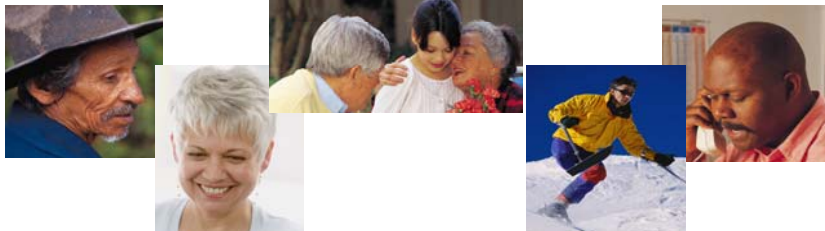




Riverside County Office on Aging's

Strength in Aging CORE PLAN

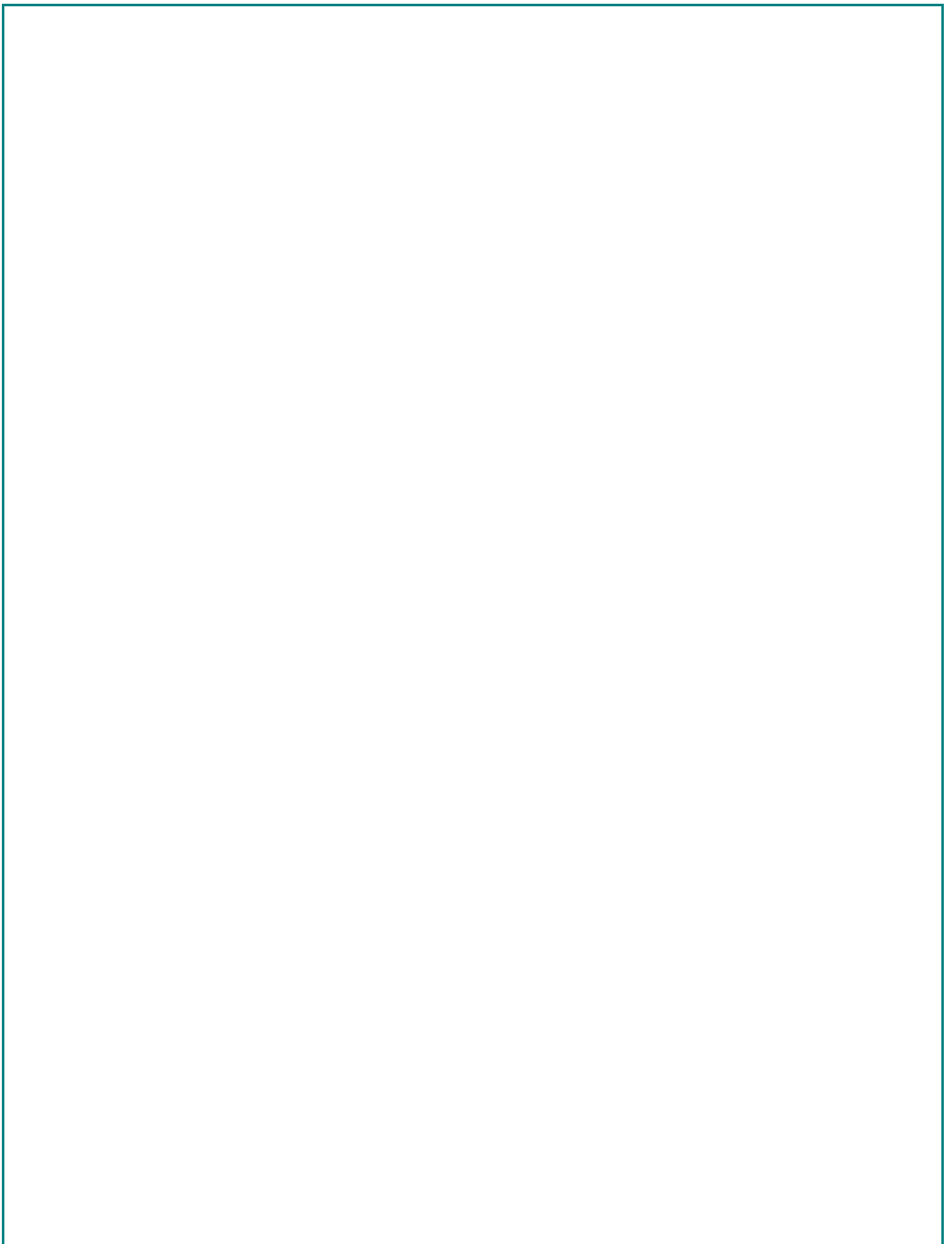


2007 – 2008 Update of the 2005 – 2009 Strategic Plan



For more information regarding this Strategic Plan,
please contact: Linda Swanson, Program Specialist II - Planning
Riverside County Office on Aging
6296 River Crest Drive, Suite K
Riverside, California 92507-0738
(951) 867-3800 or 1-800-510-2020 (within the County)
E-mail: lswanson@co.riverside.ca.us
Web Address: www.rcaging.org





Strength in Aging CORE PLAN
TABLE OF CONTENTS

This document contains 2007-2008 Strategic Plan Update Core elements, without the history of the changes made to the original 2005-2009 Plan (as required for each complete plan update). The complete 2007-2008 Plan update is available in the “publications” section of our web site at www.rcaging.org. The page numbers in parenthesis () below have been provided as a cross-reference to the pages in the complete update document.

INTRODUCTION **1** (3)

RIVERSIDE COUNTY **3** (5)
 Board of Supervisors **4** (7)

RIVERSIDE COUNTY OFFICE ON AGING..... **5** (8)
 Advisory Council on Aging **7** (10-2)
 Our Philosophy **8** (11)
 Other Leading Principles..... **9** (12)
 Riverside County Office on Aging Organization Chart **10** (13-2)
 Office on Aging Leadership Team **11** (14-2)

TARGET POPULATIONS..... **12** (28)

PRIORITY GOALS/OBJECTIVES

Priority Issue “C” Caregivers **13** (29)
 Priority Issue “HW” Health Care / Wellness..... **16** (32)
 Priority Issue “H” Housing **21** (36)
 Priority Issue “QL” Quality Life Choices **24** (39)
 Priority Issue “T” Transportation **28** (42)
 Systems..... **30** (44)

SERVICE DELIVERY OBJECTIVES **35** (49)

As a quick reference, key words have been color-coded in the Priority Goals/Objectives section of this document – the color key is as follows:

- = A forum or event
- = Older Americans Act “Coordination” funded objective
