



**Appendix XIII – PSA #21
Strategic Plan, *Strength in Aging* Year End Report
Planning Cycle FY 2008-2009
(Draft pending Board of Supervisors Approval)**

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SECTION I:

Introduction

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.

This Appendix serves as the 2008-2009 Year-End Report for Riverside County's Area Agency on Aging (AAAs) to provide yearly information on the progress made on achieving goals and objectives detailed in the Area Plan. In that this is the final year of the four year 2005-2009 plan, a discussion of the impact of the activities of the entire planning cycle on the service system is attached as an Addendum.

Narrative Description of Significant Accomplishments

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 **2008 – 2009** Strategic Plan Update.

Goal: Caregivers (cont'd to 08/09-c1, 3, 4a, 5)

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. California and Riverside county revenues declined significantly, making expansion of programs and services difficult. The primary focus has been on sustaining services in an economic climate characterized by threats of or actual reductions to State and local funding.

C.3 (page 30)

- ▶ Grandparents Raising Grandchildren (GRG) staff continue to participate in 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, Team decision Making (TDM) process which brings together agency personnel, the community, and family members to make decisions on the placement of Children. The GRG social worker and staff continued to participate in TDM meetings during fiscal year 2008-2009. GRG staff participate in TDM Meetings throughout Riverside County. Grandparents interacting with CPS are 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.
- ▶ Grandparents Raising Grandchildren Task Force celebrated its tenth Anniversary in October of 2008. The Task Force is a model statewide best practice with a track record of grandparent outreach and education, information and assistance, and care management.
- ▶ The GRG program in partnership with Riverside County Mental Health established an evening support group for grandparents raising grandchildren in April 2009, which has been a long range goal of the program.

C.4a (page 30)

- ▶ OoA staff in collaboration with the Grandparents Raising Grandchildren Task Force (GRGTF) convened a Grandparents Raising Grandchildren Forum in October 2008 after many months of planning. This was the second of two forums held during the 2005-2009 strategic planning process. The forum, "Lighting the Way through the Sea of Special Education," was held on October 16, 2008. The keynote speaker was Dr. Arthur Murray retired Director of Special Education. 154 grandparents and stakeholders attended the forum. Grandparent raising Grandchildren seminars on food safety were held. Emergency preparedness awareness was identified as a need. This issue will be a focus of the 2009-2012 Strategic Plan.

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. The newsletters included information on health and nutrition tips, upcoming Task Force meetings and support group meetings, and local resources for grandparents raising grandchildren. On average, 1600 newsletters were distributed quarterly during fiscal year 2008-2009.

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 hiring of its Hospital Liaison Social Worker in January 2008. The Office on Aging continues to work with the Riverside County Regional Medical Center using our Hospital Liaison Social Worker to provide assessments, education, referrals, information and resources. OoA continues to work with patients that are being discharged from the hospital to a skilled nursing facility, a rehabilitation facility, or home. Efforts are made to ensure services are in place to maintain them safely in their home or ensure safety upon their return home. Key staff was trained on the Coleman Model of Transitional Care, including Case Managers/Social Worker and Supervisors. OoA will work toward completing all objectives and full program implementation. This issue is continued into the new Strategic Plan.

HW.11 (page 35)

- ▶ The MOU between the OoA and Volunteer Center has been updated and remains in effect. 211 and OoA staff meet every 2 months to review the referral process and program updates. General calls were handled by 211 and HELPLINK provided a point of contact for comprehensive assessments and referrals for consumers meeting the criteria. The partnership remains strong and continues to support the goal of providing streamlined, efficient and consumer oriented services.

HW.15

- ▶ Office on Aging has been a continuing partner in the Mental Health Older Adult System of Care and with the Southern California Older Adult System of Care. Office on Aging and the Advisory Council participated in several focus groups to determine key areas of focus for the Prevention and Early Intervention service component of the Mental Health Services Act. Office on Aging continues to partner with Mental Health to identify issues and solutions within the aging and disabled community. Office on aging Director and other key agency leaders worked to ensure that the Riverside County Prevention and early Intervention Plan (PEI) included OoA targeted initiatives supported by the Advisory Council on Aging. The OoA has taken a key role in the development of the program and planning for the State OA SOC Conference to be held in Riverside in December of 2009.

