



**Appendix XIII – PSA #21  
Strategic Plan, Strength in Aging Year End Report  
Planning Cycle FY 2007-2008**

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This Appendix serves as the Year-End Report for Area Agencies on Aging (AAAs) to provide yearly information on the progress AAAs are making on achieving goals and objectives detailed in the Area Plan.

**SECTION I: Purpose and Narrative Description of Significant Accomplishments**

The purpose of the Year-End Report is to provide a performance report of AAA activities for the community and California Department of Aging (CDA). CDA reports the AAA activities, achievements, and significant barriers to local goals to federal and state officials.

The significant accomplishments for Riverside County are listed below by the six established Priority Goal areas of the 2005-2009 Strategic Plan, *Strength in Aging*: Caregivers (“C”), Health Care/Wellness (“HW”), Housing (“H”), Quality Life Choices (“QL”), Transportation (“T”), and Ensuring Effective Information and Service Delivery Systems (“SD”). The significant service unit plan accomplishments have been included at the end of Section I in a diagram format. The significant accomplishments of Preventive Health (III D) and Medication Management related objectives are included under Section IV and Program Development and Coordination related objectives are included under Section V of this report (per CDA guidelines).

Page numbers have been included in parenthesis after each Goal number in the event the reader would like to locate the Goal in the 2007 – 2008 Strategic Plan Update.

**Goal: Caregivers**

C.1 (page 29)

- ▶ Advisory Council on Aging (ACoA) and Office on Aging (OoA) staff continued to advocate with federal, state, and local officials to expand information and assistance and care management services for caregivers of seniors or adults with disabilities, and grandparents raising grandchildren; however, with the current budget situation, the focus was redirected to sustaining the services.

C.3 (page 30)

- ▶ Grandparents Raising Grandchildren (GRG) staff participated in a resource fair / induction training for new social workers with Child Protective Services (CPS) to inform them about the Grandparents Raising Grandchildren Program, educate them about the challenges grandparents face, and enable them to assist grandparents more effectively.
- ▶ GRG staff continued to partner with CPS and participated in their Family 2 Family program which brings together agency personnel and family members to make decisions on the placement of a child, referred to as Team Decision Making meetings (TDMs). The GRG social worker and staff participated in more than 25 of these meetings during fiscal year 2007-2008. GRG staff was initially involved in the Riverside area, but now participate in Moreno Valley and Corona CPS TDM meetings. Because of this excellent program, more grandparents are being referred, receiving much needed assistance, and CPS social workers, mental health workers, and other county and community agencies are becoming more knowledgeable about grandparent issues and are better equipped to assist them.

#### C.4 (page 30)

- ▶ OoA staff in collaboration with the Grandparents Raising Grandchildren Task Force (GRGTF) continued to plan for an October 2008 Grandparents Raising Grandchildren Forum. The forum keynote will focus on special education and the challenges grandparents face when dealing with the educational needs of their grandchildren with special needs.

#### C.5 (page 30)

- ▶ OoA staff and the GRGTF continued to produce and disseminate a quarterly newsletter focusing on key issues and priorities facing grandparents raising their grandchildren. On average, 1,600 newsletters were distributed quarterly during fiscal year 2007-2008.

### **Goal: Health Care/Wellness**

#### HW.1 (page 32)

- ▶ The Office on Aging was successful in promoting the need for acute care facilities to build a strong care management interface with community based care with the filling of its Hospital Liaison position in January 2008.

#### HW.16 (page rev. 35-1)

- ▶ OoA staff, in the spirit of Olmsted, finalized a Memorandum of Understanding (MOU) with the Community Access Center (the local Independent Living Council). The MOU received final execution from the Board of Supervisors in October 2007.

#### HW.17 (page rev. 35-1)

- ▶ Long-Term Care Ombudsman Program staff and volunteers continued to advocate against and respond to reports of abuse of the elderly who reside in skilled nursing facilities and residential care facilities in Riverside County. During the past year, the Ombudsman Program provided 3,272 volunteer hours.

### **Goal: Housing**

H.6 (page 38)

- ▶ Efforts to expand Information and assistance intake with the County Economic Development Agency was stymied due to their restricted budget.

