Riverside County Office on Aging

STRENGTH IN AGING

2005-2006 Strategic Plan Year End Report
of the 2005 – 2009 Strategic Plan

Riverside County Office on Aging
2005-2006 Strategic Plan Year End Report

Introduction

The Riverside County Office on Aging, in conjunction with the community, developed a four-year strategic plan entitled *Strength in Aging,* which was approved by the Board of Supervisors and the California Department of Aging in the summer of 2005. The strategic plan is updated annually. This is the first year of the 2005-2009 Strategic Plan.

The 2005-2006 Strategic Plan Year End Report lists priority areas along with their corresponding objectives. All activities completed by agency staff and volunteers are identified on the right hand side of the table as "Action/Outcome." Activities related to Coordination funding are identified by the word "coordination or coordinated" in red font. Program Development activities are identified by the word "program development" in green font.

The Advisory Council on Aging employs this report to monitor progress on, and to initiate changes in, the strategic plan as deemed necessary. This report is available to the public at no charge.

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OUR PHILOSOPHY

OUR VISION

Hope for today with expanded possibilities and choices for tomorrow.

OUR CORE VALUE

The right to age with dignity.

OUR PURPOSE

To sustain and enhance quality of life across generations through innovation and partnerships.

OUR PROMISE

To listen with respect, to foster trust, and to serve with compassion and commitment in a timely manner.

2005 – 2006 Strategic Plan Year End Report
Narrative Objectives

PRIORITY ISSUE – CAREGIVERS OBJECTIVES	ACTION / OUTCOME
C.1 The **Advisory Council on Aging** and **Office on Aging staff** will **advocate** with federal, state, and local officials and key community stakeholders to expand information and assistance and care management services for caregivers of seniors or adults with disabilities, and grandparents raising grandchildren. **Lead Staff: Molberg/Mastalish/Dar-Khan/ Walsh/Advisory Council Committee Chair/Grandparents Raising Grandchildren Task Force (GRGTF) Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B, Title III-E, Linkages, MSSP, First 5 Riverside Grant** **YEAR END STATUS: Ongoing**	❖Advisory Council on Aging (ACoA) submitted a recommendation to the Board of Supervisors to support the Multipurpose Senior Services Program (MSSP) budget augmentation request initiative and Office on Aging (OoA) staff participated on the MSSP Site Association (MSA) Legislative Committee, which included a major focus on the MSSP augmentation. The MSA Legislative Committee partnered with the Director, Coachella Valley Alzheimers Association and Executive Director, Jewish Family Services of the Desert to advocate for the augmentation with Senator Ducheney's staff. The MSA was successful and the augmentation was included in both the Assembly and the Senate budget proposals and was approved by the governor in the final state budget, which included a $6 million statewide augmentation ($3 mil state/$3 mil fed). The Riverside County OoA MSSP budget will receive a portion of the augmentation during Fy 06/07. ❖The Grandparents Raising Grandchildren Program obtained funding to expand information and assistance/respite services. ❖C4A formally adopted a position to include funding for information and assistance in the Older Californians Act. ❖In recognition of National Family Caregiver Month, OoA staff in cooperation with the Department of Public Social Services (DPSS) and Public Authority met with the County Board of Supervisors to broaden awareness of family caregiver issues, roles and responsibilities. The County Board of Supervisors then issued a Proclamation in honor of the County's family caregivers. ❖As a result of OoA staff meeting with American Association of Retired Persons (AARP) representatives to educate and inform them of emerging issues affecting working caregivers, AARP pledged funding and support of the Family Caregiver Support Program (FCSP) by including some of the initiatives in their Opportunities for Partnerships.

	❖ACoA Caregiver Standing Committee explored issues that affect family caregivers and reported emerging issues to the ACoA for the purpose of determining FCSP advocacy strategies needed.
C.2 **Office on Aging staff** and **Advisory Council on Aging** will convene a county-wide **forum** and launch an awareness campaign to educate employers, including Riverside County Human Resources, on the unique issues/needs of employees providing care for seniors and/or adults with disabilities, and the caregiver resources available through the Network of Care web site. (See also Objectives QL.6 and QL.7) **Lead Staff: Mastalish/Dar-Khan/Advisory Council Committee Chair** **Start/End Dates: July 2005 – ~~September~~ November 2005** **Funding Source: Title III-E and/or other available funding Sources** **YEAR END STATUS: Completed**	❖ACoA and OoA in collaboration AARP hosted a forum to educate employers on how they can support employees caring for an older parent or disabled loved one. The Forum, attended by 68 individuals representing various employers, such as Riverside Medical Clinic, Visiting Nurses Association (VNA) of the Inland Counties, Family Service Association, UC Riverside, et cetera was aimed at helping businesses learn about the impact of caregivers in the workplace and was the catalyst used to launch the Network of Care (NoC) awareness campaign. The NoC web site will offer continuing support and resources to employers, employees, and the community at large. ❖OoA staff developed and implemented a Working Caregiver Lunch and Learn education series and, within a short time and with increased collaboration between Riverside County departments, the lunch and learns have expanded throughout the County. ❖OoA staff with the ACoA Caregiver Standing Committee developed a draft Caregiver Blue Ribbon Report which includes key points from the Caregiver Forum and outlines emerging issues affecting working caregivers such as lost productivity, retention, training, and health care. Recommendations for advocacy, education, and coordination will be added to the report. The completion/distribution of this report will be carried over into FY 06-07. ❖OoA staff revised the caregiver outreach and education brochures in order to better promote caregiver services.
C.3 **Office on Aging staff** and the **Advisory Council on Aging** will collaborate with local officials, **Grandparents Raising Grandchildren Task Force (GRGTF)**, the Riverside County Youth Commission, Child Protective Services, Adult Protective Services, and key stakeholders to reconfigure the GRGTF to address changing/emerging needs and make appropriate influences on the service delivery system, including a countywide public social worker and mental health worker education campaign on issues of ageism	❖The Legislative/Systems Change Committee (LSCC) a sub-committee of the Grandparents Raising Grandchildren Task Force (GRGTF) was established with a focus on addressing changing laws and policies affecting grandparents raising grandchildren. In addition, the committee coordinated with Child Protective Services to educate their social workers on issues related to grandparents raising grandchildren. ❖During FY 05/06, the LSCC identified the following areas in need of change: guardianship fees, housing, and special needs resources.

related to grandparents raising grandchildren. **Lead Staff: Mastalish (VW)/GRGTF Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-E, First 5 Riverside Grant** **YEAR END STATUS: Ongoing**	❖LSCC met with the County's Supervising Probate Attorney to discuss the issue of fee waivers in the Hemet courts for grandparents raising grandchildren. As a result of the discussion and with intervention by the probate attorney, Hemet courts are now granting fee waivers as has been the practice in other courts in Riverside County.
C.4a **Office on Aging staff**, **Grandparents Raising Grandchildren Task Force**, and **Advisory Council on Aging** will convene **two forums** for grandparents raising grandchildren, Riverside County department personnel, service providers, and grandchildren being raised by grandparents to address priority issues confronted by grandparents raising grandchildren. (See also Objective C.4b) **Lead Staff: Mastalish (DP & VW)/GRGTF Chair** **Start/End Dates: January 2006 – September 2006; October 2007 – September 2008** **Funding Source: Title III-E, III-B and other available funding** **YEAR END STATUS: In progress**	❖The Program and Public Relations Committee (PPRC), a subcommittee of the GRGTF, is in the process of planning for the September 2006 Grandparents Raising Grandchildren Forum. The Forum is intended to educate and inform grandparents raising grandchildren on topics that greatly effect this population. The theme, "A Tree of Support" will be represented by a number of presentations by the county support systems critical to the unique issues of grandparents raising grandchildren.
C.4b **Office on Aging staff** will develop and issue a **Blue Ribbon Grandparents Raising Grandchildren Report** identifying recommendations for resolving issues identified in the grandparents raising grandchildren forums, with updates. (See also Objective C.4a) **Lead Staff: Mastalish (VW)/GRGTF Chair** **Start/End Dates: September 2006 – December 2006; September 2008 – December 2008** **Funding Source: Title III-E ~~and First Five~~** **YEAR END STATUS: N/A to FY 05/06**	The activities of this objective are scheduled to begin in September 2006.
C.5 **Office on Aging staff** and **Grandparents Raising Grandchildren Task Force** will produce and disseminate a quarterly grandparents raising grandchildren newsletter to	❖During the past year, OoA staff with the GRGTF produced and disseminated four issues of the Grandparents Raising Grandchildren newsletter. In general the newsletters contained information regarding upcoming GRGTF meetings, program activities, support