HW.17 (page rev. 35-1)

- ▶ OoA continues to provide mandated services through a contractual agreement with The Volunteer Center. In 08/09 the agreement was amended in response to reductions in State funds. 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. Riverside County leaders will develop coordination protocols in response to AB2100 during the new planning cycle.
- ▶ During the past year, the Ombudsman Program provided 2509 volunteer hours.

Goal: Housing

H.1 (page 36)

Office on Aging continues to be a member of the Mental Health Housing Committee and is partnering with Mental Health in locating and providing low cost housing solutions for special populations including seniors, adults with disabilities, and grandparents raising grandchildren.

H.6 (page 38)

- ▶ Information, assistance, referral and intake for the County Economic Development Agency has been integrated into HELPLINK at the OoA. Due to budget constraints EDA has declined further expansion of the existing senior home repair information and assistance intake program.
- ▶ On June 2, 2009 the Board of Supervisors approved a contract between the OoA and the Community Action Partnership of Riverside County to provide information and assistance and outreach to enhance the penetration rate of seniors for the weatherization project.

Goal: Quality Life Choices (QL)

QL.1 (page 39)

- ▶ ACoA and OoA staff continued to advocate for the addition of a death certificate fee or other funding stream designated for the implementation of an Area Agency on Aging's strategic plan. Efforts to support the implementation of a senior augmentation fee will continue into the new planning cycle. This issue is still under legislative advocacy.

QL.3 (page 40)

- ▶ Advisory Council on Aging was involved in efforts to push for Legislative change via AB 324. AB 324 would require the department to report data from the Elder Economic Security Standard Index (Elder Index), as defined, for each service area included in the state plan. This bill would also require that the plan utilize the Elder Index, specify the cost of meeting basic needs for elders in each planning and service area, and identify which elders are

living at or below the Elder Index, as prescribed. AB 324 had legislative support at the end of FY08/09.

- ▶ ACoA advocated and wrote letters to legislators in an attempt to encourage them not to support funding cuts to senior programs.

QL.9 (page 41)

- ▶ Office on Aging staff participated in the Workforce Development Board (WDB) Strategic Planning. Participants reviewed the current strategic plan and provided updates and changes based on the current economic crisis and the unprecedented unemployment rate in Riverside County. There was some discussion about targeting education and job training efforts within a given range of K-16 (Kindergarten through Bachelors Degree) or K-20 (Kindergarten through Graduate Degree). The group debated and agreed to use emerging language of K through Gray to encompass older adults needing to remain in or re-enter the workforce and emphasizing the needs of the older adult population who are impacted significantly by the prolonged economic recession.
- ▶ OoA leadership partnered with Riverside County Human Resources on the "Encore Careers Initiative." The goal of the initiative was to inform County leaders of the emerging workforce trends including, but not limited to, increasing opportunities for mature workers, changing employment demands and preparing for the "Boomer" workforce needs. Efforts were designed to facilitate a shift in the perception of the value of mature workers and to re-define retirement. A presentation by nationally recognized speaker, Mark Freedman, was held. Leaders from Departments throughout the county were sensitized to the benefits of employing retirees.

QL.11

- ▶ In 2008 the Office on Aging partnered with the Golden Rainbow (LGBT) Senior Center to secure a wider sampling of the LGBT community. A survey had initially been distributed in the Palm Springs and Coachella Valley area in 2007. In addition to distributing the survey to the Golden Rainbow Senior Center, it was distributed to eight (8) other LGBT organizations. Information obtained from the survey, served as the rationale for incorporating a focus on the LGBT population into the 2009-2012 Strategic Plan (Goal I, Objective C and Goal III, Objective A).

▶ **QL.14** (changed -see Section III)

Due to the economic conditions in the county, the mature worker job fair was cancelled. OoA was unable to recruit employers for the event. The unemployment rate in Riverside County ranged from 9-12% during the fiscal year. The job market was characterized by hiring freezes and lay-offs. A computer training event, "Smart Riverside," was conducted to teach computer skills to seniors. The opportunity to attend was offered to the Senior Community Services participants.

▶ **QL.15** (Changed- See Section III)

Resources to coordinate such an event were limited. The OoA leveraged internal resources and partnered with the Partners in Care Foundation, Human Resources Department, and the Department of Public Health to explore health and fitness initiatives; Fit After 50, Fall Prevention Program, and Chronic Disease Self Management Program. Plans were made to push these initiatives forward in the new planning cycle.