- = Blue Ribbon Report or promotion product
- = Older Americans Act “New Program Development” funded objective

INTRODUCTION:

Riverside County Office on Aging 2005 – 2009 Strategic Plan

Office on Aging's 2005 – 2009 Strategic Plan, *Strength in Aging*, is a four-year living document that is the end product of over a year-long planning process mandated by the federal Older Americans Act (OAA) and the Older Californians Act. The planning activities are intended to help eliminate fragmentation of service systems, improve service delivery, and insure that maximum benefits are obtained through efficient delivery of services to those most in need. That includes, low income minority individuals; those who are frail, isolated, neglected, and exploited; those with limited English-speaking ability; and those dealing with the problems of dementia or cognitive impairment, as well as those with caregiver responsibilities. The Office on Aging views its Strategic Plan as an educational and marketing tool for seniors, families, caregivers, adults with disabilities, and the public at large, as well as an internal management tool.

Strength in Aging not only takes into consideration the needs of "aging boomers" but, as an offshoot from our last four-year Plan entitled, "Preparing for the Boom," it goes a step beyond with a focus on intergenerational aging and its effect on future aging.

This Plan was developed based on 2004 needs assessment activities, which included, but were not limited to: an in-depth analysis of the United States Bureau of the Census Population Data (2000), Demographic Population Estimates for Riverside County, a series of community planning forums, focus groups, public hearings and various community surveys/reports.

The **Six (6) priority areas** identified and agreed upon for the Riverside County Office on Aging are listed below, along with their respective goals:

CAREGIVERS

Goal: 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.