grandparents raising grandchildren, service providers, and community leaders, addressing issues in the forums, resources, and current initiatives. **Lead Staff: Mastalish (VW)/GRGTF Chair** **Start/End Dates: On-going with publications in ~~August~~ September, ~~November~~ December, ~~February~~ March, and ~~May~~ June of each year (during 2005 – 2009)** **Funding Source: Title III-B, Title III-E and First 5 Riverside Grant** **YEAR END STATUS: Ongoing (completed FY 05-06 activities)**	groups and the Grandparents Raising Grandchildren Forum, along with health and nutrition tips. On average, 1,200 newsletters were distributed quarterly.
C.6 Office on Aging staff and **Grandparents Raising Grandchildren Task Force** will undertake **new program development** together with community organizations, Department of Public Social Services, Child Protective Services, other provider agencies, First 5 Riverside, and Grandparents Raising Grandchildren volunteers, to establish a Grandparents Raising Grandchildren One-Stop-Center in Riverside County. (See also Objective C.7) **Lead Staff: Molberg/Mastalish (VW)/GRGTF Chair** **Start/End Dates: July 2005 – July 2006** **Funding Source: Title III-B Program Development** **YEAR END STATUS: Continued Objective into FY 06/07**	❖OoA and GRGTF submitted a proposal to the California Endowment Fund for the implementation of a One Stop Center (for new **program development**); however, after learning that the California Endowment Fund's vision and goals did not match with those of the OoA and GRGTF, a decision was made to continue this objective into Fy 06-07 and research other funding options. The "End Date" for this objective has been extended to June 2007 in the 2006-2007 Strategic Plan Update due to further funding options needing to be sought.
C.7 Office on Aging staff and **Grandparents Raising Grandchildren Task Force** will **coordinate** with the **Riverside County Foundation on Aging (RCFA)** to research and apply for private sector funding to educate community leaders and officials on the needs of grandparents raising grandchildren and to establish the One-Stop-Center. (See also Objective C.6) **Lead Staff: Mastalish (VW)/GRGTF Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B Coordination**	❖OoA staff and GRGTF **coordinated** with the Riverside County Foundation on Aging (RCFA) to research and apply for private funding to address some of the issues facing grandparents raising grandchildren, such as a need for childcare. As a result of these activities, District 3 Board of Supervisor Jeff Stone contributed $5,000 to the childcare program and additional options for funding are being approached through networking with faith based organizations. ❖OoA and GRGTF in **coordination** with the RCFA submitted a proposal to the Morongo Band of Mission Indians for GRG child care/respite care in response to the SB-621 Government Mitigation Fund Program. The proposal is pending.

YEAR END STATUS: Ongoing	

PRIORITY ISSUE – HEALTH CARE / WELLNESS OBJECTIVES	ACTION / OUTCOME
HW.1 The **Advisory Council on Aging** and **Office on Aging staff** will **advocate** with acute care facilities to build a strong care management interface with community based care by locating a liaison from community based care management systems in their facilities. **Lead Staff: Molberg/Walsh/Advisory Council Committee Chair** **Start/End Dates: October 2006 – May 2008** **Funding Source: Title III-B, Title III-E, Linkages, MSSP** **YEAR END STATUS: In progress – ahead of schedule**	❖OoA advocated for a liaison or long-term care options person present in acute care who would not only be able to provide for a smooth transition between acute care and community-based care management continuum, but would be able to track short-term skilled nursing facility (SNF) placements so that following an appropriate period of brief rehabilitation, patients could return home to the community with care management services. OoA staff met with the Deputy Director, California Department of Aging (CDA) to discuss the issue and encouraged CDA to work with the Department of Health Services (DHS) and the Pathways Project to consider funding of acute liaisons.
HW.2 Office on Aging staff will collaborate with the **RCFA** to research and seek funding opportunities for the liaisons that would be placed in the acute care facilities. **Lead Staff: Mastalish/Walsh** **Start/End Dates: January 2007 – January 2008** **Funding Source: Based upon available funding opportunities** **YEAR END STATUS: N/A to FY 05/06**	The activities of this objective are scheduled to begin in January 2007.
HW.3 Office on Aging staff and **Advisory Council on Aging** will **coordinate** with community agencies, such as, the Regional County Medical Center, Community Access Center, and local telephone companies to explore the application of computer technology telemedicine, and web MD to assist with overall senior health promotion and wellness issues with the focus being on prevention, including the delivery of medical/dental services to frail homebound seniors.	❖OoA and ACoA Health/Wellness Committee researched existing telemedicine / technology projects that might assist with overall senior health promotion and wellness issues. Staff and two OoA student interns **coordinated** with VNA to learn what VNA is doing in regards to telemedicine; a report of the visit was provided to OoA and the information was shared with the ACoA Health/Wellness Standing Committee. To gain further information, a telehealth roundtable will be convened (see HW.4). The "End Date" for this objective has been extended to June 2007 in the 2006-2007 Strategic Plan Update in order to complete / distribute the white paper summary and to

Lead Staff: Walsh/Mastalish/Advisory Council Committee Chair **Start/End Dates: July 2005 – June 2006** **Funding Source: Title III-B, Title III-B Coordination, Title III-E, Linkages, MSSP** **YEAR END STATUS: Continued into FY 06/07**	perform follow up activities in relation to the roundtable.
HW.4 Office on Aging will **coordinate** with local officials and key community stakeholders such as the County Regional Medical Center, Community Access Center, and local telephone companies, to develop a countywide advocacy strategy for Advisory Council on Aging to address how to fund and implement computer technology, telemedicine, and web MD applications that can assist with overall senior and adult with disabilities health and wellness issues. **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2006 – June 2007** **Funding Source: Title III-B, Title III-B Coordination** **YEAR END STATUS: In progress – ahead of schedule**	❖OoA in **coordination** with the RCFA and ACoA Health/Wellness Committee convened a telehealth roundtable, chaired by the OoA Deputy Director, Senior Programs on June 22, 2006. The roundtable was well attended; agencies that participated included, but were not limited to, local telephone companies, VNA, Veterans Administration, Community Access Center, cable companies, and hospitals. A white paper summary will be produced and distributed in the next fiscal year.
HW.5 Office on Aging staff with community leaders, faith based organizations, and diverse cultural groups, will expand the Active Aging Community Task Force (AACTF) by a minimum of three new members and five new program sites (one per supervisorial district). **Lead Staff: Mastalish/Ferguson** **Start/End Dates: July 2005 – June 2006** **Funding Source: Title III-B, Title III-D** **YEAR END STATUS: Completed**	❖OoA staff with community leaders, faith based organizations, and cultural groups expanded the Active Aging Community Task Force (AACTF) Advisory board by a total of five new members during the year. ❖The following new program sites were added during the first two quarters of this fiscal year: two in Supervisorial District 5, one in District 2, and two in District 3. ❖Unfortunately, during the third quarter the Active Aging Program incurred a loss of six program sites: four in District 4, one in District 5, and 1 in District 3. The major reason for the loss of sites was due to not having enough participation in the classes (even with a great deal of outreach occurring) and for District 4, the instructor gave up three of the four classes due to the time commitment. Outreach that includes, but is not limited to, distributing flyers, Info Vans and placing program advertisements will continue with the goal of attracting more participants to the Active Aging Program during the next fiscal

	year.
HW.6 Office on Aging staff will provide 1,296 hours of physical fitness sessions for seniors through the Active Aging program to improve strength and mobility. (Refer to Title III/VII Service Unit Plan Objectives *Disease Prevention – Physical Fitness* and Objective HW.5) **Lead Staff: Ferguson** **Start/End Dates: July 2005 – June 2006** **Funding Source: Title III-D, Regional Access Project (RAP)** **YEAR END STATUS: Completed for FY 05/06 (Due to success of program, FY 06/07 Plan to reflect change of "end date" to June 2009)**	❖During this year, OoA staff provided 1,485 hours of physical fitness sessions throughout the County for seniors to improve their strength and mobility. The "End Date" for this Objective has been revised in the 2006-2007 Strategic Plan Update to reflect June 2009 as it has been determined that this will be an ongoing program during the 2005-2009 Plan cycle.
HW.7 Office on Aging staff and the **Advisory Council on Aging** will collaborate with the Older Adult System of Care Committee of the Riverside County Department of Mental Health to identify unique mental health issues and needs of seniors, and adults with disabilities in relation to resource allocations granted under the Mental Health Services Act (Proposition 63) or other funding sources. **Lead Staff: Molberg/Walsh/Advisory Council Committee Chair** **Start/End Dates: July 2005 – December 2005** **Funding Source: Title III-B, Title III-E, Linkages, MSSP** **YEAR END STATUS: Completed**	❖OoA staff and ACoA member participation in the Older Adult System of Care Committee (OASoCC) and the Department of Mental Health (DMH) Housing Committee resulted in the following successes: ➔ Older adult issues/concerns were included into the proposed housing committee plan submitted to DMH and in the DMH MHSA Master Plan. ➔ OASoCC included areas to address needs of the frail elderly including mobile geriatric mental health services, outreach activities and the inclusion of countywide services that are equitable across all regions of the County. ➔ Inclusion of an Older Adult Manager to oversee quality and equity of older adult services across the County. ➔ Richard Hayes, a volunteer advocate and co-chair of the San Diego County Older Adult MHSA Planning Committee agreed to speak to the ACoA to address the issue of disproportionate allocation of resources to older adults in MHSA based on faulty prevalence data from the state DMH; this presentation led to the development of a position paper by the ACoA. ➔ Through advocacy efforts by the OASoCC, proposals for a GENESIS model (an interdisciplinary full service partnership model); a countywide DMH OASoC Manager; and Older Adult Supervisors and staff in each of the three regions