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.
- ▶ Advocacy for continued T.R.I.P. service in Blythe: Due to budget issues the City of Blythe voted to suspend funding for the T.R.I.P. After successful advocacy efforts from an ACoA Council Chairperson, Doris Morgan-Hayes, Blythe City Council pledged to continue funding the program in that area.

T.2 (page 42)

- ▶ On March 10, 2009, the Director, California Department of Aging conducted a focus group with the HELPLINK and Coordinated Care staff to obtain information regarding gaps, problems and issues accessing non-emergency medical transportation through medi-Cal and other providers. Key next steps were identified.
- ▶ A blue Ribbon transportation Report was produced (August 2008) and distributed throughout Riverside County. The report highlighted issues, barriers and gaps identified by the ACoA Transportation Committee.

Continued coordination and funding were also highlighted as being crucial to mobility for frail and disabled seniors.

Goal: Ensuring Effective Information and Service Delivery Systems

SD.1 (page 44)

- ▶ As of 08/09 more approximately 66% of the OoA leadership Team members had completed the County-sponsored Leadership Development initiative. OoA will continue to sponsor leadership team members through this program and/or assess the need for specific training.

SD.2 (page 44)

- ▶ Development Day: The Councils annual development day was held on January 29, 2009. This year the Council hosted an information fair of all of the Office on Aging services, HICAP and TRIP. Several information booths had games and lots of give-a-ways. Advisory Council and Office on Aging partners were invited with over 100 people in attendance. An article by the Press Enterprise followed the event and feedback by attendees was positive.
- ▶ ACoA with OoA staff convened Leadership Development Days and in-service trainings in January and February 2009 regarding Care giving and Nutrition respectively.
- ▶ On March 11, 2009 the Leadership Roundtable provided training on current Medicare, Medi-Cal and Social Security policy trends.
- ▶ On June 25, 2009, the Leadership Advisory Roundtable sponsored a presentation on Alzheimer's in the workplace. 50 participants learned strategies for supporting caregivers and individuals impacted by disease.

SD.2a

- ▶ The RSVP Advisory Council met two times in the 08-09 year to enhance the profile and strengthen the identity of the RSVP program and its Advisory Council ambassadors. The product of these in-service development meetings was to update the Retired and Senior Volunteer Program identity. The new identifier for the program will be "RSVP -- an invitation to share your time, skills and experience."

SD.4a

- ▶ The Advisory Council has engaged in numerous activities to promote the activities of the ACoA and OoA to included community presentations, the production of a power point presentation and attendance at public relations and educational events.

SD.9 (page 46)

- ▶ On June 26, 2008, the office on Aging sponsored training, "Diversity" through its Leadership and Advocacy Roundtable. Laura Trejo, Gerontologist and General Manager of the City of Los Angeles, Department on Aging, presented information on culture, poverty, prejudice and discrimination, and best practice approaches. Staff, the Advisory Council and agency partners were invited. This event was not reported in the previous Year End Report.
- ▶ On February 11, 2009, OoA staff was invited to attend an "Older Adults Sensitivity Training" workshop. Monica Crow, Inter Valley Health Plan, presented on the challenges faced by some older adults and individuals with disabilities. The goal of the program was to offer staff a better understanding of the diverse needs of older adults, associated challenges and enhance their ability to communicate more effectively with consumers.
- ▶ OoA Deputy Director collaborated with California State University, San Bernardino, Social Work Department and key staff from Riverside and San Bernardino counties to host a Case Management Symposium which focused on case managing diverse populations. Service delivery staff from Social Services and Mental Health from both counties attended.

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 California Aging Reporting System (CARS) reporting requirements and what to expect in the upcoming monitoring visits.

SD.11 (page 46)

- ▶ OoA continued to produce and distribute quarterly newsletters to inform communities of the activities of the OoA, ACoA and other issues of impact to the population. The newsletter contains a Director's report, Advisory Council updates, a calendar of events and much, much, more. The newsletter has proven to be an effective method of distributing information and creating value for senior issues.

SD.12 (page 46)

- ▶ The OoA coordinated with the Department of Public Social Services to geographically map (GIS) residential locations of participants of the GRG, ACCESS, MSSP and Linkages programs. The maps are critical to the effective coordination of emergency services frail and at-risk senior populations in the event of a major disaster.