HEALTH CARE / WELLNESS

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

HOUSING

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

QUALITY LIFE CHOICES

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

TRANSPORTATION

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

ENSURING EFFECTIVE INFORMATION AND SERVICE DELIVERY SYSTEMS

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

Implementation of this Strategic Plan relies on Riverside County receiving its fair share of Federal and State dollars under the Older American Act funding formula and assumes no decrease in County funding match. In addition, it relies on the attainment of new revenue sources. Moreover, the Strategic Plan is updated annually, or as circumstances dictate, in order to incorporate changing and emerging needs and to assure the most effective strategies for implementing change.

RIVERSIDE COUNTY

Riverside County, founded in 1893, is one of the largest and most diverse counties in California. It spans 7,207 square miles of semi-arid to desert land and forms a shape similar to a rectangle. The County's eastern border is the Colorado River, which serves as a natural boundary separating California from Arizona. Its western borders are Orange and Los Angeles Counties; its northern border is San Bernardino County; its southern borders are San Diego and Imperial Counties. Riverside County's landscape features everything from lush, irrigated farms to desert sand dunes and has altitudes ranging from 200 feet below sea level, at the Salton Sea, to 10,804 feet above sea level at the top of Mt. San Jacinto. Its climate is generally mild, with temperatures ranging from 20 degrees to 117 degrees Fahrenheit. Large portions of Riverside County are agriculturally based.

Riverside County is composed of 24 incorporated cities and hosts the wealthiest community in California, Indian Wells, as well as pockets of extreme poverty. Rural communities are typically highly isolated, poverty stricken, and without access to services. New retirement communities are rapidly growing in the southern areas of the County and large concentrations of older persons remain in metropolitan areas, such as the Coachella Valley and Riverside and surrounding areas. Similar to other areas throughout California, each community has unique needs that far exceed the capabilities of the existing system.

Riverside County's population is as diverse as its geography. According to 2000 Census Data, Riverside County is home to 1,545,387 individuals, with a population density of approximately 214 persons per square mile. Of the total population, 250,010 individuals are older adults (aged 60 years and older), or approximately 16% of the total population, and 21,084 individuals are the oldest (aged 85 years and older) of the older adult, or 1.4% of the total population. Additionally, according to the 2000 Census there were 250,412 adults with disabilities (aged 21 years and older), representing approximately 16% of the total population.

Riverside County will continue to grow at an alarming rate. It is projected that by the year 2010 the County's total population will increase to 2,165,148 - a 40.1% increase; age 60+ population will rise to 381,875 - a 52.7% increase (compared to California at 35.2%), and age 85+ population will escalate to 36,912 - a 75.1% increase (compared to California at 47.8%)¹. Such large increases can be attributed to the continued migration patterns found between Riverside County and its surrounding counties (e.g. San Diego County and Los Angeles County), the longevity of human life, and the Baby Boomers² reaching sixty plus years.

¹ According to the California Department of Finance – May 2004.

² Defined by persons born between the years of 1946 and 1964.

RIVERSIDE COUNTY BOARD OF SUPERVISORS

DISTRICT 1

Bob Buster, Vice Chairman

District 1 includes areas within the City of Riverside (the La Sierra and Arlington communities), as well as the cities of Murrieta, Temecula, and Lake Elsinore. The District also comprises unincorporated communities including Lakeland Village, Lake Mathews, Mead Valley, Wildomar and Santa Rosa Rancho, as well as portions of Gavilan Hills and Woodcrest.

DISTRICT 2

John F. Tavaglione

District 2 includes the cities of Corona and Norco; approximately 1/3 of the City of Riverside, including the Magnolia Center and Municipal Airport areas, Casa Blanca and the East Side Community. Unincorporated communities within the Second District include Jurupa Valley (Rubidoux, Glen Avon, Sunnyslope, Pedley, Mira Loma); and Home Gardens, El Cerrito, Coronita, and Green River.

DISTRICT 3

Jeff Stone

District 3 includes the cities of Canyon Lake, Hemet, Murrieta, San Jacinto and Temecula. Unincorporated communities within the Third District include Aguanga, Anza, Idyllwild, Menifee Valley, Pinyon Pines, Valle Vista, Winchester and Wine Country.