### **Goal: Quality Life Choices**

QL.1 (page 39)

- ▶ ACoA and OoA staff continued to advocate for the addition of a death certificate fee or other funding stream dedicated for the implementation of an Area Agency on Aging's strategic plan. Unfortunately for Riverside County, the legislation sponsored by the California Senior Legislature ended up being turned into a local initiative for Santa Barbara. The topic will be addressed again during the 08/09 legislative session.

QL.9 (page 41)

- ▶ OoA staff provided a minimum of three presentations at the Workforce Investment Board and two local government groups to advocate for expanded opportunities for older workers through the senior employment program.

### **Goal: Transportation**

T.1 (page 42)

- ▶ OoA and ACoA continued to advocate with Community Access Center, local transportation providers and transportation authorities to expand on-demand and door-to-door public transportation services/options for frail seniors and adults with disabilities.

### **Goal: Ensuring Effective Information and Service Delivery Systems**

SD.1 (page 44)

- ▶ Two Leadership Team members participated and completed the County-sponsored Leadership Development initiative in May 2008. OoA will continue to sponsor leadership team members through this program.

SD.2 (page 44)

- ▶ ACoA with OoA staff convened a Leadership Development Day in March 2008. The primary purpose of the development day was to review the role of the Advisory Council and the responsibilities of its members. Additionally, the ACoA members were given the task of developing their Mission statement.

SD.4a (page 45)

- ▶ In addition to the standard/ongoing outreach activities, OoA staff and ACoA in participation with the Board of Supervisors, hosted two seminars on identity theft, each drawing in over 200 seniors; hosted an outdoor senior information fair and free BBQ; and provided outreach at a Palm Springs Pride event.

SD.6 (page 45)

- ▶ Monthly participation of Leadership Team members continued during FY 07/08 on the Morale and Motivation Team (M & M). Motivating issues were addressed through good idea boxes.

SD.9 (page 46)

- ▶ OoA staff convened ongoing biweekly fiscal meetings which included identifying and addressing culturally diverse issues and seeking appropriate resolutions.

SD.10 (page 46)

- ▶ In September 2008 OoA Nutrition and Contracts Unit convened 2 contractor training/conference sessions. The sessions were used to discuss new CARS reporting requirements, contract changes, customer satisfaction, and contractors had an opportunity to discuss any specific issues related to their contracted services. Additionally, OoA staff provided CARS and Q training at contractor sites and technical assistance was provided to contractors throughout the year.

SD.13 (page 47)

- ▶ During the past year, OoA staff participated in a number of local, state, and national meetings and conferences, which included, but were not limited to: the Congress of California Seniors Conference; California Older Adults System of Care Conference; Riverside County Older Adult Mental Health Conference; American Society on Aging; C4A Annual Meeting and Coordinated Leadership Conference; N4A Conference; Systems Thinking & Future Conference; Senior Safe Mobility Summit; Homeless Continuum of Care Conference, Lesbian, Gay, Bisexual, Transgendered (LGBT) sensitivity training and a Culture and Aging roundtable. Participation at these meetings, conferences helped staff to remain informed on changing and emerging issues and to represent the needs and concerns of Riverside County residents.
- ▶ ACoA members participated in California Senior Legislature and TACC meetings, C4A, RSVP Recognition event, LGBT sensitivity training, and a Culture and Aging roundtable.