SD.13 (page 47)

- ▶ During the past year, OoA staff and ACoA members have participated in a number of local, state and national meetings and conferences to include but, is not limited to: Mental Health Services Act/Prevention and Early Intervention (MHSA/PEI) Planning Roundtable, N4A, Health Assessment Resource Center (HARC) Steering Committee, NASW Conference, C4A, Senior Inspiration Awards Luncheon, LGBT Ageism Forum, American Society on Aging (ASA) and National Council on Aging (NCoA) conference.
- ▶ The OoA Director is a member of National Practice Change Fellows National Advisory Board, Workforce Development Board, NASW Chair of Palm Springs and Desert cities unit, California Health and Human Services Olmstead Advisory Committee, C4A, and N4A.
- ▶ An Advisory Council member was appointed to serve as the Council Liaison to the Congress of California Seniors. This is a grass roots advocacy group for seniors. The ACoA member attended the fall conference which focused on the state budget impact on seniors and how best to address this issue.

SD.15 (page 47)

- ▶ During the 08/09 planning period, 5 out of 5 Information Specialist were or continued to be certified by the Alliance of Information and Referral Services (AIRS). The Agency has adopted AIRS certification as a standard skill component for all existing and new Information and Assistance Specialists.

SD. 16 (page 47)

- ▶ The Advisory Council produced an Annual Report for the 08/09 fiscal year. The report highlighted the many activities of the council.

SD.17 (page 47)

- ▶ The OoA produced and submitted a 07/08 annual year-end report to the Californian Department of Aging (CDA) in keeping with requirements.

SD.18 (Page 48)

- ▶ The required 2008-2009 Update of the 2005-2009 Strategic Plan, Strength in Aging, was submitted to the CDA as required in April of 2009. Copies of the update were printed and distributed to key stakeholders and ACoA members. The update was also posted on the Riverside County Office on Aging website.