DISTRICT 4

Roy Wilson

District 4 is geographically the largest, extending over the eastern two-thirds of the County. Within the Fourth District are the cities of Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, Coachella and Blythe. Major unincorporated areas in this district include Sky Valley, Thermal, Desert Center and the Palo Verde Valley.

DISTRICT 5

Marion Ashley, Chairman

District 5 includes the cities of Moreno Valley, Perris, Calimesa, Beaumont, Banning, Desert Hot Springs and northern Palm Springs. Unincorporated communities within the Fifth District include Nuevo, Lakeview, Juniper Flats, Meadowbrook, Good Hope, a portion of Mead Valley, Romoland, Homeland, Green Acres, Highgrove, Box Springs, Pigeon Pass, Reche Canyon, San Timoteo Canyon, Oak Valley, Cherry Valley, Banning Bench, Cabazon, Palm Springs Village and Palm Springs West. The District also includes the Tribal Governments from the Sovereign Nations of the Morongo Band of Mission Indians and the Agua Caliente Band of Cahuilla Indians as well as a portion of March Air Reserve Base.

RIVERSIDE COUNTY OFFICE ON AGING

Riverside County Office on Aging was designated on June 18, 1974, by the Board of Supervisors, as a County Department on Aging for Planning and Service Area (PSA) 21. It serves as the official Area Agency on Aging for Riverside County, along with thirty-two (32) other Area Agencies on Aging throughout California.

The Office on Aging is one of thirty-four county departments and is located within the city boundaries of Riverside (West County Office), with satellite offices in Coachella Valley (Palm Desert Office) and in Hemet (Hemet Senior Service Center). Although there are three (3) community-based offices, each office can be contacted by calling one telephone number to handle all inquires and needs:

1-800-510-2020

The specific addresses for these locations are:

West County Office

6296 River Crest Drive, Suite K
Riverside, California 92507-0738



Hemet Senior Service Center

1075 North State Street
Hemet, California 92543-1474



Palm Desert Office

73750 Catalina Way
Palm Desert, California 92260-2906



The Riverside County Office on Aging, under the federal Older Americans Act and Older Californians Act, is charged to provide leadership in developing a home and community-based, consumer-directed system of care services for older persons and adults with disabilities in Riverside County. This challenging opportunity is accomplished under the governance of the Riverside County Board of Supervisors and a seventeen-member citizen advisory council, the Advisory Council on Aging, which develops policy and program recommendations. In addition, the Office on Aging is lead by an eight-member leadership team that shares responsibility to provide customer-centered services based on the vision, purpose, core value, and promise statement defined in this Strategic Plan.

All decisions are guided by this plan that analyzes demographic data, evaluates needs and resources, identifies those in greatest need, and sets policy direction and priorities in areas of advocacy, coordination, outreach/education, funding, planning, and program development.

The Riverside County Office on Aging administers over a ten million dollar budget comprised of public and private funds from federal, State, County and local sources, including direct, voluntary contributions from older persons who receive services. Funds are used to provide home and community-based services, including information and assistance, preventive health, material aid, employment, volunteer opportunities, outreach, transportation, adult day care, legal services, in-home support, ombudsman services, insurance counseling, congregate and home-delivered meals, and community elder abuse education. In addition, funds cover advocacy initiatives, forums, and technical assistance provided to the community on planning and program development.

ADVISORY COUNCIL ON AGING

The Advisory Council on Aging is a mandatory body under both the Older Americans Act and the Older Californians Act.

The members are appointed to serve in an advisory capacity to the local Area Agency on Aging. The membership is comprised of 17 volunteer leaders, five of whom are appointed by the Board of Supervisors.

The Council considers demographic trends, unmet needs and emerging issues affecting seniors, caregivers, and adults with disabilities.

The Council also advises the Area Agency on Aging on all matters related to the development of the Strategic Plan, the administration of the plan, and operations conducted under the plan.