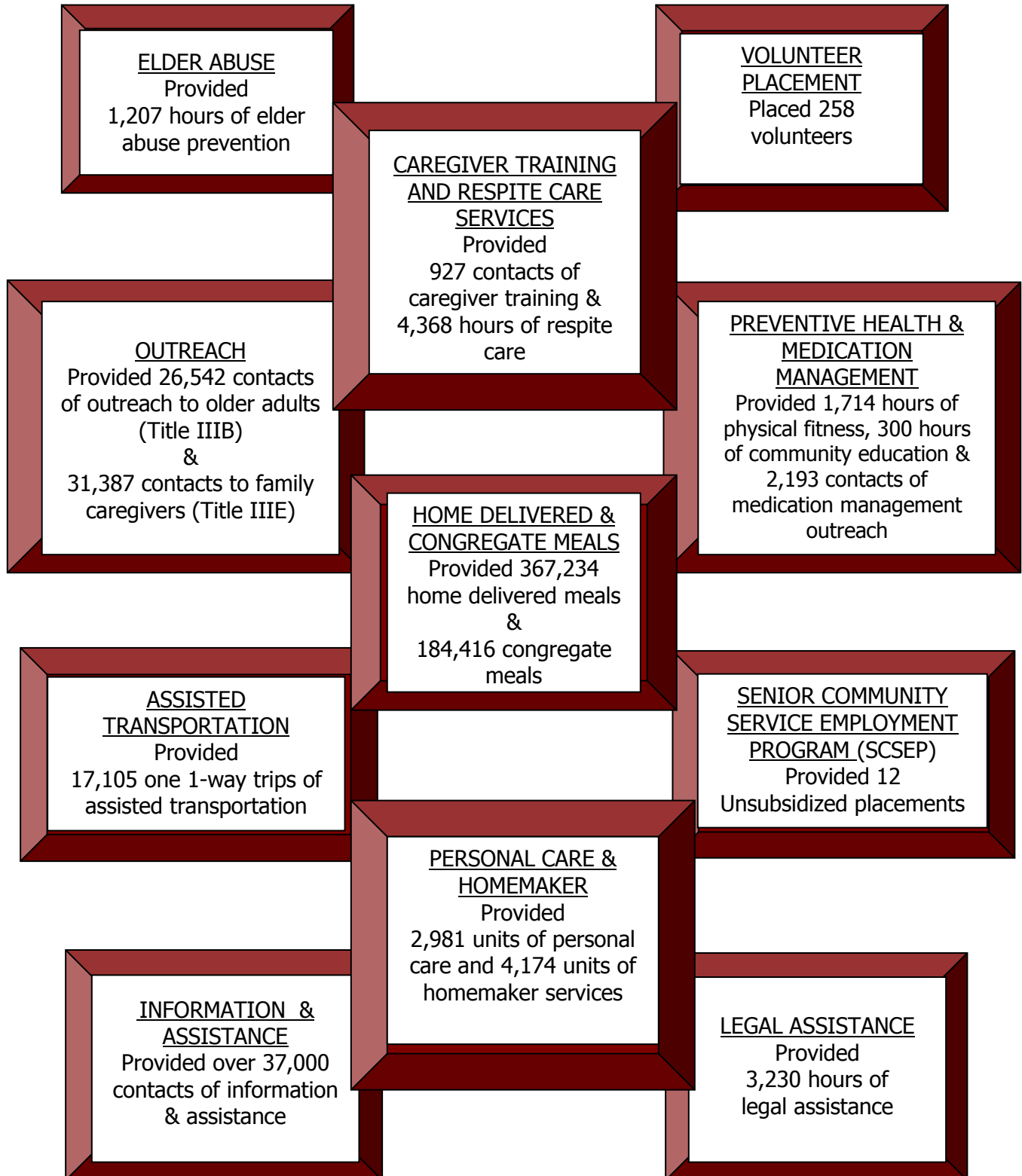
SD.15 (page 47)

- ▶ During the past year, OoA's HelpLink unit achieved 100% AIRS CIRS-A certification of its Information and Assistance (I & A) Specialists.

SD.20 (page 48)

- ▶ OoA continued to collaborate with professional schools of higher education with clinical placements for undergraduate and graduate level social work interns in its care management continuum. In June 2008 OoA succeeded in connecting with California Baptist University's School of Nursing for the placement of nursing student interns.

**Highlights of Service Units  
Provided to Older Adults, Adults with Disabilities, and  
Family Caregivers during FY 2007-2008**



## **Section II**

The following is a summary of ideas generated as a result of discussions focused on service system changes based on the **demographic changes in the aging population in the Planning and service area (PSA)**.

With the population increasing rapidly and living longer, challenges are becoming more complex and opportunities for new interventions are increasing by leaps and bounds. Data on longevity and the potential to influence health status by healthy living practices are having a profound effect on reality. The Riverside County Office on Aging will continue to take a proactive approach to the changing demographic changes in the aging population. OoA has also begun to research/address needs of aging boomers, limited English Speaking, and Lesbian, Gay, Bisexual, and Transgender populations. The Resource Center for Positive Aging concept is being enhanced through the Aging and Disability Resource Connection (ADRC) grant from the Department of Health and Human Services. Through the ADRC, OoA anticipates that it will build/strengthen partnerships, gain a better knowledge of disabled individuals of all ages and services available to that population, lead to a more streamlined service delivery, and enhance its current home and community based system of care, while providing accountability for specific areas of expertise.