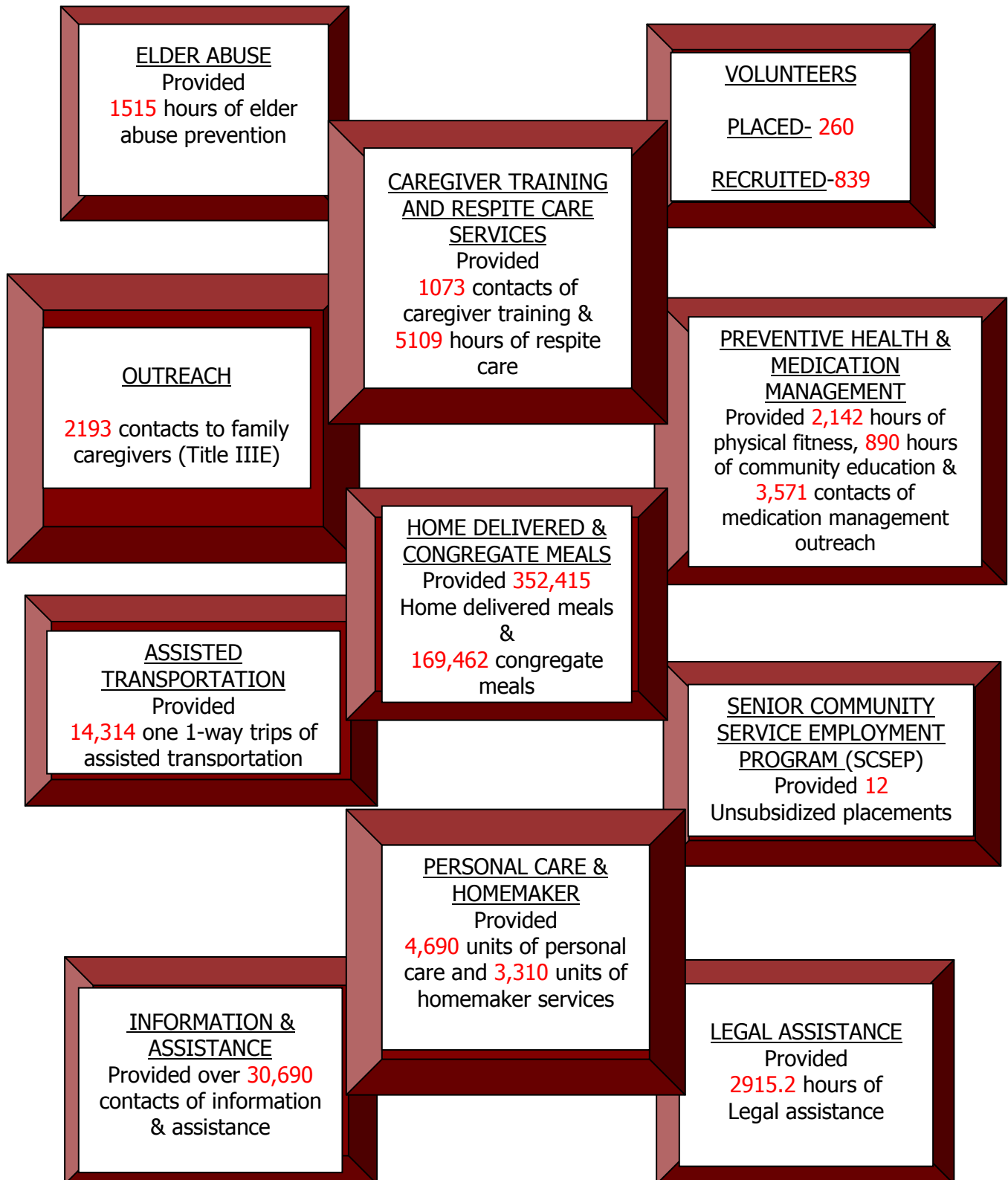
SD.19

- ▶ The 37th Annual RSVP Volunteer Recognition Luncheon was held at the Palm Valley Country Club on November 6, 2008. Over 300 volunteers attended the event. The event was an opportunity for the OoA to express appreciation for the service given by the volunteers.

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.
- ▶ Funded through the Riverside Community Health Foundation, California Baptist University (CBU) Nursing Program Collaborative, students provided frail, homebound OoA Care Management clients increased monitoring and outcome tracking. Surveys were completed to determine the level of independence, satisfaction and emergency room visits. The students appear to have had a positive impact on the health and well being of the senior population.
- ▶ On October 30, 2008 the OoA hosted a Roundtable entitled "Geriatric/Gerontology Health Professionals: An Endangered Species?" Attendees consisted of Physicians, Social Workers, Geriatric Specialists, public health officials, caregivers and others working with aging populations.

**Highlights of Service Units
Provided to Older Adults, Adults with Disabilities, and
Family Caregivers during FY 2008-2009**



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)**. The Riverside County Office on Aging will continue to take a proactive approach to the changing demographics in the aging population. Needs assessments were conducted to determine the goals and objective for the next three year planning cycle. The OoA gathered a wealth of information regarding the changing needs of the aging population.

- ▶ With the population increasing rapidly, becoming more diverse, and living longer, needs are more complex and opportunities for new interventions are limited due to economic conditions. Longevity and the influence of healthy living practices on health outcomes are having a profound effect on services and health status.
- ▶ OoA has also begun to research/address needs of aging boomers, limited English Speaking, and Lesbian, Gay, Bisexual, and Transgender populations. It should be noted that Riv. Co OoA recognized and responded to the need to address LGBT population prior to 09/12 CDA guidelines.
- ▶ The Resource Center for Positive Aging concept is being enhanced through the Aging and Disability Resource Connection (ADRC) grant from the California Health and Human Services Agency. Through the ADRC, OoA anticipates it will build/strengthen partnerships and gain a better knowledge of disabled individuals of all ages and services available to that population. Efforts will lead to a more streamlined service delivery, enhanced home and community based system of care, and accountability for specific areas of expertise.
- ▶ The number of grandparents raising grandchildren and family members providing care for loved ones continues to be a concern.
- ▶ There appears to be an urgent need for an infrastructure of home and community-based services to support independence and long term care.
- ▶ Advocacy to promote awareness, legislative changes and encourage continued funding is critical.

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:

C2A & B; C3; C4A; C4B; C5; HW3; HW4; HW5; HW6; HW9A; HW12; HW15; HW17; H6; QL2; QL9; T1;T2;T3; T4; SD2;SD2A; SD4A; SD9;SD10; SD11; SD12; SD14;SD15;

Refer to Section I for narratives related to significant accomplishments.