OFFICERS	REPRESENTING	COUNCIL TERM
Mark Moran, Chair	District IV Appointed	2001 - 2007
Doris Morgan-Richards, Vice Chair	District IV	1998 – 2008
Erwin Fromm, Parliamentarian	District IV	2000 - 2009

ADDITIONAL MEMBERS	REPRESENTING	COUNCIL TERM
Michael Barnard	District IV	2006 - 2009
Alice B. Chandler	District II – Appointed	2006 - 2009
Beverly Greer	District IV	2006 - 2009
Gary Kelley	District I	2000 – 2006
Lenwood W. Long	District V – Appointed	1998 – 2007
Venetta Maiden	District V	2005 - 2008
Phyllis McGraw	District IV	2005 - 2008
Lenwood W. Long	District V - Appointed	1998 – 2007
Phyllis McGraw	District IV	2005 – 2008
Betty Rogers	District I – Appointed	1999 - 2008
Gloria J. Sanchez	District III - Appointed	2002 – 2005
Leo Sullivan	District IV	2006 - 2009
Ellis Swing	District III	2005 - 2008
Carol Tong	District I	2004 - 2007
David Wilmon	District II	2005 – 2008
Sonja Wilson	District I	2007 - 2009

“Youth is the gift of nature, but
age is a work of art.”
- Stanislaw Lec

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.**

OTHER LEADING PRINCIPLES

The mission of the ***Administration on Aging (AoA)***, an agency in the U.S. Department of Health and Human Services, is to promote the dignity and independence of older people, and to help society prepare for an aging population.

The mission of the ***California Department of Aging (CDA)*** is to provide leadership in addressing issues that relate to older Californians; to develop community-based systems of care that provide services which support independence within California's interdependent society, and which protect the quality of life of older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of services.

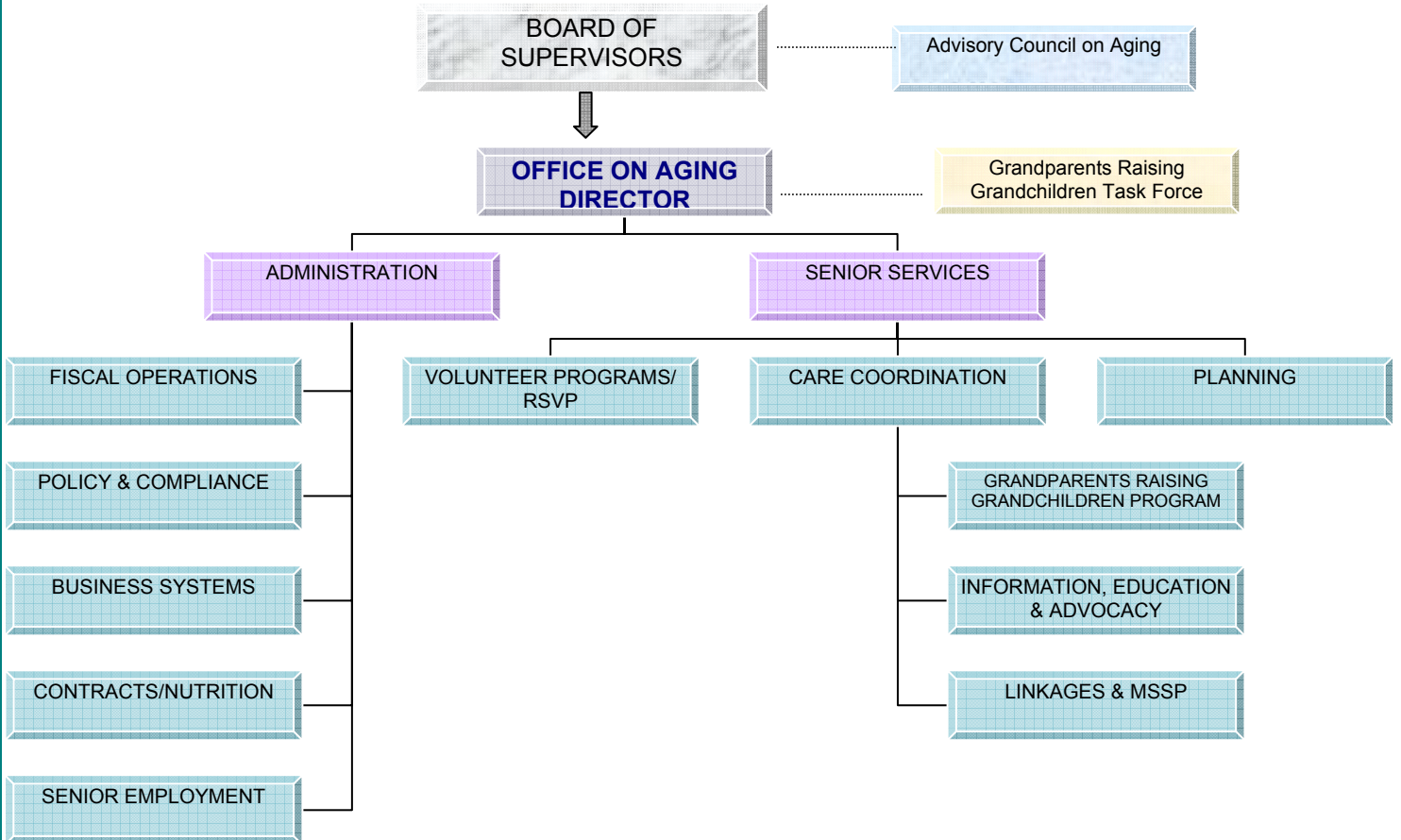
The mission of the ***National Association of Area Agencies on Aging (n4a)*** is to build the capacity of its members to help older persons and persons with disabilities live with dignity and choices in their homes and communities for as long as possible.

