deep roots in the disability rights movement make them not just service providers, but cultural anchors and trusted advocates.

In 2025, AD embarked on its most ambitious effort yet, a five-year strategic planning process designed to understand what people with disabilities across the County need most. AD conducted a sweeping Countywide needs assessment through extensive stakeholder interviews, data reviews, best-practice research, and a deep collaboration with the County's Commission on Disabilities.

At the heart of this process was the public. A Countywide survey was completed where experiences, frustrations, and hopes were shared. These responses painted a vivid picture. Many struggled to navigate complex service systems or simply didn't know where to turn for help. Others feared losing services due to limited resources. Housing emerged as a major barrier; too little was accessible, and even less was affordable. Social isolation affected 40% of respondents. Public transit was often inaccessible. Many respondents also indicated that service providers require additional training and a more comprehensive understanding of disability.

With this foundation, AD brought stakeholders together for a day-long visioning session to imagine the future of disability services in the County. The message was clear; AD must lead by example. Strengthening the department's own internal policies and practices was not only a priority, but it was also the first step toward modeling accessibility, inclusion, and collaboration for the entire County.

From this collective work emerged four overarching goals:

1. Strengthen Capacity and Infrastructure
2. Increase Accessibility and Navigation
3. Expand Advocacy and Education
4. Enhance Services and Supports

These goals form the backbone of the Disability Services Strategic Plan, each supported by objectives and performance indicators laid out in a five-year implementation roadmap. The plan is intentionally structured, with a staggered timeline that allows AD to focus on specific areas each year while maintaining momentum. It also emphasizes coordination at key transition points across the lifespan, from early childhood to school age, from youth to adulthood, and into older adulthood, reflecting the County's commitment to supporting people with disabilities at every stage of life.

The Strategic Plan does not change the statutory authority of other County departments. Instead, it positions AD as the Countywide convener, coordinator, and standard-setter, and the hub that brings together the many resources scattered across County systems. Given budget realities, the first phase focuses on identifying and aligning existing resources, maintaining continuity of existing Disability Services Branch functions, and building a stronger, more connected foundation.

The Los Angeles County Disability Services Strategic Plan represents a shared vision, a future where people with disabilities of all ages can thrive in communities that are equitable, accessible, and responsive to their needs. This narrative marks the

beginning of the policies, partnerships, and investments required to make that vision real

for every resident of Los Angeles County.

~~I~~ WE, THEREFORE, MOVE that the Board of Supervisors approve and adopt the Los Angeles County's Aging and Disabilities Department's Five-Year Strategic Plan to address needs for people with disabilities, within existing fiscal resources, and with the following:

1. Direct the Aging and Disabilities Department (AD), in collaboration with the Chief Executive Office (CEO), to provide written updates to the Board on progress toward completion of the objectives outlined in the Disability Services Strategic Plan within 180 days and every 180 days thereafter, with the reporting requirement sunsetting in December 2028. The initial report should also include recommendations for the repurposing of existing positions, reclassification of existing positions, or creation of new classifications, if necessary, to support the AD Disability Services Hub, based on workload, service demand and performance metrics identified in the Strategic Plan, including positions focused on:
    - Countywide disability services coordination
    - Information and assistance / system navigation
    - Data, performance, and outcomes management
    - Accessibility and Americans with Disabilities Act (ADA) advancement
    - Community and provider network engagement

This includes the identification of potential funding sources and cost neutral strategies. AD will provide a verbal presentation of the initial report back to the Family and Social Services Cluster, within 180 days of adoption of this motion;

2. Direct AD to formally establish and operationalize a Countywide Disability Services Hub, anchored in the Aging and Disability Resource Connection (ADRC) and No Wrong Door framework, to serve as the central coordinating entity for disability-related programs, policies, services, and cross-department initiatives across Los Angeles County;
3. Recognize that disability-related services and resources currently exist across multiple Los Angeles County (County) departments and community-based agencies and that a centralized coordination structure is necessary to reduce fragmentation, improve navigation, and mitigate service access risks for County residents;
4. Direct AD, in collaboration with the Chief Executive Office (CEO), to establish the governance structure, operational protocols, shared service navigation standards, data-sharing practices, and interdepartmental coordination mechanisms necessary to implement the AD Disability Services Hub and improve continuity of services across the lifespan;
5. Authorize AD and their non-profit, the Community Services Resource Corporation to pursue and accept federal, State, philanthropic, and private funding opportunities to expand the capacity of the AD Disability Services Hub and strengthen the Countywide disability services network;

6. Direct AD, in partnership with Department of Human Resources (DHR), to develop inclusive recruitment strategies to further support the hiring and retention of individuals with disabilities and lived experience within AD.

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