

**RIVERSIDE COUNTY OFFICE ON AGING
2005-2009 STRATEGIC PLAN ON AGING TIMELINE
Based on Fiscal Years Beginning July 1st and Ending June 30th**

Key: Start Date.....Month of Completion

Fiscal Year	2005 - 2006	2006 - 2007	2007 - 2008	2008 - 2009
Months	J A S O N D J F M A M J	J A S O N D J F M A M J	J A S O N D J F M A M J	J A S O N D J F M A M J
SERVICE UNIT PLAN OBJECTIVES				
<p>Title III/VII Service Unit Plan Objective (S.U.P.O) #'s 1, 2: Provide personal care and homemaker services via contracts. Scott – Units of Service (U.o.S.) = 10,000 hrs personal care; = 4,300 hrs homemaker</p>	J On-going]
<p>Title III/VII S.U.P.O. #'s 4, 7, 8, 12: Provide home deliv meals, congreg meals, nutrition counseling, & nutri educ via direct and contracts. Scott – U.o.S. = 421,421 home deliv; = 177,752 congregate; = 24 hrs nutri counsel; = 1,500 sessions nutri educ (includes 104 actual sessions and delivery of nutri educ handouts to 1,396 home deliv clients)</p>	J On-going]

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SERVICE UNIT PLAN OBJECTIVES				
Title III/VII S.U.P.O. #’s 5, 9, 11: Provide adult day care, assist transp, & legal assist via contracts. Scott – U.o.S. = 11,828 hrs adult day care; = 4,571 1-way trip assist transp; = 2,636 hrs legal assist	J On-going]
Title III/VII S.U.P.O, #13: Provide Information & Assistance to seniors, and adults with disabilities Dar-Khan – U.o.S. = 20,000 contacts	J On-going]
Title III/VII S.U.P.O, #14: Outreach to general pop. via Info Van East (IIIB), volunteer outreach, and I & A outreach efforts. Ferguson – U.o.S. = 7,000 contacts (Info Van East) and 5,000 contacts (volunteer outreach) Dar-Khan – U.o.S. = 6,000 contacts	J On-going]

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SERVICE UNIT PLAN OBJECTIVES				
Title III/VII S.U.P.O, #6: Provide case mgmt services Walsh – U.o.S. = 3,500hrs	J On-going]
Title III/VII S.U.P.O. III-D Disease Prevention (see Plan Objectives HW.6 and HW.9a): Provide physical fitness via Active Aging Program and educate community re myths of aging Ferguson – U.o.S. = 1,296 hrs Mastalish – U.o.S. = 1,500 hrs	J J			
Title III/VII S.U.P.O. III-D Medication Management (see Plan Objective HW.12): Provide outreach on medication SMART Cards. Mastalish – U.o.S. = 150 contacts	O A

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SERVICE UNIT PLAN OBJECTIVES				
Title III/VII S.U.P.O. III-B Other Supportive Services: Provide volunteer recruitment & opportunities. Ferguson – U.o.S. = 1,500 hrs vol recruitment; = 650 vol placements	J On-going]
Title III/VII S.U.P.O. III-B Other Supportive Services: Provide senior center staffing via contracts. Scott – U.o.S. = 1,441 hrs senior center staffing	J On-going]
Title III/VII S.U.P.O. III-B Other Supportive Services: Provide income/ material aid via contracts. Scott – U.o.S. = 33,333 clients served	J On-going]

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SERVICE UNIT PLAN OBJECTIVES				
Title III/VII S.U.P.O. Long-Term Care Ombudsman: Provide Ombudsman services via contracts. Scott – U.o.S. = 1,000 closed cases (refer to S.U.P.O. for add’l tracking requirements)	J On-going]
Title III/VII S.U.P.O. Elder Abuse Prevention Services: Provide activities to support elder abuse prevention. Dar-Khan – U.O.S. = 1,354 hrs of elder abuse prevention	J On-going]

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SERVICE UNIT PLAN OBJECTIVES				
Title III-E S.U.P.O, #'s 1, 2, 3: Provide outreach, comm educ & I & A to caregivers, their physicians/dentists via direct and contracts. Ferguson – U.o.S. = 7,000 contacts via Info Van West Dar-Khan – U.o.S. = 530 contacts outreach; = 960 hrs comm. Educ; = 7,000 I & A contacts Mastalish – U.o.S. = 12,000 contacts (GP prgrm)	J On-going]
Title III-E S.U.P.O, #'s 5, 6, 8: Provide case management & counseling to caregivers via direct and contracts. Walsh – U.o.S. = 1,800 hrs case management; = 29 1-way trips transportation Scott – U.o.S. = 1,042 hrs case management; = 431 hrs counseling	J On-going]