The mission of the ***California Association of Area Agencies on Aging (c4a)*** is to develop a statewide system of comprehensive and integrated home and community-based services for older persons and adults with disabilities through Advocacy, Coordination, and Education.

“Success seems to be largely a matter of hanging on after others have let go.”
-William Feather



RIVERSIDE COUNTY OFFICE ON AGING ORGANIZATION FLOW CHART – FY 2007-2008



A detailed Organizational Chart is available on page, Rev. 13-2 of the complete 07/08 Plan Update.



LuVerne (Lu) Molberg
Director



Hilary Clarke, Deputy Director,
Administrative Services



Ed Walsh, Interim Deputy
Director, Senior Services and
Care Coordination Manager

OFFICE ON AGING
LEADERSHIP TEAM
FY 07 - 08



Francis Scott
Senior Employment /
Contract Systems



Renee Dar-Khan
Information, Education and
Advocacy



Fran Ferguson
Volunteer Programs / RSVP

TARGET POPULATIONS

The Older Americans Act requires that funds be targeted to older adults aged sixty and over who are in the greatest social and economic need, with special emphasis on isolated, low-income minorities. In response to this policy, the California Department of Aging (CDA) has developed a cumulative formula, the Intrastate Funding Formula, to distribute funding to Area Agencies on Aging.

Intrastate Funding Formula:

- 1 point for each non-minority older adult (sixty years and older³)
- 2 points for each ethnic minority older adult
- 2 points for each low-income older adult
- 1.5 points for each older adult residing in a rural area⁴

The Office on Aging also utilizes this formula to allocate funding throughout the County.

Riverside County has one of the lowest per capita funding rates in California at \$14.71 (per capita funding rates in California range from \$11.97 to \$119.31).

³ Except for the National Family Caregiver Support Program where funds are allocated under a seventy years and older population-based Intrastate Funding Formula.

⁴ Rural areas are defined by the Federal Government during the United States Census process.

PRIORITY ISSUE "C" – CAREGIVERS

GOAL: 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.

RATIONALE



There is a lack of multiple funding stream coordination to address complex needs of caregivers and grandparents raising grandchildren.

Increasingly grandparents are being called upon to provide full-time parental care to minor grandchildren, and in many cases require the same type of support network provided to foster parents.

Current respite services are inadequate to address the growing need for specialized care such as over weekends or long periods of time.

Adult day care services continue to provide essential services at the community level to reduce caregiver exhaustion.

