



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

STRENGTHS AND ACCOMPLISHMENTS

JANUARY 2017

- Finished some inventories (e.g., forms, contracts) in order to be better organized
- Integrated an Access Case Manager in the desert office
- Moved our La Quinta office to Indio
- Improvement in job skills
- Fully implemented BRI
- Arranged for our fleet to be closer to our office
- We've interviewed for a Social Worker III position and we are ready to make an offer
- Presented at the N4A and C4A Conference on Care Pathways and the Family Caregiver Program
- Received \$725,000 one-time-only funding from the State
- Created a Mentorship Program
- Celebrated National Family Caregiver Month
- Got news that MSSP will be extended and remain as is until January 1, 2020
- Updated our organizational chart and are continuing to update it monthly
- Conducted some in-service training
- Completed The Multipliers
- Have a subcommittee to get feedback from staff and respond to it
- Wrote our policy on policies
- Had a lot of contracts and MOUs renewed
- Upgraded to Microsoft 2013
- Brought the staffing in the Call Center up to its minimum
- Seeing improved morale among staff
- Approximately 200 people off the waiting list to receive meals
- Getting positive feedback from contractors we work with that things are getting better in the department
- Development of orientation and professional development—taking strategic look at how we bring on new staff
- Cleaned out several storage units and shredded the materials
- Streamlined and reassigned staff for increased efficiencies
- Allocated funding to purchase new computers
- Allocated funding to purchase new vehicles
- Restructured the all staff meetings
- Got the contract renewed for the Desert Regional Medical Center
- Grandparents Raising Grandchildren (GRG) collaborations have been restructured
- Had everyone sign the professional conduct directive

Hemet Office:

749 North State Street
Hemet, CA 92543

Main Office:

6296 River Crest Drive, Suite K.
Riverside, CA 92507

East County Office:

44-199 Monroe Street, Ste. B
Indio, CA 92201

1-800-510-2020

Ph: (951) 867-3800 ● FAX (951) 867-3830 ● TRS/TTY: 711

- Professional conduct training was held
- We have a full-time position now at the front desk
- Employee Recognition Committee has a plan that will be implemented following the March all-staff meeting
- Developed the internal and external newsletters—sent out every six months
- Developed the professional conduct survey
- Beginning to use Microsoft Office 365
- We are recognized as an integral part of Riverside’s Purple City Initiative to make the City of Riverside dementia-friendly
- Met the goals and objectives of the family caregiver contracts
- Our website is more current
- Completed the organizational climate survey—the results and recommendations were used (e.g., the new staffing 3-year goal)