TITLE IIID AND MEDICATION MANAGEMENT OBJECTIVES COMPLETED

HW.5A; HW9A (07/08); HW12

COORDINATION OBJECTIVES COMPLETED

H1; HW11; 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).

HW3a; H7; H8 (per Annual Update); QL14; QL15; (see narrative)

CONTINUED OBJECTIVES:

C1; HW.9b; QL1;QL3; QL9; SD.1; SD.6; SD.11; SD.13; SD.16; SD.17; SD.18; SD.19; and SD 20. Refer to Section I for narratives related to significant accomplishments. These objectives are on-going as they are designed to create value for programs, inform consumers and stakeholders, advocate for funding or are necessary to comply with CDA reporting requirements.

TITLE IIID AND MEDICATION MANAGEMENT OBJECTIVES CONTINUED

HW.9b Refer to Section IV for narratives related to significant accomplishments.

COORDINATION OBJECTIVES CONTINUED

C.2b; C.4b; HW.11; QL11 (SEE GOAL I & II OF NEW PLAN); QL.12; QL.13; and SD.5, 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.6 (page 33)

- ▶ OoA provided 2142 Hours of physical fitness session for the fiscal year through the Active Aging Program Fit after Fifty. Established service unit objectives were exceeded. Please note HW.5 was completed and the program is provided at numerous sights throughout out the county.

HW.9b (see Goal IV). A.4, pg 65 of 2009-2012 Strategic Plan).

- ▶ Following the May 14, 2008, "Clinical Protocols for Intergenerational Aging" forum, DVDs of the sessions were made. The plan is to distribute the DVDs to forum participants, administer a survey to determine the impact of the information on practice, and to distribute the information to a broader network of partners. This objective is continued in the new Strategic Plan, "Bridging the Generations for the Future," under Goal IV: Improve Health and Quality of life, Objective A.4. The established timeframe is July 2009-June 2010. It should be noted, this is a follow-up to HW.9a (page 34).

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. The OoA exceeded the number of required contacts fro this objective.

Section V – Program Development and Coordination Activities

Program Development (PD) activities:

Goal: Quality Life Choices

Q.12 (page rev. 41-1)

Due to the various new program components of the ADRC, this objective was continued into FY 08/09 and 2009-2012. OoA, ADRC continues to collaborate and advocate with leadership and key stakeholders (public and non-profit) to initiate critical pathways that increase access and choices for consumers regardless of age, disability or income. One initiative of the ADRC is to increase awareness, inform consumers about streamlined eligibility processes/procedures with key partners.

Coordination (C) activities:

Goal: Caregivers

C.2b (page 30)

- ▶ OoA staff continued to provide awareness activities for caregivers, working caregivers, and employers in the form of presentations, community awareness fairs, and educational workshops. One such activity was the “Living Better in It Together Conference in May 2009.” A Caregiver Blue Ribbon Report was completed in 2006.

C.4b (page 30)

- ▶ The Grandparents Raising Grandchildren Task Force (GRGTF) in collaboration with the University of California at Riverside Cooperative Extension conducted a survey to identify issues of importance to GRG. A **Blue Ribbon Report** of findings was completed in April of 2009. The report provided insight into GRG demographics, health, income levels and service needs for planning purposes. The results indicated that the majority of grandparents raising grandchildren are low-income (yet a mal number received assistance from federal programs), more than half (56%) have a least one health condition, half (50%) are overweight, a quarter do not have health insurance, and 36% have a grandchild with a disability. All of the above have implications for future program planning and development. The report will be a useful tool to educate key community stakeholders regarding the special needs/issues of grandparents raising grandchildren,

and provide recommendations for future advocacy, coordination, and education.

Goal: Health Care/Wellness

HW.9a (page 34)

- ▶ Refer to Section IV for narrative.

HW.11 (page 35)

- ▶ The renewal of the Memorandum of Understanding covering 2008 – 2011 was approved by the Board of Supervisors. See section I.

Goal: Housing

H.1 (Page 36) See Section I

H3.a (page 37)

- ▶ The Blue Ribbon Housing Report (H.3b) was completed in 2006. In May of 2008, the OoA in coordination with the Riverside Advisory Council on Aging Housing Committee, published the "housing Matrix: Affordable Housing in Riverside county for seniors and Adults with Disabilities." The matrix was distributed broadly during the 08/09 planning year. The comprehensive, countywide Matrix was created to organize information regarding affordable and accessible housing for seniors (55+) and the elderly (62+) and adults with disabilities. The matrix focused on housing assisted by a range of governmental programs, including tenant based vouchers, project financing and other incentives for developers.