There is a need for a greater awareness and support by employers pertaining to the unique needs of working family caregivers.

OBJECTIVES

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 (See also new Objective HW15.)

Lead Staff: Molberg/Deputy Director (DD), Sr. Svcs./Walsh/Advisory Council Committee Chair/Dar-Khan/Grandparents Raising Grandchildren Task Force Chair (GRG TF)

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B, Linkages, MSSP, First 5 Riverside Grant

Status: Continued

C.2a **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: DD, Sr. Svcs./Dar-Khan/Advisory Council Committee Chair

Start/End Dates: July 2005 – November 2005
Funding Source: Title III-E and/or other available funding sources
Status: Completed

C.2b Office on Aging staff and the Advisory Council on Aging will **coordinate** with county departments, employers and other key stakeholders to develop and issue a **Blue Ribbon Caregiver Report** identifying recommendations for providing continued awareness of the unique issues/needs of employees and others providing care for seniors and/or adults with disabilities. (See also Objective C.2a)

Lead Staff: DD, Sr. Svcs./Walsh/GRGTF Chair

Start/End Dates: September 2006 – December 2006; September 2008 – December 2008

Funding Source: Title III B Coordination, Title III B

Status: Continued

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 educating public social workers and mental health workers countywide on issues of ageism related to grandparents raising grandchildren.

Lead Staff: DD, Sr. Svcs./Walsh/GRGTF Chair

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-E, First 5 Riverside Grant

Status: Continued

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. (Refer to III-E Service Unit Plan, Community Education – 630 units projected. See also Objective C.4b)

Lead Staff: DD, Sr. Svcs./Walsh/GRGTF Chair

Start/End Dates: January 2006 – September 2006; October 2007 – September 2008

Funding Source: Title III-E, Title III-B and other available funding sources

Status: Continued

C.4b Office on Aging staff and the Advisory Council on Aging GRGTF will **coordinate** with county departments, service providers and other key stakeholders to 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: DD, Sr. Svcs./Walsh/GRGTF Chair
Start/End Dates: September 2006 – December 2006; September 2008 – December 2008
Funding Source: Title III B, Title III B Coordination
Status: Continued

C.5 Office on Aging staff and **Grandparents Raising Grandchildren Task Force** will produce and disseminate a quarterly grandparents raising grandchildren newsletter to grandparents raising grandchildren, service providers, and community leaders, addressing issues in the forums, resources, and current initiatives.

Lead Staff: DD, Sr. Svcs./Walsh/GRGTF Chair
Start/End Dates: On-going with publications in September, December, March, and June of each year (during 2005 – 2009)
Funding Source: Title III-B, Title III-E and First 5 Riverside Grant
Status: Continued

PRIORITY ISSUE "HW" – HEALTH CARE / WELLNESS

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

RATIONALE

Research has identified that strength building can reduce frailty and increase self-reliance.

Demand for home and community based services and for those who provide such services will increase rapidly as the populations of seniors, and adults with disabilities rise in total numbers and in life span over the next decade.



The need to coordinate utilization of services between acute care and chronic care and medical care and home and community based care will reduce fragmentation and increase efficiencies and effectiveness.

Nutrition services continue to be a primary avenue for socialization for many seniors.

There continues to be a large segment of seniors, and adults with disabilities who are unaware of essential community services available to caregivers, seniors, and adults with disabilities.

OBJECTIVES

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 exploring transition care models including locating a liaison from community based care management systems in their facilities; OoA will seek funding for the placement, if the opportunity comes available.

Lead Staff: Molberg/DD, Sr. Svcs./Walsh/Advisory Council Committee Chair

Start/End Dates: October 2006 – May 2008

Funding Source: Title III-B, Title III-E, Linkages, MSSP

Status: Continued

HW.3 **Office on Aging staff** and **Advisory Council on Aging** will **coordinate** with RCFA, 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.