	(Western, Mid-County and Desert) were included in the Riverside MHSA Plan submitted to the CA DMH. ➔ Specific needs of older adults were addressed in the housing section of the MHSA Plan and older adults were identified as needing augmented board and care services that were responsive to the co-occurring disorders (the co-occurring disorders were identified as mental illness and physical disease/ medical problems/chronic disease). ➔ As a result of the implementation of the Older Adults section of the Riverside MHSA plan, older adult consumers have been trained as peer advocates and OoA Care Coordination Manager has worked with volunteers who are members of the OASoCC and they, along with older adult mental health staff, are aware of the OoA programs and services and how integral they are to older adults accessing services through DMH. OoA will continue to strengthen collaborative relationships through the enhanced DMH MHSA older adult system of care. ➔ Ultimately, the Riverside MHSA Plan was submitted and approved by the Board of Supervisors and then submitted to the CA DMH in January 2006. ❖Status of MHSA was presented to the ACoA including the lack of a funding commitment from Riverside DMH for Public Health Nurses (PHN's). Position stated along with current funding problems and reduction of nursing staff in MSSP. It has been determined at this time that existing internal resources are not available to meet MHSA PHN needs.
HW.8 Office on Aging staff will collaborate with the **RCFA** to research and seek funding opportunities for the convening of an intergenerational forum on health promotion/wellness and the myths of aging. **Lead Staff: Molberg/Mastalish** **Start/End Dates: May 2007 – September 2007** **Funding Source: Title III-B, Title III-D** **YEAR END STATUS: N/A to FY 05/06**	The activities of this objective are scheduled to begin in May 2007.
HW.9a Office on Aging staff and **Advisory Council on Aging** will **coordinate** with key health, academic and senior constituents to convene a health awareness intergenerational **forum** **"Aging as a**	The activities of this objective are scheduled to begin in May 2007.

Lifelong Process" to educate the youth community, aging boomers, and seniors on the myths of aging, economic, cultural, and health promotion/wellness issues. (See also Objectives HW.9b and QL.5a) **Lead Staff: Molberg/Mastalish (LS & DP)/Advisory Council Committee Chair** **Start/End Dates: May 2007 – May 2008** **Funding Source: Title III-B, Title III-B Coordination, Title III-D** **YEAR END STATUS: N/A to FY 05/06**	
HW.9b Office on Aging staff and the **Advisory Council on Aging** will develop and issue a **Blue Ribbon Ageism Report** on **"Aging as a Lifelong Process**" which will be used to frame the Advisory Council's advocacy strategy for the following year. (See also Objective HW.9a) **Lead Staff: Molberg/Mastalish (LS)/Advisory Council Committee Chair** **Start/End Dates: April 2008 – July 2008** **Funding Source: Title III-D** **YEAR END STATUS: N/A to FY 05/06**	The activities of this objective are scheduled to begin in April 2008.
HW.10 Office on Aging HELPLINK staff in collaboration with Health Insurance Counseling and Advocacy Program (HICAP), Center for Medical Services (CMS), and National Council on Aging (NCOA) will provide outreach and education on access to benefits under Medicare Part D to seniors throughout Riverside County. **Lead Staff: Dar-Khan/Scott** **Start/End Dates: July 2005 – June 2006** **Funding Source: ABC Grant** **YEAR END STATUS: Continued into FY 06/07**	❖OoA staff in collaboration with HICAP, provided seven screenings through ABC's Benefits Checkup R_x and provided Medicare Part D information to 70 Senior Community Service Employment Program (SCSEP) participants in four presentation sessions. ❖OoA staff participated in two community roundtable discussions in July and October of 2005 for the purpose of helping service providers better understand the impact of the new legislation on seniors and adults with disabilities, and to develop effective strategies to leverage available resources to educate consumers and those directly impacted by the Medicare changes. ❖OoA's initial contacts with the community to provide assistance with access to benefits proved most successful in reaching out to and educating the low income beneficiaries by tapping into services that they are most familiar with, such as the senior center lunch

	programs, commodity distribution sites, senior housing sites, Info Vans, and HelpLink Information and Referral lines. ❖Outreach and education activities during the past year included 111 educational events by HelpLink and coalition partners; a total of 1,200 individuals were educated during the events, there were 518 individualized counseling sessions, 326 individuals were assisted with enrollment in the Extra Help, and 259 individuals were assisted in enrollment in the Prescription Drug Plans (PDP's) or Medicare Advantage – Prescription Drug (MA-PD's). The "End Date" for this Objective has been extended to December 2006 in the 2006-2007 Strategic Plan Update based on the need for continued Medicare Part D information.
HW.11 Office on Aging staff will **coordinate** the HELPLINK information and referral services with those provided by the Volunteer Center 211 program to achieve a seamless information and assistance consumer friendly service system. **Lead Staff: Molberg/Mastalish/Dar-Khan** **Start/End Dates: July 2005 – December 2005** **Funding Source: Title III-B, Title III-B Coordination** **YEAR END STATUS: Completed activities for FY 05/06, however, the FY 06/07 Plan will show this objective extended thru June 2009 based on the continued need for coordination.**	❖OoA staff assisted in the finalization of the Memorandum of Understanding (MOU) with the Volunteer Center of Riverside's 2-1-1 Program and HelpLink's information and referral services. The MOU forwarded for approval on 10/4/05, established an interagency agreement, framing the principles and protocols between the two agencies to be used when handling consumer calls for information and service from seniors and persons with disabilities or others calling on their behalf. ❖Several meetings were convened by OoA staff and the Volunteer Center in order to **coordinate** the roles and responsibilities related to the MOU, provide an opportunity to enhance service delivery to consumers, network with service agencies interested in working together to successfully expand the use of 2-1-1 in their respective communities, improve statistical reporting and outcome measures, and discuss procedures for data collection. The "End Date" for this Objective has been extended to June 2009 in the 2006-2007 Strategic Plan Update.
HW.12 Office on Aging staff will outreach to a minimum of 150 seniors throughout Riverside County (30 per Supervisorial District) on the use of the medication SMART Card as a means of sound medication management practices. (Refer to Title III/VII Service Unit Plan	❖OoA staff received training on how to present the medication SMART Card program and then began scheduling presentations for seniors at various sites throughout Riverside County. Outreach consisted of flyers, advertisements, and word of mouth. The SMART Card presentation became a very sought-after presentation, especially after the Press

Objectives *Medication Management – Outreach*) **Lead Staff: Mastalish (DP)** **Start/End Dates: October 2005 – August 2008** **Funding Source: Title III-D** **YEAR END STATUS: In progress**	Enterprise wrote an article about the program. ❖During this year, OoA staff convened 20 presentations throughout Riverside County, resulting in 1,074 seniors, caregivers, and service providers (such as pharmaceutical companies) receiving information about the use of the medication SMART Card. ❖A meeting was convened with Inland Empire Pharmaceutical Association, Good Neighbors, and CVS Pharmacies in response to their requests for more information on whether this program could be adopted or not through their pharmacy networks throughout the Inland Empire. Further discussions are planned for the next fiscal year.
HW.13 Office on Aging staff will **coordinate** with RCFA, local officials and key community stakeholders to develop a countywide strategy for the Advisory Council on Aging to advocate for implementation of recommendations included in the Blue Ribbon Nutrition Report issued in August 2004, A.C. Ad Hoc Food Bank Report, and other relevant reports. (See also Objective SD.10) **Lead Staff: Molberg/Advisory Council Committee Chair** **Start/End Dates: July 2005 – June ~~2006~~ 2007** **Funding Source: Title III-B Coordination** **YEAR END STATUS: Continued into FY 06/07**	❖OoA staff **coordinated** with RCFA, local officials and key community stakeholders to develop and present for approval to the ACoA the Ad Hoc Food Bank Report. ❖OoA staff continued **coordination** efforts with the above-mentioned entities to develop a countywide strategy for the ACoA to advocate for implementation of recommendations included in the nutrition reports identified in this Objective. ❖OoA staff assisted RCFA to seek funding to do outreach on health/nutrition issues; a $50,000 grant from the Economic Development Agency (EDA), along with additional funds from Southern California Edison were obtained. ❖ACoA advocated for Community Action Partnership, Orange County to deliver USDA food packages to more than 800 seniors in Riverside County. ❖ACoA advocated with DPSS Food Stamp division managers to discuss changes to make the process of applying for food stamps easier for seniors in Palm Springs. This Objective was revised for more clarity (see revisions in blue) and to extend the "End Date" to June 2007.
PRIORITY ISSUE – HOUSING OBJECTIVES	ACTION / OUTCOME
H.1 Office on Aging staff will **coordinate** with local and state officials, housing developers, Community Access Center, the	❖OoA staff **coordinated** with the DMH Housing Committee in order to get older adult concerns included in the Committee's MHSA priorities. In addition, the unique problems/needs of grandparents raising grandchildren were addressed. (Refer to HW.7