H.5 (page 37)

- ▶ This objective was continued from prior years and was complicated by the national, state and local housing and economic crisis which became apparent in early 2008. OoA was unable to accomplish this during FY 08/09. State and local revenues decreased significantly, triggering a decrease in incentives for housing development. The OoA continued to advocate when opportunities were presented.
- ▶ The Director of OoA attended the Palo Verde Community Outlook Conference along with other Riverside County Department Heads and Blythe Community Leaders. The Director held a discussion with the Director of the EDA Housing Authority regarding the need for low income senior housing and assistance. He offered assistance with outreach to seniors in the area.

- ▶ To promote awareness of senior housing resources, the Housing Matrix was distributed countywide. It was distributed to Social Service agencies, the business community and other service providers. In keeping with our goal of coordinating with cities, the Housing Matrix was also distributed to city officials throughout the county. The information allows for advocacy and the assessment of housing to meet identified needs.

Goal: Quality Life Choices

QL.3, QL9, QL11 See section I-Accomplishments

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 Info. Van 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)

- ▶ OoA staff completed and disseminated the Blue Ribbon Transportation report in FY 08/09. See Accomplishments –Section I.

T.4 (page 43)

- ▶ This objective was addressed on FY 08/09 via the distribution of the Blue Ribbon Report on Transportation and continued advocacy for improved transportation services for seniors.

Goal: Ensuring Effective Information and Service Delivery Systems

(See Accomplishments –Section I-SD 14 & 19)

SD.5 (page 45)

- ▶ Office on Aging staff continued to attend Workforce Development Board and Regional Access meeting to influence funding for outreach and systems development/design.

SD.6 (page 45)

- ▶ Monthly participation of Leadership Team members continued during FY 08/09 on the Morale and Motivation Team (M & M). Motivating issues were addressed through "Good Idea Boxes." A news letter is distributed monthly featuring staff activities and issues. M and M contribute to All Staff meeting agenda and team building process.

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.

SD.14 (page 47)

- ▶ ACoA discussed and examined N4A federal initiative, Project 2020, and new trends in funding aging services. Recommendations were made to the Riverside County Board of Directors and Executive Office to include Project 2020 in the county's legislative platform.
- ▶ ACoA concentrated efforts on funding reductions as a result of the California State budget crisis and how best to respond to the service needs of Riverside aging communities.

Section VI

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

The office on agency completed most of the objectives established or continued into the 08-09 planning year. The goals were accomplished during a year that was characterized by economic uncertainties at the state and local level. The leadership, ACoA and staff found it necessary to advocate for continued funding and to adjust to the loss of supportive services and staff. This underscored the need to solidly identify issues impacting the aging population, develop strategies to create value with possible funders and elected officials, streamline services and work to strengthen existing collaborations.

The OoA conducted a multifaceted needs assessment during 08/09 in order to better understand the needs of the population, establish priorities, educate key stakeholders and finalize the 2009-2012 Strategic Plan, "Bridging the Generations for the Future." The needs assessment consisted of a review of past and current demographic data, focus groups, surveys and numerous planning discussions. The research, surveys and discussions covered issues related to long term care, Boomers, LGBT populations, provider issues and systems assessments. The findings of these activities served as the rationale for the objectives in the 2009-2012 Strategic Plan. Please see the 2009-2012 Strategic Plan, as it provides details as to how the findings of this process will be used to address needs and services in the new planning cycle.

SECTION VII

A discussion of the impact of activities during the entire planning cycle and how AAA will use the findings in the planning process to enhance or improve the local service system.

Over the past four years, through the activities associated with the goals and objectives of the 2005-2009 strategic plan, "Strength in Aging," much was learned and accomplished in the areas of service delivery, staff development, coordination and advocacy.

