



*The Riverside County Office on Aging serves to promote and support a life of dignity, well-being and independence for older adults and persons with disabilities.*

**Anna L. Martinez, Director**

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## STRENGTHS AND ACCOMPLISHMENTS

JULY 2017

- Transferring Ombudsman Services to a new provider
- Successful events in the desert for family caregivers
- Received positive media coverage for the Care Pathways in the desert and for Spanish outreach
- Co-sponsored a local event featuring our Congressional representative
- Co-sponsored the Elder and Dependent Adult Abuse Symposium
- Filled all vacant positions in the Fiscal Unit
- Been consistently engaging staff through newsletters and quarterly all-staff meetings
- Installed keyless entry in the office
- Programs identified areas of efficiencies with regard to positions and processes
- Met all the goals of all our grants in the past year
- Had a very successful Walk with the Office on Aging Director which help raise funds to improve staff morale
- Gave presentations to multiple non-traditional community partners, e.g., Rotary Club, library
- Opened up communication between Finance and Programs by having monthly meetings together
- Purchased 7 desktop computers for staff and 8 laptops for the Leadership Team
- Identified five potential funding opportunities for different programs
- The Coordinated Care Programs have shared staff back and forth when there is a need with enthusiasm shown by staff
- Implemented an employee "Pat on the Back" Program and suggestion boxes
- The Director is in the process of attending Unit meetings; she has been to about half of them so far
- Developed a FY 2015-2016 report of major accomplishments
- RSVP (Retired Senior Volunteer Program) got its continuation grant for \$61,000
- Completed our action on our monitoring of RSVP
- Filled key positions, e.g., hiring of a Supervising Accountant and a Senior Program Specialist
- Planning and Contracts enthusiastically share staff when there is a need
- MSSP (Multipurpose Senior Services Program)
- Information and Assistance completed 39,000 units of information and assistance
- Purchased a new vehicle for meal delivery in the Blythe area
- Got through the budget process for 2017-2018
- Improved contracts
- Developed a policy for policy development and also developed organizational effectiveness and efficiency policies
- Completed our dashboard for Units, including the form to be used, which we are testing
- Worked on using our statistical data reports to improve operations
- Are in the process of finalizing tools to evaluate our Coordinated Care programs
- Just released our latest newsletter to our community partners and on the website
- BRI (Benjamin Rose Institute) Program was assessed and has been successfully implemented with positive results regarding client satisfaction
- Installed security cameras at the Riverside facility
- Purchased headsets for three case managers to increase their efficiency
- Submitted a recommendation to the Leadership Team and the Executive Team in support of a licensure supervision pilot

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- The Office on Aging Coordinated Care Program is being incorporated into the Riverside County Adult Protective Services Internship Program
- Filled two Social Service Worker III positions
- The Volunteer Recognition Luncheon was held in the desert and was covered by the media
- Increased our Internet connectivity
- Worked with HR to streamline the hiring process for commonly-recruited positions
- Upgraded the software program for volunteer recruitment
- The Area Plan was approved by the state; the yearly update is pending
- Funded and filled a vacant position in Blythe in the Nutrition Program
- Continually receive positive feedback from the consumers we serve
- Currently cross-training the fiscal staff to ensure coverage of daily activities
- Standardizing our forms
- Developed an Operations Plan for the desert
- Worked closely with the Advisory Council and they developed a Strategic Plan
- Working with the FYI book to improve leadership skills
- Improving our competitive bidding process
- Received funding augmentation for CTI (Care Transitions Intervention) Program from RUHS Medical Center
- Long Term Services and the Support Coalition Policy Committee met with legislators to improve long-term care coordination
- Improved the information available on the Office on Aging website