Department of Public Social Services (DPSS) Housing and Homeless Coalition, the Department of Mental Health Continuum of Care Housing and Homeless Task Force, key community stakeholders, and other housing related advisory bodies/committees to develop an advocacy strategy for Advisory Council on Aging regarding the need for affordable and accessible housing options for special populations including seniors, grandparents raising grandchildren, and adults with disabilities. **Lead Staff: Molberg/Mastalish/Walsh/Advisory Council Committee Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B, Title III-B Coordination** **YEAR END STATUS: Ongoing**	for additional information regarding MHSA priorities). ❖OoA staff **coordinated** with local and state officials, planners, developers, county departments, The Village-represented by Charles Belknap, Director of Development, National Mental Health Association of LA, and other key community stakeholders to attain their participation/input on the ACoA Housing and Transportation Standing Committee in order to ensure special needs populations were addressed. ❖**Coordination** activities continued with the planning and convening of a Housing Forum in February 2006 and the development of the Housing Blue Ribbon Report (refer to Objectives H.3a and H.3b). The report, which includes recommendations for an ACoA advocacy strategy was presented and approved by the ACoA and then referred back to the Housing and Transportation Committee for final formatting/dissemination.
H.2 The **Advisory Council on Aging** and **Office on Aging staff** will provide input into statewide **advocacy** efforts to promote implementation of the housing recommendations in the California Long Range Strategic Plan on Aging (LRSPA). **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2005 – March 2007** **Funding Source: Title III-B** **YEAR END STATUS: In progress**	❖The Housing Blue Ribbon Report will be shared with the CA Commission on Aging in relation to the State's Long Range Strategic Plan on Aging.
H.3a **Office on Aging staff** and the **Advisory Council on Aging** will **coordinate** with the League of California Cities to convene **two forums** for city/county planners to identify key elements that should be incorporated into the City/County General Plans in order that they be responsive to the senior and adults with disabilities housing needs throughout Riverside County, including zoning, easements, and dual dwelling on site. (Refer to Objectives H.3b, H.4, and H.5) **Lead Staff: Mastalish (LS & DP)/Advisory Council Committee Chair**	❖OoA staff and the ACoA Housing and Transportation Committee **coordinated** with the Economic Development Agency, Southern California Association of Planners, Wildomar Senior Leisure Community, Interactive Design Corporation, City of Riverside Planning, County of Riverside Planning, Board of Supervisors' Legislative Assistants from Districts 4 and 5, National Mental Health Association of LA, and League of California Cities to convene the first of the planned Housing Forums in February 2006. Sixty-three individuals attended and participated in the forum discussions (the attendance included, but was not limited to city, county and state officials, planners, developers, architects, zoning officials, universal design advocates, and disabled adult advocates). The Forum's success was that it brought together key stakeholders to address and provide some possible solutions to the housing needs of special populations. The information gained

Start/End Dates: July 2005 – ~~December 2005~~ February 2006; October 2006 – September 2007 **Funding Source: Title III-B, Title III-B Coordination and/or other available funding sources** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	from the Forum was captured in the Housing Blue Ribbon Report (refer to H.3b).
H.3b Office on Aging staff and **Advisory Council on Aging** will develop and issue a **Blue Ribbon Housing Report** identifying recommendations for sustaining and increasing housing options to meet the needs and preferences of seniors, and adults with disabilities. (See also Objective H.3a) **Lead Staff: Mastalish (LS)/Advisory Council Committee Chair** **Start/End Dates: ~~December 2005~~ February 2006 – ~~March~~ May 2006** **Funding Source: Title III-B** **YEAR END STATUS: Completed Draft**	❖The Blue Ribbon Housing Report, developed by OoA staff and the ACoA Housing and Transportation Committee was submitted to and approved by the ACoA. Final formatting of the report will continue into the next fiscal year, along with the development of a plan for dissemination.
H.4 Office on Aging staff will **coordinate** with local officials, local housing providers and housing authorities, California Coalition for Rural Housing, California Housing Law Project, Housing California, and the California Housing Partnership Corporation, to develop a countywide advocacy strategy for Advisory Council on Aging to address recommendations included in the Blue Ribbon Housing Report that is published as a result of a forum. (See also Objective H.3b). **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: March 2006 – ~~July~~ December 2006** **Funding Source: Title III-B Coordination** **YEAR END STATUS: In progress**	❖The **coordination** efforts with local officials, planners, developers, et cetera, resulted in the completion of a Housing Blue Ribbon Report, which will serve as the basis for the ACoA's advocacy strategy (see H.3b).
H.5 Office on Aging staff and **Advisory Council on Aging** will	❖OoA and ACoA have begun some **coordination** activities ahead of schedule, with the

coordinate with city planners and zoning officials in 24 cities in Riverside County to follow-up on the incorporation of key elements identified at the housing-related forum in their city general plans. (See also Objective H.3a) **Lead Staff: Mastalish (LS & DP)/Advisory Council Committee Chair** **Start/End Dates: July 2006 – July 2007** **Funding Source: Title III-B Coordination** **YEAR END STATUS: In progress – ahead of schedule**	convening of two city forums in collaboration with city officials, League of Cities, and RCFA. As identified by the timeline, this activity is actually scheduled to begin in July 2006.
H.6 **Office on Aging staff** will explore with the County Economic Development Agency the expansion of the existing senior home repair information and assistance intake program. **Lead Staff: Dar-Khan** **Start/End Dates: July 2005 – June 2007** **Funding Source: Title III-B** **YEAR END STATUS: In progress**	❖OoA HelpLink staff met with Economic Development Agency (EDA) staff for the purpose of reviewing the current service arrangement (MOU), discussing changes to procedures and income eligibility guidelines and identifying objectives for possible service expansion and enhancement. However, after learning that EDA is experiencing significant financial challenges and is therefore committing limited resources into increasing funding levels to clients, it was decided to reassess this objective in the fall of next year.
H.7 **Office on Aging staff** will **coordinate** with city and county Economic Development Agencies and faith based organizations, the use of youth training programs for senior home repairs and home modification. **Lead Staff: Molberg/Mastalish** **Start/End Dates: December 2005 – June 2006** **Funding Source: Title III-B Coordination** **YEAR END STATUS: To be deleted**	No Activity – this objective will be deleted from the 2006-2007 Strategic Plan Update as it has been determined that it more appropriately fits as a recommendation in the Housing Blue Ribbon Report.
H.8 **Office on Aging staff** will collaborate with the **RCFA** to research and apply for Community Development Block Grant (CDBG) and other funding sources to expand housing options for the county's seniors and adults with disabilities. **Lead Staff: Molberg/Mastalish** **Start/End Dates: July 2006 – June 2007** **Funding Source: Title III-B**	No Activity – this objective will be deleted from the 2006-2007 Strategic Plan Update as it has been determined that it more appropriately fits as a recommendation in the Housing Blue Ribbon Report.