## **Section III**

**The following are objectives set for the preceding year that were completed, deleted, and or changed or remain incomplete** and the circumstances that affected progress toward achieving specific goals, resulting in revised objectives.

### **COMPLETED OBJECTIVES:**

HW.8; HW.10; HW.16; H.2; and H.6. Refer to Section I for narratives related to significant accomplishments.

### **TITLE IIID AND MEDICATION MANAGEMENT OBJECTIVES COMPLETED**

HW.9a. Refer to Section V for narrative.

### **COORDINATION OBJECTIVES COMPLETED**

HW.4; and HW.9a. Refer to Section V for narratives related to significant accomplishments.

### **DELETED OBJECTIVES**

C.6 & C.7 (deleted for 07/08 as the needs of grandparents raising grandchildren will be addressed under the new ADRC concept – see QL.12) and HW.2 (deleted since wording was covered under HW.1).

### **CONTINUED OBJECTIVES:**

C.1; C.3; C.4a; C.5; HW.1; HW.9b; HW.17; QL.1; QL.3; QL.9; T.1; SD.1; SD.2; SD.2a; SD.4a; SD.6; SD.9; SD.10; SD.11; SD.13; SD.14; SD.15; SD.16; SD.17; SD.18; SD.19; and SD.20. Refer to Section I for narratives related to significant accomplishments.

TITLE IIID AND MEDICATION MANAGEMENT OBJECTIVES CONTINUED

HW.5a; HW.6; HW.9b; HW.12; and HW.15. Refer to Section IV for narratives related to significant accomplishments.

COORDINATION OBJECTIVES CONTINUED

C.2b; C.4b; HW.11; H.1; H.3a; H.5; QL.11; QL.12; QL.13; T.2; T.3; T.4; SD.5 and SD.12. Refer to Section V for narratives related to significant accomplishments.

PROGRAM DEVELOPMENT OBJECTIVES CONTINUED

QL.12. Refer to Section V for narrative.

**Section IV - Title III D and Medication Management Activities**

**Goal: Health Care/Wellness**

HW.9a (page 34)

- ▶ Office on Aging and Advisory Council on Aging convened a Forum directed to health and social service professionals in May 2008. The forum, *Clinical Protocols for Intergenerational Aging* included the following topics: "Successful Aging," "Caring for Stroke Survivors," "Obesity and Diabetes: An Update," "Healthy Body, Healthy Brain," and "Nursing Homes: How Did We Get Here? What Do We Do Now." CEU's were provided and the session was taped and will be shared with key agencies beginning in the late fall of 2008.

HW.12 (page 35)

- ▶ OoA Information and Assistance and Info Van staff continued to provide community education and distribution of medication management tools throughout the County.

HW.15 (page Rev 35-1)

- ▶ OoA staff continued to participate in the Mental Health Older Adult System of Care Committee. OoA has also been a collaborative partner in the MHSA Prevention and Early Intervention rollout phase.

## **Section V – Program Development and Coordination Activities**

### **Program Development (PD) activities:**

#### **Goal: Quality Life Choices**

Q.12 (page rev. 41-1)

- ▶ OoA in coordination with Community Access Center applied for and was granted one of the two Aging Disability Resource Connection (ADRC) grants issued by the Department of Health and Human Services during FY 07/08. OoA has built a large partnership base over the years and coordination with key partners continues to be essential to the ADRC's development. The development of new program components has begun; creating a stimulating opportunity for I & A services to engage consumers in thinking and planning for future long term care needs, developing, maintaining healthy lifestyles, and maximizing available resources. I & A Specialists provide an interactive decision support process so that consumers, family members and/or significant others are supported in their deliberation to determine appropriate choices in the context of the consumer's needs, preferences, values, and individual circumstances. I & A Specialists are challenged to be innovative in their ideas and stay abreast of new paths to positive aging. Due to the various new program components of the ADRC, this objective will continue into FY 08/09.

### **Coordination (C) activities:**

#### **Goal: Caregivers**

C.2b (page 30)

- ▶ A second Caregiver Blue Ribbon Report is not scheduled to be completed until FY 08/09. However, OoA staff continued to provide awareness activities to caregivers, working caregivers, and employers in the form of presentations, community awareness fairs, and educational workshops.

C.4b (page 30)

- ▶ OoA staff and the GRGTF in coordination with county departments and other key stakeholders developed and issued a Blue Ribbon Grandparents Raising Grandchildren Report in June 2007. Data collected from surveys at the September GRG Forum helped to identify issues facing grandparents and recommendations for future program activities.

