



**STRENGTHS AND ACCOMPLISHMENTS
JULY 2016**

- Filled the Deputy Director position for Senior Programs that was vacant for 18 months
- Improved communication
- More transparency; staff is more informed about where we're going
- Increase positive perception of the OoA in the desert
- Received additional funding due to our advocacy
- Morale has improved
- The atmosphere seems more positive
- Grandparents Raising Grandchildren (GRG) has begun reorganizing
- We're building stronger partnerships
- There's more accountability
- The team effort has been made stronger by the strategic planning process
- We are working together collaboratively as a team
- We have bi-weekly team meetings
- More effort in improving the quality of our service delivery
- The staff feels more heard, more listened to
- Successfully completed the Public Authority training
- Positive feedback from the Clinton Health Matters Initiative (CHMI)
- Anna completed her one-on-ones with all the board members
- Successfully submitted our Four Year Area Plan to the county and state; it was well received
- More opportunities available for professional development
- We seem to be better focused and directioned
- We made progress in our use of technology; we've gotten new equipment
- Working with IT, we will be migrating to Office 365
- We were able to purchase the BRI Case Consultation evidence-based software that will put us at the head of the curve with the State
- Anna has been meeting one-on-one with staff
- Feedback from Public Authority and from Kaiser has been positive; they are wanting more collaboration
- Anna presented the 90 Day Director Report to the Board and has presented at budget hearings
- The Fiscal Team has been supporting each other regardless of individual functions
- Submitted our county and state budgets on target
- Our Health Education and Outreach has launched new initiatives
- We have quarterly all-staff meetings and have received positive feedback there
- Improved external communication: new logo, consistent look, consistent messaging
- Our volunteer programs have added new sites; we have 33% more volunteers
- Gap analysis for policy was completed
- Developed a Standard Operating Procedures template
- Improved our website's information and look
- Completed an Information Technology Needs Assessment
- Participated in, and will continue, a national campaign to raise elder abuse awareness

Anna L. Martinez, Director

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◆ **Main Office**

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(800) 510-2020

For Information/Assistance, Call:
1-800-510-2020 TRS/TTY: 711



RIVERSIDE COUNTY OFFICE ON AGING



Our Core Value... the right to age with dignity

- Several staff will be presenting at the national N4A conference (National Assn. of Area Agencies on Aging)
- Improved customer service
- Successfully negotiated a contract for nutrition services
- We were able to serve the 26 people on our wait list for HDM (home delivered meals) in the desert
- Completed the Request For Proposal process for contracts and services
- Collected over 1,300 community surveys regarding their needs and satisfaction with our services
- Completed a draft of our newsletter
- We have received funding from two cities; they are community assistance grants for \$2,500
- We have a Communication Plan in place

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