YEAR END STATUS: To be deleted	

PRIORITY ISSUE – QUALITY LIFE CHOICES OBJECTIVES	ACTION / OUTCOME
QL.1 The **Advisory Council on Aging** and **Office on Aging staff** will **advocate** with the state legislature, local officials, the media, and the community, for the addition of a death certificate fee or other funding stream dedicated for Area Agency on Aging administered aging services. **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: ~~July~~ November 2005 – ~~October 2005~~ June 2007** **Funding Source: Title III-B** **YEAR END STATUS: In progress**	❖The ACoA and OoA staff submitted a legislative platform, in regards to the death certificate fee, to the County Executive Office. Support for the concept was generated within the Riverside County delegation – with Board of Supervisors, County lobbyists and the Executive Office. The legislative platform was promoted at the State level, but not acted upon by fiscal year end; it remains on the legislative platform for next year. The "Start/End Dates" for this Objective have been revised in the 2006-2007 Strategic Plan Update.
QL.2 **Office on Aging staff** will **coordinate** with federal, state, and local officials, the California Commission on Aging, California Departments of Social Services and Aging, and County departments to develop a strategy for the Advisory Council on Aging to include a recommendation to the 2005 White House Conference on Aging in support of an integrated and coordinated statewide system of service access and delivery with local flexibility, which is culturally sensitive and linguistically appropriate, including the integration of In-Home Supportive Services (IHSS) and other care management programs. **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2005 – ~~October~~ December 2005** **Funding Source: Title III-B Coordination** **YEAR END STATUS: Completed**	❖OoA Deputy Director, Senior Programs and a member of the ACoA were invited to participate as delegates at the 2005 White House Conference on Aging. The agenda and resolutions for the 2005 White House Conference on Aging were set by the Policy Committee of the White House Committee in D.C. and, therefore, did not provide an opportunity for recommendations. Prior to learning about the set agenda and resolutions, **coordination** activities did take place with federal, state, and local officials, and the Commission on Aging in preparation for the White House Conference. The "End Date" for this Objective has been revised in accordance with the actual month for the 2005 White House Conference on Aging.
QL.3 **Office on Aging staff** will collaborate with other County	❖OoA and AcoA submitted a legislative platform addressing Older Americans Act and

departments to develop an advocacy strategy for the Advisory Council on Aging to advocate with federal and state officials for equitable distribution of funds based on a county's population growth in order to keep funding in pace with changes in need. **Lead Staff: Molberg/Advisory Council Committee Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B** **YEAR END STATUS: Ongoing**	Older Californians Act funding to the County Executive Office; the legislative platform was supported in the County platform and will remain an ongoing priority for issue by issue advocacy in legislative platform.
QL.4 ~~**Office on Aging staff** and the **Advisory Council on Aging** in collaboration with the **RCFA**, service providers, school board officials, universities/colleges, and the Youth Commission, will develop a countywide intergenerational **public relations campaign** on "aging" and "longevity" – ***You're Going to Age, You're Going to Live Longer – Plan on It*** that would raise public awareness and motivate individual civic awareness and stimulate communitywide planning for intergenerational friendly communities. (See also Objectives QL.5a, QL.5b, and SD.4)~~ ~~**Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair**~~ ~~**Start/End Dates: July 2005 – April 2006**~~ ~~**Funding Source: Title III-B**~~	This objective was revised as it was determined that the intergenerational issues needed to be more clearly identified prior to the forum (see revised objective below).
QL.4 (revised) Office on Aging staff and the **Advisory Council on Aging** in collaboration with the **RCFA** will collaborate with service providers, school board officials, universities/colleges, and the Riverside County Youth Commission to identify countywide intergenerational issues including economic, cultural, and health issues in preparation for the aging and longevity forum ***You're Going to Age, You're Going to Live Longer – Plan on It.*** (See also Objectives QL.5a, QL.5b, and SD.4) **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2005 – May 2006** **Funding Source: Title III-B**	❖OoA and ACoA's Intergenerational/Quality of Life Committee collaborated with the Riverside County Youth Commission, school board officials, universities/colleges, service providers, and other key community stakeholders to identify countywide intergenerational issues. Information learned was used in the planning of the June 2006 Intergenerational Forum and may also be included in the Intergenerational Blue Ribbon Report.

YEAR END STATUS: Completed	
QL.5a Office on Aging staff in collaboration with the **Advisory Council on Aging**, **RCFA**, school districts, the Riverside County Youth Commission, universities/colleges, sororities/fraternities, and service providers, will convene ~~a 2-day~~ an aging and longevity **forum** ***You're Going to Age, You're Going to Live Longer – Plan on It***, which will include economic, cultural, and health issues for youth, aging boomers, and seniors to ~~introduce and launch an *Aging and Longevity across the Generations* public relations campaign to include economic, cultural, and health issues~~ raise awareness and motivate individual civic awareness and stimulate communitywide planning for intergenerational friendly communities. (Refer to Title III/VII Service Unit Plan Objectives: *Disease Prevention – Community Education/Advocacy* (1,500 units) and *Title III-B, Health-Community Education* (1,500 units) – estimating 300 attendees at 10 hours. (See also Objectives QL.4, QL.5b and SD.4, HW.9a, and HW.9b) **Lead Staff: Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2005 – ~~May~~ June 2006** **Funding Source: Title III-B, Title III-D, and/or other available funding** **YEAR END STATUS: Completed**	This objective was revised to coincide with revision to QL.4. ❖OoA in collaboration with ACoA's Intergenerational/Quality of Life Committee, RCFA, the Riverside County Youth Commission, and Economic Development Agency convened an aging and longevity forum with a focus on proper nutrition, financial planning, myths and facts about aging, effective intergenerational programs, and most importantly, to bridge the gap between the generations through open dialogue. The attendees ranged in age from young teenagers to older adults; a total of 99 individuals. Attendees were asked to complete a brief survey related to intergenerational perspectives. The survey results will be included in the Intergenerational Blue Ribbon Report.
~~**QL.5b Office on Aging staff** and the **Advisory Council on Aging** will conduct an *Aging and Longevity across the Generations* **public relations campaign.** (See also Objectives QL.4, QL.5a, and SD.4)~~ ~~**Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair**~~ ~~**Start/End Dates: May 2006 – April 2007**~~ ~~**Funding Source: Title III-B**~~	Revised – see below
QL.5b Office on Aging staff and the **Advisory Council on Aging** will develop and issue a **Blue Ribbon Intergenerational Report** identifying recommendations from the Forum to raise awareness	❖OoA staff in collaboration with the ACoA Intergenerational/Quality of Life Committee developed ahead of schedule a draft Intergenerational Blue Ribbon Report, which was submitted and approved by the ACoA in June 2006. The report includes

and motivate individual civic awareness and stimulate communitywide planning for intergenerational friendly communities, including economic, cultural, and health issues. (See also Objectives QL.4, QL.5a, and SD.4) **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: June 2006 – September 2006** **Funding Source: Title III-B** **YEAR END STATUS: In progress**	recommendations for advocacy, education, and coordination related to intergenerational issues. During the next fiscal year, the report will receive final formatting and a dissemination plan will be developed.
QL.6 Office on Aging staff will produce a **Network of Care Promotional Guide** that is responsive to cultural diversity and linguistically appropriate, for distribution to the public at large as part of the outreach and education campaign to promote access to, and utilization of, the Network of Care web site. (See also Objectives C.2 and QL.7) **Lead Staff: Walsh/Ferguson/Mastalish** **Start/End Dates: July 2005 - September 2005** **Funding Source: Title III-E** **YEAR END STATUS: Completed**	❖OoA staff produced a Network of Care (NoC) brochure in both English and Spanish. The brochure (a promotional guide for the NoC), along with other miscellaneous NoC-identified promotional items have been used for all outreach and education activities of the OoA with wide-spread distribution across Riverside County, including distribution at the Caregiver Forum, the Intergenerational Forum, and the Older Adult Mental Health Conference.
QL.7 The **Office on Aging staff** will launch a program to implement an on-going outreach and education campaign and "train-the-trainer" program to promote access to the Network of Care and its use to assist seniors, caregivers, adults with disabilities, provider agencies, and the general public, as a means of reducing barriers to life choice options due to cultural diversity and language. (See also Objective QL.6) **Lead Staff: Molberg/Clarke/Mastalish/Walsh/Dar-Khan** **Start/End Dates: September 2005 – March 2006** **Funding Source: Title III-E and other available funding sources** **YEAR END STATUS: Completed**	❖OoA Deputy Director, Administration met with various County IT and OoA staff to design and implement a new Agency website with a main focus on access to NoC links. ❖OoA staff were educated about and trained in the use of the NoC. Work team leads were designated and assigned to coordinate the supply and distribution of OoA and NoC information and promotional materials. ❖Interface between OoA's NoC Seniors and Adults with Disabilities and DMH's NoC Mental Health module (purchased for Riverside County by the CA DMH and MHSA funding) were included in the Riverside County DMH Plan. OoA staff worked with DMH staff to explain the role of the local site versus technical support from Trilogy. ❖OoA staff presented NoC to the ACT I networking group in the desert. The interactive presentation allowed time for participants to use NoC. English and Spanish brochures

	were distributed and will be used with clients of home care / home health agencies as well as residents of RCFEs and SNFs. ❖OoA and HelpLink staff conducted train the trainer NoC sessions throughout the County to social work staff of Desert Regional Medical Center and DPSS, staff of Jocelyn Senior Center, Cathedral City Senior Center, Sun City Senior Center, and Kay Ceniceros Senior Center, and Human Resources personnel attending the Caregiver Forum. The emphasis was on increasing users and access. Most presentation locations used have pledged support in sharing the word about the NoC and many have offered to allow consumers to access the NoC from their location. ❖ACoA Public Relations Committee is promoting the NoC to senior centers.
QL.8 Office on Aging staff will collaborate with Jewish Family Services and other faith based organizations to expand the availability of volunteers to work with isolated seniors. **Lead Staff: Dar-Khan** **Start/End Dates: July 2005 – June 2006** **Funding Source: Title III-B** **YEAR END STATUS: Completed**	❖OoA staff continued to support Jewish Family Services (JFS) in establishing their Tele-Friend Volunteer Program by providing technical assistance regarding volunteer recruitment and client identification and intake; 17 new referrals were made by OoA case managers to the JFS Tele-Friend Volunteer Program. Volunteers of the program appeared eager to get started and have already begun to make referrals back to the program for client assistance. ❖JFS continued to offer training to new volunteer recruits and OoA continued making referrals to the Tele-Friend Program as appropriate. JFS received newspaper coverage which featured its collaborative efforts with OoA. ❖Having participated in the implementation, organization and coordination of the Tele-friend Volunteer Program, OoA has satisfied its responsibility to the success of the program. OoA will, however, continue to be a resource and a referral source in the future.