#### **Goal: Health Care/Wellness**

HW.9a (page 34)

- ▶ Refer to Section IV for narrative.

HW.11 (page 35)

- ▶ The sustained coordination and warm transfers between OoA and Volunter Center's 211 continued to be of benefit to callers. The renewal of the

Memorandum of Understanding covering 2008 – 2011 is currently awaiting Board of Supervisor approval.

**Goal: Housing**

H.1 (page 36)

- ▶ OoA staff continued to coordinate with the Department of Public Social Services Housing and Homeless Coalition, Department of Mental Health Continuum of Care Housing and Homeless Task Force, and key community stakeholders to bring to attention the ongoing need for affordable and accessible housing options for special populations including seniors, adults with disabilities, and grandparents raising grandchildren.
- ▶ ACoA's Housing Committee with OoA staff developed a comprehensive document entitled, *Housing Matrix: Affordable Housing in Riverside County for Seniors and Adults with Disabilities*. This initiative of the Housing Committee represents a comprehensive effort to catalogue the affordable or government subsidized housing that serves the county's seniors and adults with disabilities. It is anticipated that the *Housing Matrix* will prove very useful in housing needs assessment and housing referrals.

H.3a (page 37)

- ▶ OoA staff invited representation from the County Planning Department on the ACoA's Housing Committee so that recommendations could be provided in relation to its Housing Element.

H.5 (page 37)

- ▶ OoA was unable to accomplish this during FY 07/08; however, OoA staff did participate in several of the cities' housing-related forums to provide input to their housing elements of their general plans.

**Goal: Quality Life Choices**

QL.11 (page rev.41-1)

- ▶ OoA in coordination with the Health Assessment Resource Center, Palm Springs Pride and other key community stakeholders began to assess the needs and resources of the Gay, Lesbian, Bi-sexual, Transgender population. In Addition, OoA invited national speaker Patrick Arbore to provide sensitivity training for the Advisory Council on Aging, OoA staff, and other County departments. The training was divided into two parts – a general session for all staff and a clinical session. The clinical session was directed to case managers, social workers and nursing staff within the County. Both sessions were recorded and the DVD's will be made available on a loan basis to interested parties.

QL.12 (page rev. 41-1)

- ▶ Refer to Program Development section above for narrative.

QL.13 (page rev. 41-1)

- ▶ OoA continued to coordinate with community agencies to promote the use of the Network of Care (NOC). Community education and distribution of NOC materials are continually provided by I & A and InfoVan staff.

**Goal: Transportation**

T.2 (page 43)

- ▶ OoA continued coordination efforts with key transportation providers to improve transportation options for seniors and persons with disabilities. OoA staff continued to participate on the Department of Highway Patrol's Older Californian Safety Task Force, the State's Mobility Action Plan, and a roundtable, "Maximizing the Existing Transportation Resources in Coachella Valley."

T.3 (page 43)

- ▶ The Advisory Council on Aging's Transportation Committee provided input to OoA staff for the development of a Transportation Blue Ribbon Report. OoA staff will complete and disseminate the report in FY 08/09.

T.4 (page 43)

- ▶ This objective will be addressed during FY 08/09 by OoA staff and the ACoA's Transportation Committee.

**Goal: Ensuring Effective Information and Service Delivery Systems**

SD.5 (page 45)

- ▶ OoA staff served in a coordination role on the Workforce Development Board, Riverside County Foundation on Aging, and the Regional Access Project's grant review team. In addition, the Director convened bi-monthly Roundtable Leadership Forums to influence aging service funding and service system redesign.

SD.12 (page 47)

- ▶ OoA staff continued to coordinate with the County Emergency Operation Center during disaster drills and quarterly meetings. Additionally, OoA staff participated in the quarterly Operation Area Planning Committee meetings that address resources for at-risk seniors.

## **Section VI**

Provide a **summary of additional activities for the year**, including a discussion of how the AAA will use the prior year findings to improve the delivery system.

OoA began the convening of focus groups as part of the continued direction of assessing the needs of the County in preparation of the development of the 2009-2012 Strategic Plan. OoA is looking at ways to reach and better service Limited English Speaking and LGBT populations. Through the ADRC, OoA is addressing the need for a more streamlined service delivery system and expanded resource base.