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SERVICE UNIT PLAN OBJECTIVES				
Title III-E S.U.P.O, #'s 9, 10, 11: Provide caregiver support group, caregiver training, & respite care services to caregivers via contracts. Scott – U.o.S. = 132 1-hour support grp mtgs; 931 contacts training; 4,657 hrs respite svcs	J On-going]
Title V/SCSEP S.U.P.O.: Provide Title V/SCSEP employment opportunities. Scott – 129 slots (Refer to S.U.P.O. for add'tl tracking requirements)	J On-going]
Community Based Services Program S.U.P.O.: Provide Alzheimer Day Care Resource Center, brown bag, respite purchase of svcs, Linkages, & Senior Companion svcs via direct and contracts. Scott – refer to S.U.P.O. for tracking requirements Walsh – refer to S.U.P.O. for tracking requirements	J On-going]

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SERVICE UNIT PLAN OBJECTIVES				
Health Insurance Counseling and Advocacy Program (HICAP) S.U.P.O.: Provide HICAP services via contracts. Scott – refer to S.U.P.O. for tracking requirements	J On-going]

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GOALS*/OBJECTIVES				
C-1 Advocate to Expand I & A/Case Management Lead: Molberg/Mastalish/Walsh/ AC Committee Chair	J On-going]
C-7 Coordinate with the RCFA to research & apply for private sector funding to support the GRG One-Stop-Center Lead: Mastalish/GRGTF Chair	J On-going]

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GOALS*/OBJECTIVES				
H-1 Coordinate with key stakeholders and housing related advisory bodies/committees to develop an advocacy strategy for affordable/ accessible housing options for special populations including seniors, GRG, and adults with disabilities Lead: Molberg/Mastalish/Walsh/ AC Committee Chair	J On-going]
QL-3 Coordinate with county, state and federal officials to develop an advocacy strategy for equitable distribution of funds based on a county’s population growth Lead: Molberg/AC Committee Chair	J On-going]
QL-9 Advocate for expanded community outreach and education regarding senior employment opportunities Lead: Scott	J On-going.....]

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GOALS*/OBJECTIVES				
SD-5 Coordinate with local entities to influence aging service funding and service system redesign Lead: Molberg/Mastalish/Clarke	J Ongoing]
SD-6 Participate in monthly meetings of employee Morale and Motivation Team Lead: Molberg/Scott	J On-going]
SD-13 Participate in local, state, national meetings & conferences to remain informed on changing & emerging issues Lead: Molberg/Mastalish/AC Committee Chair	J On-going]
SD-14 Convene stakeholders to consider impact of state restructuring Lead: Molberg/Mastalish/AC Committee Chair	J On-going]

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GOALS*/OBJECTIVES				
C-3 Collaborate with key stakeholders and the GRGTF to address needs of GRG and pursue education campaign re issues of ageism for County social and mental health workers Lead: Mastalish/GRGTF Chair	J On-going.....]
SD-15 Work toward accreditation of all HELPLINK workers through the CAIRS program Lead: Dar-KahnOn-Going as Staff	Changes.....]
SD-16 Produce an annual report of the Office on Aging Advisory Council activities Lead: Molberg/AC Chair	J.A	J.A	J.A	J.A
SD-17 Produce an annual Agency-wide year-end report to be submitted to CDA Lead: Mastalish/AC Chair	J.A	J.A	J.A	J.A
SD-11 Publish and distribute a quarterly Agency newsletter Lead: Molberg	J .A...O...N...J .F..A...M.	J .A...O...N...J .F..A...M.	J .A...O...N...J .F..A...M.	J .A...O...N...J .F..A...M.

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GOALS*/OBJECTIVES				
SD-1 Each Leadership Team member will participate in county-sponsored leadership development training Lead: Clarke	J.....DD.....JJDD.....	JJ.....D	
QL-1 Advocate with state and local officials, media, and the community for an additional death certificate fee or other funding stream dedicated for Area Agency on Aging administered senior services Lead: Molberg/AC Committee Chair	J.....O			
QL-2 Coordinate with key stakeholders to develop an advocacy strategy to include a recommendation to the 2005 WHCoA in support of an integrated and coordinated statewide system of service access and delivery Lead: Molberg/AC Committee Chair	J.....O			