QL.9 Office on Aging staff will **advocate** for expanded community outreach and education for senior employment opportunities through community service partners, public service agencies, and business associations and networks. **Lead Staff: Scott** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title V** **YEAR END STATUS: Ongoing**	❖Provided at least two public presentations on senior employment opportunities and community partnership recruitments (for Host Agency Training Sites). In addition, promoted program potential through the quarterly meeting of the Greater Riverside Employers Advisory Council and other informal networks; the result being a continuing and steady stream of older worker applicants and the addition of at least three new Host Agency Training Sites. ❖Continued to promote Senior Employment through formal and informal networks and established four new host agency training sites. ❖Established dialogue with CVS drug store chain for future development of employment opportunities in their organization.

PRIORITY ISSUE – TRANSPORTATION OBJECTIVES	ACTION / OUTCOME
T.1 The **Advisory Council on Aging** and **Office on Aging staff** will **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. **Lead Staff: Molberg/Advisory Council Committee Chair** **Start/End Dates: July 2006 – April 2007** **Funding Source: Title III-B** **YEAR END STATUS: In progress – ahead of schedule**	The activities of this objective are scheduled to begin in July 2006, however, in anticipation of this Objective OoA staff presented a draft MOU to the Community Access Center (CAC) for their review and finalization. The draft MOU identifies proposed coordination activities between OoA and CAC.
T.2 Office on Aging staff and the **Advisory Council on Aging** will **coordinate** with California Association for Coordinated Transportation (CalAct), California Alliance for Advanced Transportation Systems, California Department of Transportation, California Transit Association, Community Access Center, local transportation entities, Department of Motor Vehicles, community	❖OoA staff and ACoA Housing and Transportation Committee have begun planning for the May 2007 Transportation Forum in **coordination** with the Regional Transit Agency (RTA), SunLine Transit, Riverside County Transportation Commission (RCTC), Community Access Center, Partnership for Independent Living, Department of Public Social Services, Riverside County Planning Department, Board of Supervisor's Legislative Assistants, and the Beverly Foundation.

transportation planners and transportation authorities, **two forums** to: (See also Objectives T.3 and T.4) A. Identify key elements that should be incorporated into the City/County General Plans and Transportation Plans in order that they be responsive to the transportation needs of seniors, and adult with disabilities throughout Riverside County, B. Initiate a volunteer transportation assistance program whereby volunteers would accompany first-time users of public transportation to assist them on how to use such services, and C. Initiate a program whereby seniors and adults with disabilities who are denied renewal of his/her drivers license, be provided detailed information on alternative transportation resources. **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: June 2006 – May 2007; June 2008 – May 2009** **Funding Source: Title III-B and/or other available funding sources** **YEAR END STATUS: In progress**	❖OoA staff and a couple of members of the Housing and Transportation Committee have requested to be included on the California Highway Patrol's Older Californians Traffic Safety Task Force – they will attend the next scheduled meeting in August 2006.
T.3 **Office on Aging staff** and the **Advisory Council on Aging** will **coordinate** with local transportation providers, transportation authorities, and other key stakeholders to develop a **Blue Ribbon Transportation Report** as a result of the transportation forum. (See also Objective T.2) **Lead Staff: Mastalish (LS)/Advisory Council Committee Chair** **Start/End Dates: May 2007 – August 2007** **Funding Source: Title III-B, Title III-B Coordination** **YEAR END STATUS: N/A to FY 05/06**	The activities of this objective are scheduled to begin in May 2007, following the Transportation Forum.
T.4 **Office on Aging staff** will **coordinate** with the Riverside County	The activities of this Objective are scheduled to begin in September 2007.

Transportation and Land Management Agency, Riverside County Transit Authority, Riverside City Transportation Commission, Riverside County Integrated Plan, Sunline Transit Agency, Desert Roadrunner, and CalAct to develop a countywide advocacy strategy for the Advisory Council on Aging to address transportation recommendations included in a Blue Ribbon Committee Report on Transportation. (See also Objective T.3) **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: September 2007 – February 2008** **Funding Source: Title III-B Coordination** **YEAR END STATUS: N/A to FY 05/06**	

PRIORITY ISSUE – ENSURING EFFECTIVE INFORMATION AND SERVICE DELIVERY SYSTEMS OBJECTIVES	ACTION / OUTCOME
SD.1 Each **Office on Aging Leadership Team** member will participate in the County-sponsored leadership development program offered by Human Resources and strive to implement new leadership concepts and strategies throughout the organization. **Lead Staff: Clarke** **Start/End Dates: July 2005 – December 2005; December 2005 - June 2006; June 2006 - December 2006; December 2006 - July 2007; July, 2007 – December 2007** **Funding Source: Title III/VII** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	❖Two OoA Leadership Team members attended the County-sponsored Leadership Initiative trainings. ❖Seven OoA administrative staff members attended a total of 44 training classes on leadership development sponsored by the Riverside County Department of Human Resources. Four staff received certificates of completion in the Supervisory Academy.
SD.2 Advisory Council on Aging and Retired Senior Volunteer Program (RSVP) Advisory Council with **Office on Aging staff** will convene an annual Leadership Development Day(s) or in-service trainings to enhance the Advisory Council on Aging's and the RSVP	❖RSVP Advisory Council with OoA staff convened an in-service retreat in February 2006. ❖ACoA with OoA staff planned and convened a Leadership Development Day that focused on advocacy, marketing, and included a roundtable of community partners to discuss

Advisory Council's ability to provide leadership and advocacy consistent with current political and financial dynamics. **Lead Staff: Molberg/Ferguson/Advisory Council Chair/ RSVP Advisory Council Chair** **Start/End Dates: August 2005 - October 2005; August 2006 -October 2006; August 2007 - October 2007; August 2008 - October 2008** **Funding Source: Title III-B, RSVP Grant** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	Riverside County's senior issues.
SD.3 Resources permitting, the **Advisory Council on Aging** will explore having on-site advocacy training for all Advisory Council members and other community advocates. **Lead Staff: Molberg/Advisory Council Chair** **Start/End Dates: January 2007 – June 2007** **Funding Source: Title III-B** **YEAR END STATUS: Completed ahead of schedule**	❖Due to available resources and at the request of the ACoA, advocacy training for Advisory Council members was included ahead of schedule in the 2006 Leadership Development Day.
SD.4 Office on Aging staff and the **Advisory Council on Aging** will develop a **public relations outreach packet** and strategy for use by the Advisory Council on Aging members to promote the work of the Office on Aging and programs supported by the Older Americans and Older Californians Acts. (See also ~~QL.4, QL.5a, and QL.5b~~ SD.4a) **Lead Staff: Molberg/Mastalish/Advisory Council Chair** **Start/End Dates: July 2005 – April 2006** **Funding Source: Title III-B** **YEAR END STATUS: Completed**	❖OoA staff and the ACoA Public Relations Committee developed a public relations strategy plan. The development process included a review of survey responses from AC members about their own current public relations initiatives.
SD.4a Office on Aging staff and the **Advisory Council on Aging** will promote throughout Riverside County the work and accomplishments of the Advisory Council on Aging and the Office on Aging. (See also SD.4) **Lead Staff: Molberg/Mastalish/Advisory Council Chair**	❖OoA Director participated in TV tapings on aging issues. ❖Public relations outreach plan to senior centers was completed. This Objective was added to help clarify the focus of the Public Relations Committee.