- ❖ The Office on Aging and the ACoA educated staff, partners, service providers, members of the ACoA and political officials regarding senior issues and needs. This was accomplished through roundtables, forums and conferences sponsored by the OoA or conducted in collaboration with others. The need for training, advocacy and strong collaborative relationships continues to be apparent/reinforced.
- ❖ Some educational activities offered were:
 - ▶ Intergenerational Clinical Protocols
 - ▶ Grand Parents Raising Grandparents Forums
 - ▶ Lesbian, Gay, Bi-sexual and Transgender sensitivity Training
 - ▶ Housing Forum
 - ▶ Transportation Forum
 - ▶ Health, Wellness, and Nutrition Training/Roundtables
 - ▶ Newsletters (Advisory Council, OoA, GRG, Morale and Motivation Committee news, etc.)
 - ▶ Outreach to funders, partner agencies, legislators, consumers
- ❖ A series of "Blue Ribbon Reports" were produced in collaboration with partners and the ACoA. The following is not an all inclusive list of the reports that were produced but, are examples of those that provided insight into needs which will be addressed in the new planning cycle. Examples are:
 - ▶ Grandparents Raising Grandchildren Task Force Blue Ribbon Report (April 2009). This report provided information as to the health, economic status, service and educational needs of Grand-parents raising grandchildren. The need for enhanced

support systems, mental health, advocacy and child care were identified as priorities and will be addressed in the new plan.

- ▶ Housing Matrix: Affordable Housing in Riverside County for Seniors & Adults with Disabilities (May 2008). The matrix was an organized presentation of information regarding affordable housing for seniors, the elderly and adults with disabilities. It served the dual purpose of being a resource for referrals and the basis for continued advocacy.
- ▶ Transportation Blue Ribbon Report (August 2008). The report identified barriers, gaps and possible solutions to mobility issues of seniors and adults with disabilities. It has been used as an educational and advocacy tool throughout the county.
- ▶ An Overview of Transportation & Mobility for seniors and Disabled Adults in Riverside County (May 2007). The report presented points that reinforced the importance of an effective, efficient and coordinated system of services for seniors who use public transportation.
- ▶ Advisory Council Caregiver Standing Committee's Blue Ribbon Report (November 2006). This report served to educate the public regarding caregiver issues and needs.
- ▶ Intergenerational /Quality Life Choices Blue Ribbon Report (June 2006). This report served to educate the public regarding the value of intergenerational programs and planning.
- ▶ Housing Blue Ribbon Report (June 2006). This report identified barriers, solutions and best practices around senior housing.
- ▶ Grandparents Raising Grandchildren Resource and Information Guide (May 2006). This guide contained information regarding rights, legal issues, financial and social service program and much more.

The information shared and obtained through the above processes was helpful in determining activities from year to year during the planning cycle. The research/surveys have long term implications for program planning and development. Some issues have become priorities in the new planning cycle.

- ❖ New programs, MOUs, Collaboratives and Advocacy efforts were established in response to findings, discussions and identified needs. Examples of new programs and initiatives are:

- ▶ Aging Disability Resource Connection (ADRC). Through ADRC the OoA will continue to address the need for a streamlined service delivery system and expanded resource base.
- ▶ HELPLINK Expansion
- ▶ Expansion of Fit After 50 sites
- ▶ Hospital Liaison /Coleman Model of Transitional Care
- ▶ Encore/Senior employment Focus
- ▶ Falls Prevention Program
- ▶ Chronic Disease Self management Program

❖ Staff Development

- ▶ AIRS Certification of all HELPLINK staff
- ▶ Volunteer (RSVP) Recognition activities
- ▶ Numerous conferences, roundtables for Staff, AcoA, partners and consumers (For specifics, see Year End Reports for the 4 year planning cycle).

❖ The 2009-2012 Strategic Plan, “Bridging the Generations for the Future” is a compass for future activities of the OoA. Four priorities were established as a result of the needs assessment and activities of the OoA over the past four (4) years. The priorities are:

- ▶ Goal I: Improve Service Delivery Systems and Strengthen Infrastructure
- ▶ Goal II: Coordination and Community Integration.
- ▶ Goal III: Life Care Planning
- ▶ Goal IV: Improve health and quality of life.

The Office on Aging is seeking to improve services to limited English speaking, Boomers, LGBT populations and continuing to adhere to mandates and improve outcomes for Riverside County’s aging and disabled populations. As the OoA moves forward with implementation of the some of the main challenges with the implementation of the 2009-2012 Strategic Plan, will center on shrinking funding and service/staffing capacity.