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GOALS*/OBJECTIVES				
C-2 Prepare for and convene county-wide employer/employee caregiver Forum (Network of Care) Lead: Mastalish/AC Committee Chair	J...S			
HW-7 Collaborate with County Mental Health in relation to resource Allocation of Prop 63 funds Lead: Walsh/AC Committee Chair	J.....D			
HW-11 Coordinate HELPLINK I & R with Volunteer Center 211 program Lead: Molberg/Mastalish/Dar-Kahn	J.....D			
QL-6 Together with Trilogy, produce a Network of Care Promotional Guide that is responsive to cultural diversity and is linguistically appropriate as part of an outreach and education campaign Lead: Walsh/Ferguson/Mastalish	J...S			

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GOALS*/OBJECTIVES				
<p>SD-7 Develop a coordinated system for measurement of customer satisfaction and service outcomes that is consistent between internal programs and contract agencies Lead: Clarke</p>	J.....D			
<p>SD-10 Provide contractor training, include: Models of converting home deliv meals to congregate sites; steps to implement recom of the Blue Ribbon Nutrition report; Lead: Clarke/Scott</p>	J.....D	J.....D	J.....D	J.....D
<p>QL-4 Collaborate with RCFA, school officials, Youth Commission, and key stakeholders to develop & implement a county-wide intergenerational public relations campaign on “aging” and “longevity” to raise public awareness and motivate civic involvement and stimulate community-wide planning for aging friendly communities Lead: Molberg/Mastalish/ AC Committee Chair</p>	J.....A			

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GOALS*/OBJECTIVES				
SD-4 Develop a public relations outreach packet and strategy for use by AC members Lead: Mastalish/AC Chair	J.....A			
QL-5a In collaboration with school districts, universities, colleges, sororities/fraternities, RCFA, and service providers, convene a two-day forum for youth and aging boomers Lead: Mastalish/AC Committee Chair	J.....M			
QL-8 Collaborate with Jewish Family Services to expand availability of volunteers to work with isolated seniors Lead: Dar-Kahn	J.....J			
SD-9 Convene informal roundtable staff discussions to identify and address cultural diversity issues as they may apply in work settings and in dealing with customers Lead: Clarke/Scott	J.....J			

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GOALS*/OBJECTIVES				
SD-12 Coordinate with contractors, social service and faith based organizations to develop a coordinated disaster response system Lead: Scott/Clarke	J.....J			
HW-13 Coordinate development of advocacy strategy to implement recommendations of the August 2004 Blue Ribbon Nutrition Report Lead: Molberg/AC Chair	J.....J			
HW-5 Collaborate with community leaders, faith based organizations and diverse cultural groups to expand Active Aging Community Task Force Lead: Ferguson/Mastalish	J.....J			
C-6 Establish new GRG One-Stop-Center Program Lead: Molberg/Mastalish/GRGTF Chair	J.....	J		

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GOALS*/OBJECTIVES				
HW.10 Collaborate with HICAP, CMS, & NCOA to provide outreach & education on access to benefits under Medicare Part D Lead: Dar-Khan/Scott	J.....J			
SD-8 Implement the Q system to consolidate data from programs administered within or outside the agency using timely and accurate on-line reporting Lead: Clarke	J.....D		
H-2 Provide input into statewide advocacy efforts to promote implementation of housing recommendations in CA long Range Strategic Plan on Aging (LRSPA) Lead: Molberg/Mastalish/AC Committee Chair	J.....M		

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GOALS*/OBJECTIVES				
HW-3 Coordinate with key stakeholders the application of telemedicine and use of web MD for health promotion and wellness including delivery of medical/dental services to homebound seniors Lead: Walsh/AC Committee Chair	J.....J			
H-3a Coordinate with League of cities to convene two forums for city/county planners to identify key housing elements that should be included in city/county general plans Lead: Mastalish/AC Committee Chair	J.....D	O.....S	
H-6 Explore with County Economic Development Agency the expansion of the existing senior home repair I & A intake program Lead: Dar-Kahn	J.....J		
C-5 Produce & disseminate quarterly GRG newsletter Lead: Mastalilsh/GRGTF Chair	..AS....ND....FM.....MJ..	..AS....ND....FM.....MJ..	..AS....ND....FM.....MJ..	..AS....ND....FM.....MJ..