Start/End Dates: May 2006 – June 2007 **Funding Source: Title III-B, other available funding** **YEAR END STATUS: In progress**	
SD.5 Office on Aging staff in their **coordination** role will serve on the Regional Access Project Foundation Board, the Workforce Development Board, the Visiting Nurses Association Board, and committees, and convene key stakeholders on specific issues including the bi-monthly Roundtable Leadership Forum, in order to influence aging service funding and service system redesign. **Lead Staff: Molberg/Mastalish/Clarke** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B Coordination** **YEAR END STATUS: On going**	❖OoA staff served in a **coordination** role on the following boards/committees: Executive Women's Meeting, RCFA Board, Workforce Development Board, Regional Access Project, MMA Roundtable, and Director's Roundtable in order to influence aging service funding and service system redesign.
SD.6 Office on Aging Leadership Team representatives will participate in monthly meetings of the employee Morale and Motivation Team (M and M Team) to enhance employee leadership and effectiveness in the organization. **Lead Staff: Molberg/Scott** **Start/End Dates: Monthly meetings during 2005 - 2009** **Funding Source: Title III/VII** **YEAR END STATUS: On going**	❖OoA Leadership Team representatives attended monthly Morale and Motivation (M & M) Team meetings; OoA Director reorganized the M & M Team for 2006. The meetings enhanced employee leadership and resulted in creative morale boosting activities for the agency.
SD.7 Office on Aging Leadership Team will develop a more coordinated system for measurement of customer satisfaction and service outcomes that is consistent between internal programs and contract agencies. **Lead Staff: Clarke** **Start/End Dates: July 2005 – ~~December 2005~~ June 2007** **Funding Source: Title III/VII** **YEAR END STATUS: In progress; extended to June 2007**	❖OoA Deputy Director, Administration met with staff at various times to discuss the business process and new design to measure customer satisfaction on a more consistent basis. ❖OoA Deputy Director, Administration coordinated with Leadership Team and OoA Planner to discuss options for a new customer satisfaction survey form. The "End Date" of this Objective has been extended to June 2007 in order to complete this objective.

SD.8 Office on Aging staff will implement the Q system to consolidate data from programs administered within and outside the Office on Aging, which will enhance timely and accurate on-line reporting. **Lead Staff: Clarke** **Start/End Dates: July 2005 – December 2006** **Funding Source: Title III/VII** **YEAR END STATUS: Completed**	❖OoA staff met with IT staff to lay the infrastructure of a Citrix porthole to collect data from our service providers in a secure environment. ❖OoA staff with IT staff completed implementation of Citrix porthole and tested new information, referral, follow up and call for services data base to count units of services to clients.
SD.9 Office on Aging staff will convene informal roundtable staff discussions to identify and address cultural diversity issues as they may apply in their work settings and in dealing with customers. **Lead Staff: Clarke/Scott** **Start/End Dates: July 2005 – June ~~2006~~ 2009** **Funding Source: Title III/VII** **YEAR END STATUS: Completed FY 05/06 activities of this objective; extended objective to June 2009**	❖During this year, OoA Leadership Team members promoted and attended informal roundtable staff discussions convened at least monthly with topics that included "critical conversations" series and other contemporary social and cultural issues that could apply to the social and work setting and dealing with customers. ❖During this year, OoA Leadership Team members conducted three training sessions with staff on critical conversations and twelve general sessions dealing with major issues of the day that apply in the work settings. Due to the positive results of the informal roundtable discussions with staff, the "End Date" of this Objective has been extended to June 2009 in the 2006-2007 Strategic Plan Update.
SD.10 Office on Aging staff in addition to required ongoing monitoring and technical assistance, will provide contractor training sessions, which will include: models of converting home delivered meals into congregate site programs; steps to implement recommendations of the Blue Ribbon Reports; overview of the Older Americans and Older Californians Acts; and diverse cultural issues as they apply in their work settings and in dealing with customers. **Lead Staff: Clarke/Scott** **Start/End Dates: July 2005 – June 2009 (with a minimum of one session each December)** **Funding Source: Title III/VII** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	❖FY 2005-2006 was the beginning of the new contracting cycle for service providers; OoA staff conducted a contractor training session in October 2005 with emphasis on 1st quarter performance and additional clarification on compliance, fiscal, and reporting issues. ❖With regard to the Nutrition Blue Ribbon Report recommendations, OoA has achieved some success in its ability to track nutrition clients across all contract services/agencies through the Q computer data collection system. In addition, during the last quarter emphasis was placed on the recruitment and stabilization of volunteers essential to sustaining the Senior Nutrition Program. ❖OoA staff conducted a roundtable discussion entitled: *Strategies to Eliminating Client Waiting Lists while Staying within Budgeted Resources*; the discussion led to the development of a working document with a new philosophy and approach that will be

	implemented for FY 07.
SD.11 Office on Aging staff will publish a quarterly Agency newsletter, which will include a summary of "bragging" items that identifies successful initiatives and client satisfaction examples for dissemination to the County Executive Office, Board of Supervisors, community partners, and public at large. **Lead Staff: Molberg** **Start/End Dates: Quarterly – July and October 2005; January, April, July and October 2006; January, April, July and October 2007; January, April, July and October 2008; January and April 2009** **Funding Source: Title III-B** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	❖OoA staff published and disseminated an Agency newsletter quarterly. ❖A separate document referred to as Agency News Notes was also published and disseminated quarterly to provide bulleted information about some of the current activities of OoA.
SD.12 Office on Aging staff will **coordinate** with contract agencies together with social service and faith based organizations to develop an innovative, coordinated public/private disaster response system to effectively leverage financial, volunteer, and service resources across agencies and geographic areas in the event of a disaster. **Lead Staff: Scott/Clarke** **Start/End Dates: July 2005 – June ~~2006~~ 2007** **Funding Source: Title III-B Coordination** **YEAR END STATUS: In progress; extended to June 2007**	❖OoA staff finalized the Agency's Disaster Plan that will be used as a basis for coordinating responses and resources with county agencies and other outside organizations. ❖OoA staff has been **coordinating** throughout the year with County Departments and various community agencies, social service organizations, and faith based organizations in the planning of a countywide disaster response plan that would effectively leverage financial, volunteer and service resources across agencies and geographic areas in the event of a disaster. OoA's focus is to make sure the special needs of seniors and adults with disabilities are considered and included in the countywide disaster plan. The Countywide Disaster Plan has not yet been completed; therefore the "End Date" of this Objective has been extended to June 2007.
SD.13 Office on Aging staff and the **Advisory Council on Aging** will participate in local, state, and national meetings and conferences to remain informed on changing and emerging issues and to represent	❖ACoA and/or OoA staff attended the fall and spring C4A Leadership Conferences, C4A Executive Board meetings, N4A Conference, World Future Society Conference, Inspiration Awards Event – Coachella Valley, VNA Annual Meeting – Riverside, Blythe

the needs and concerns of Riverside County residents as they age. **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B** **YEAR END STATUS: On going**	Conference, DMH Conference, DPSS Homeless Conference, Telehealth Roundtable, Palm Springs Senior Forum and Sun City Senior Forum. ❖OoA staff presented at the DMH Conference in San Francisco. ❖OoA staff and ACoA participated as delegates at the White House Conference on Aging.
SD.14 Office on Aging staff and the **Advisory Council on Aging** will convene stakeholders to consider the impact of state restructuring on seniors, caregivers, and adults with disabilities and recommend alternative strategies for Board of Supervisor consideration. **Lead Staff: Molberg/Mastalish/Advisory Council Committee Chair** **Start/End Dates: July 2005 – June 2009** **Funding Source: Title III-B** **YEAR END STATUS: On going**	❖OoA staff and ACoA tracked progress of new State Department of Adult/Aging Services, which is supported by C4A; legislation was later withdrawn from action.
SD.15 Office on Aging staff will work toward certification of all **HELPLINK** workers through the California Association of Information and Referral Systems (CAIRS) program as a means of enhancing staff's capability of providing information and assistance. **Lead Staff: Dar-Khan** **Start/End Dates: 2005 – 2009 as needed** **Funding Source: Title III-B** **YEAR END STATUS: On going**	❖In December 2005, OoA HelpLink I & A staff was provided resource materials and a study schedule was developed to afford staff time and space to study independently for the May 2006 AIRS examination (the first opportunity for testing during this year). ❖Four members of the HelpLink I&A staff participated in the AIRS testing in May; 3 of the 4 passed the certification test and are now Certified Information and Referral Specialists. The staff sited a number of changes on the test that made the test more relevant to their roles and responsibilities.
SD.16 Office on Aging staff with the **Advisory Council on Aging's** input will produce annual reports of the Advisory Council's activities. **Lead Staff: Molberg/Advisory Council Committee Chair** **Start/End Dates: July 2005 – August 2005; July 2006 – August 2006; July 2007 – August 2007; July 2008 – August 2008** **Funding Source: Title III-B** **YEAR END STATUS: Completed FY 05/06 activities of this**	❖OoA staff with ACoA's input produced the 2004-2005 AC Annual Report; the report was submitted for review and approved by the Board of Supervisors. ❖OoA staff began report outline for the 2005-2006 AC Annual Report; the report is scheduled for completion in August 2006.

objective	
SD.17 Office on Aging staff will produce annual agency-wide year-end reports to be submitted to the California Department of Aging. **Lead Staff: Mastalish (LS)/Advisory Council Chair** **Start/End Dates: July 2005 – August 2005; July 2006 – August 2006; July 2007 – August 2007; July 2008 – August 2008** **Funding Source: Title III-B** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	❖OoA staff produced the 2004 – 2005 Strategic Plan Year end report; the report was reviewed/approved by the ACoA and the Board of Supervisors and then submitted to CDA.
SD.18 Office on Aging staff will produce and submit to the California Department of Aging annual Strategic Plan updates. **Lead Staff: Mastalish (LS)** **Start/End Dates: January 2006 – April 2006; January 2007 – April 2007; January 2007 – April 2007; January 2008 – April 2008; January 2009 – April 2009** **Funding Source: Title III-B** **YEAR END STATUS: Completed FY 05/06 activities of this objective**	❖OoA staff in collaboration with ACoA and community input, produced the 2006-2007 Strategic Plan Update; the Update was reviewed and approved by ACoA and the Board of Supervisors and then submitted to CDA.