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GOALS*/OBJECTIVES				
SD-2 Convene an annual leadership development day or in-service trainings for Office on Aging Advisory Council and RSVP Advisory Council members Lead: Molberg/Ferguson/AC Chair/RSVP AC Chair	A...O	A...O	A...O	A...O
QL-7 Launch a new program to implement a train-the-trainer initiative to promote the use of Network of Care as a means of reducing barriers to life choices due to cultural diversity and language Lead: Molberg/Clarke/Mastalish/ Walsh/Dar-Kahn	S.....M			
H-3b Develop and issue a Blue Ribbon Housing Report identifying recommendations for sustaining & increasing housing options Lead: Mastalish/AC Committee Chair	D....M			

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GOALS*/OBJECTIVES				
H-7 Coordinate with city/county EDA's and faith based organizations to use youth training programs for senior home repairs and home modification Lead: Molberg/Mastalish	D.....J			
SD-18 Prepare annual Strategic Plan updates and submit to CDA Lead: Mastalish	J.....A	J.....A	J.....A	J.....A
C-4a Convene two forums for GRG, Riverside County Dept personnel, service providers and grandchildren being raised by grandparents to address priority issues of GRG Lead: Mastalish/GRGTF Chair	J.....S	O.....S
H-4 Coordinate with local and state officials to develop a countywide advocacy strategy to address recommendations in the Blue Ribbon Housing Report Lead: Molberg/Mastalish/AC Committee Chair	M.....	J		

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GOALS*/OBJECTIVES				
QL-5b Conduct an Aging and Longevity Public Relations Campaign Lead: Molberg/AC Chair	M...A		
T-2 Coordinate with state groups, Dept. of Motor Vehicles and local stakeholders to convene two transportation-related forums Lead: Molberg/Mastalish/AC Committee Chair	J.M	J.M
T-1 Advocate with local key stakeholders to expand on-demand and door-to-door public transportation services/options for frail seniors and adults with disabilities Lead: Molberg/AC Committee Chair		J.....A		
HW-4 Coordinate with key stakeholders to develop an advocacy strategy to fund and implement computer tech, tele-medicine & web MD applications Lead: Molberg/Mastalish/AC Committee Chair		J.....J		

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GOALS*/OBJECTIVES				
H-8 Collaborate with RCFA the pursuit of Community development Block Grant and other funding sources to expand housing options Lead: Molberg/Mastalish		J.....J		
H-5 Coordinate with city planners & zoning officials in 24 cities to follow-up on the incorporation of the key housing elements identified in the forum in their city general plans Lead: Mastalish/AC Committee Chair		J.....J	J	
C-4b Develop and issue a Blue Ribbon GRG Report and an update Lead: Mastalish/GRGTF Chair		S.....D		S.....D
HW-1 Advocate with acute care facilities to build a strong case management interface by locating a liaison from community based care mgmt systems in their facilities Lead: Molberg/Walsh/AC Committee Chair		O.....M	

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GOALS*/OBJECTIVES				
SD-3 Explore having on-site advocacy training for all Advisory Council members and other community advocates Lead: Molberg/AC Chair		J.....J		
HW-2 Collaborate with RCFA for funding of locating liaisons in acute care facilities Lead: Mastalish/Walsh		J.....J	
T-3 Coordinate with local transportation providers, authorities, & key stakeholders to develop a Blue Ribbon Transportation Report Lead: Mastalish/AC Committee Chair			M... ..A	
T-4 Coordinate with key local and state stakeholders to develop an advocacy strategy to address recommendations included in the Blue Ribbon Transportation Report Lead: Molberg/AC Committee Chair			S.....F	

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GOALS*/OBJECTIVES				
HW-8 Collaborate with RCFA to raise funds for the intergenerational forum on health promotion/wellness Lead: Molberg/Mastalish		M...S	
HW-9a Coordinate with key health, academic & senior constituents to convene a health awareness inter-generational forum to educate the youth community, aging boomers, and seniors on the myths of aging and health promotion/wellness issues Lead: Mastalish/AC Committee Chair		M...M	
HW-9b Develop and issue a Blue Ribbon Ageism Report on “Aging as a Lifelong Process” which will be used to frame the AC’s advocacy strategy for the following year Lead: Mastalish/AC Committee Chair			A.....	J

* **Goal C:** To sustain/improve support systems for all caregivers who are assisting seniors, adults with disabilities, or their grandchildren, so that family stability is enhanced and community resources are maximized.

Goal HW: To sustain/improve the health of seniors, and adults with disabilities, through appropriate health care, including expanded opportunities for wellness and health living activities.

Goal H: To sustain and increase housing options to meet the needs and preferences of seniors, adults with disabilities, residing in Riverside County.

Goal QL: To cultivate an environment in Riverside County that is responsive to the diverse cultural, social, and economic needs of its population.

Goal T: To ensure seniors, and adults with disabilities, have transportation choices to sustain an independent community based lifestyle.

Goal SD: To provide opportunities to our employees and volunteers for growth and to maximize agency systems and programs for both compliance and change.