TITLE III/VII

Service	Projected Units of Service	Actual Units of Service	Comments
Personal Care	10,000 (unit of service = 1 hour)	2,255	Lower than projected as a result of contractor's underperformance, which resulted in a redirection of funds to Title IIIC with CDA approval.
Homemaker	4,300 (unit = 1 hour)	1,951	Same as above.
Home Delivered Meals	421,421 (unit = 1 meal)	370,733	Increase in unit rates resulted in an adjustment of units.
Adult Day Care/Health	11,828 (unit = 1 hour)	9,964	
Case Management	3,500 (unit = 1 hour)	3,739	
Congregate Meals	177,752 (unit = 1 meal)	172,888	
Assisted Transportation	4,571 (unit = 1 way trip)	4,189	
Legal Assistance	2,636 (unit = 1 hour)	4,429	Contractor was able to provide more units of service than projected due to receiving in-kind contributions in addition to OoA funding.
Nutrition Education	1,500 (104 actual sessions and 1,396 handouts to H.D. clients)	3,410	
Information and Assistance	Revised from 20,000 to 27,132 (unit = 1 contact)	28,387	
Outreach	17,617 (unit = 1 contact)	19,455	

Other Title III Services:

Service	Projected Units of Service	Actual Units of Service	Comments
Title III D, Disease Prevention/Health Promotion Service Activity: Physical Fitness	1,296 (unit = 1 hour)	1,485	

Title III D, Disease Prevention/Health Promotion Service Activity: Community Education/Advocacy	1,500 (unit = 1 hour)	696	Forum topics were condensed to a full-one day (Saturday) program versus the originally planned two days in order to meet all participants' schedules.
Title III D, Medication Management (SMART Cards) Service Activity: Outreach	150 (unit = 1 contact)	1,074	Refer to Objective HW.12, for information regarding the success of this program.
Title III B, "Other Supportive Services" Service Category: Health-Community Education	1,500 (unit = 1 hour)	1,560	
Title III B, "Other Supportive Services" Service Category: Community Services/Senior Center Support – Volunteer Recruitment	1,500 (unit = 1 hour)	1,504	
Title III B, "Other Supportive Services" Service Category: Community Services/Senior Center Support – Volunteer Opportunities	650 (unit = 1 placement)	325	
Title III B, "Other Supportive Services" Service Category: Community Services/Senior Center Support – Income Support/Material Aid	33,333	34,645	
Title III B, "Other Supportive Services" Service Category: Community Services/Senior Center Support – Senior Center Staffing	1,441 (unit = 1 staff hour)	1,408	

LONG-TERM CARE OMBUDSMAN
(Title III B and Title VII a)

Total Number of Cases to be Closed	1,000 (unit = one case closed)	955	
Training for Ombudsman Staff and Volunteers (includes 36-hour certification training and 12-hour	14 (sessions) 264 (number of hours) 50 (trainees)	71 sessions 166 hours 259 trainees	Method of projecting units will be clarified and may result in projection changes for 2006-2007.

required annual training)			
Visits (number of visits to SNF's – unduplicated count)	54 visits	54 visits	
Visits (number of visits to RCFE's – unduplicated count)	459 visits	459 visits	
Projected Volunteers Needed	16		
Number of Existing Volunteers	34	34	

ELDER ABUSE PREVENTION SERVICES (Title VII b)

Activities that support the coordination of elder abuse prevention, investigation, and/or prosecution	1,354 (unit = 1 hour)	1,117	

TITLE III E

Service	Projected Units of Service	Actual Units of Service	Comments
Outreach	24,530 (unit = 1 contact)	223,397	Reflects a much higher than projected # since data collection included advertisement circulation during the 2nd quarter of the year (192,958). A later review of this data collection clarified that no further advertisement circulations will be counted as units.
Community Education	960 (unit = 1 hour)	1,187	
Information and Assistance	7,000	6,774	
Comprehensive Assistant	420 (unit = 1 hour)	634	
Case Management	2,842 (unit = 1 hour)	3,440	
Counseling	431 (unit = 1 hour)	469	
Caregiver Support Group	132 (unit = 1 hour meeting)	143	
Caregiver Training	1,531 (unit = 1 contact)	1,179	Some of the contract funds were shifted to other III E services.
Respite Care Services	4,657 (unit = 1 hour)	7,793	Contract funds were shifted in from

			other III E services.

Title V SCSEP

CDA Authorized Slots: 92
DOL's Minimum Required Performance Measures

Placement Rate – DOL's	25% Estimated	15.2% Actual	
Service Level	140% Estimated	165% Actual	
Service to the Most in Need – DOL's Minimum Goal to Serve the Most in Need is 68%	70% Estimated % served to be most in need		
Community Service Hours Provided	87,400 Estimated community service hours provided	73,688 Actual	
Employment Retention Rate	70% Estimated employment retention rate	73% Actual	
Customer Satisfaction for Employers, Participants, and Host Agencies	80%	Not Available	A national source implemented by the DOL performs the survey activities, but do not report that information directly back to the local projects.
Earnings Increase	25% Estimated earnings increase 1 5 % Estimated earnings increase 2	30% Actual Criteria not established for increase 2	

CBSP

Alzheimer's Day Care Resource Center (ADCRC)

Caregiver Group Support Sessions	168 Proposed	135 Actual	
In-Service Training Sessions	127 Proposed	143 Actual	
Public Community Educational	44 Proposed	200 Actual	

Training Sessions			
Professional/Intern Educational Training Sessions	227 Proposed	226 Actual	

Brown Bag

Unduplicated Persons to Be Served	Revised from 78 to 790 (due to a # error)	790 Actual	
Pounds of Food to be Distributed	480,171 Estimated	511,986 Actual	
Number of Volunteers	Revised from 1,708 to 136 (possible duplicated count in original projection)	Quarterly Average of 136	
Number of Volunteer Hours	6,548 Estimated	8,165 Actual	
Number of Distribution Sites	17 Estimated	17 Actual	
Respite Hours Purchased	1,097 Proposed	1,083 Actual	

Linkages

Number of Unduplicated Clients Served (includes TCM and Handicapped Parking Revenue)	Revised projection from 176 to 160	147 Actual	
Active Monthly Caseload (includes TCM and Handicapped Parking Revenue)	110 Proposed	108 Actual	

HICAP Services

HICAP Budget without HICAP Legal Services Budget	Revised from $234,362 to $380,315 due to budget increase	$380,315 Actual	Increased in relation to Medicare Part D needs.
Community Education	120 Estimated interactive presentations in SFY (unit = 1 presentation)	184 Actual	Increase in funds for Medicare Part D, resulted in more presentations.
Community Education	4,500 Estimated attendees to be reached at interactive presentations in SFY (unit = 1 attendee reached)	7,999 Actual	Increase in funds for Medicare Part D, resulted in the ability to reach more attendees.

Counseling	1,300 Estimated clients counseled in SFY (unit = 1 client counseled)	1,373 Actual	
Counselors	Estimated # of registered counselors for SFY: Revised from 30 to 6 (possible duplicated count in original projection)	Averaged 6 registered counselors quarterly	
Counselors	30 Estimated volunteer registered counselors for SFY	Averaged 23 volunteer registered counselors quarterly	
Counselors	Estimated # of active counselors for SFY: Revised from 30 to 6 (possible duplicated count in original projection)	Averaged 6 active counselors quarterly	
Counselors	30 Estimated volunteer active counselors for SFY	Averaged 23 volunteer active counselors quarterly	