Lead Staff: DD, Sr. Svcs./Walsh/Advisory Council Committee Chair, C.E.O., RCFA

Start/End Dates: July 2005 – June 2007

Funding Source: Title III-B, Title III-B Coordination, Title III-E, Linkages, MSSP

Status: Completed

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. Information obtained through the convening of a Director's Roundtable in 2007 and recommendations from the 2006 Telehealth Roundtable report will be distributed to appropriate stakeholders for review and consideration of possible implementation.

Lead Staff: Molberg/DD, Sr. Svcs./Walsh/Advisory Council Committee Chair

Start/End Dates: July 2006 – June 2008

Funding Source: Title III-B, Title III-B Coordination

Status: Continued

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: DD, Sr. Svcs./Ferguson

Start/End Dates: July 2005 – June 2006

Funding Source: Title III-B, Title III-D

Status: Completed

HW.5a Office on Aging staff with community leaders, faith based organizations, and diverse cultural groups will maintain the AACTF membership and sites for the Active Aging Program *Fit After Fifty*, which provides strength training and mobility exercises for older adults.

Lead Staff: DD, Sr. Svcs/Ferguson

Start/End Dates: July 2006 – June 2009

Funding Source: Title III-B, Title III-D

Status: Continued

HW.6 Office on Aging staff will provide 1,800 hours of physical fitness sessions per fiscal year for seniors through the Active Aging Program *Fit After Fifty* to improve strength and mobility. (Refer to Title III/VII Service Unit Plan Objectives *Disease Prevention – Physical Fitness* and Objective HW.5a)

Lead Staff: Ferguson

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-D, Regional Access Project Grant, and other available funding

Status: Continued

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

Status: Completed

HW.8 Office on Aging staff will explore funding opportunities for the convening of an intergenerational forum on health promotion/wellness and the myths of aging. (See also Objective HW.9a)

Lead Staff: Molberg/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: January 2007 – September 2007

Funding Source: Title III-B

Status: Continued

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** “**Healthy Aging as a Lifelong Process**” to educate health and social service providers and other key stakeholders in the community about healthy aging and to break down barriers and biases related to aging. (See also Objectives HW.9b and QL.5a)

Lead Staff: Molberg/DD, Sr. Svcs./Walsh/Advisory Council Committee Chair

Start/End Dates: May 2007 – May 2008

Funding Source: Title III-B, Title III-B Coordination, Title III-D

Status: Continued

HW.9b Office on Aging staff and the **Advisory Council on Aging** will develop and issue a [Blue Ribbon Ageism Report](#) on “**Healthy 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: DD, Sr. Svcs./Walsh/Advisory Council Committee Chair

Start/End Dates: May 2008 – July 2008

Funding Source: Title III-D, Title III-B

Status: Continued

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

Start/End Dates: July 2005 – December 2006

Funding Source: ABC Grant, Title III-B

Status: Completed

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 as established in a formal Memorandum of Understanding, with periodic review/update.

Lead Staff: DD, Sr. Svcs./Dar-Khan

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B, Title III-B Coordination

Status: Continued

HW.12 Office on Aging staff will provide medication management outreach to a minimum of 1,500 seniors (targeting diverse and underserved populations) via the OoA Info Vans, community presentations (minimum 4), and mailings, with the focus on the proper use of a medication management resource tool, such as the Smart Card. (Refer to Service Unit Plan Objectives Medication Management-*Outreach* and IIID Disease Prevention/Health Promotion – *Community Education/Advocacy*)

Lead Staff: DD, Sr. Svcs./Ferguson/Dar-Khan

Start/End Dates: October 2005 – June 2009

Funding Source: Title III-D

Status: Continued

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 (A.C.) 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 2007

Funding Source: Title III-B Coordination

Status: Completed

HW.14 Office on Aging staff in collaboration with HICAP will provide Medicare Part D information/education to Title V participants through quarterly workshops, and Senior Employment processes Benefits Checkup applications to include information on drug

discount programs and eligibility and availability of other social service and entitlement programs.

Lead Staff: Scott

Start/End Dates: July 2005 – June 2007

Funding Source: Title V and other available funding

Status: Completed

HW.15 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 continue to identify unique mental health issues and needs of seniors, and adults with disabilities, along with the implementation of services in relation to resource allocations granted under the Mental Health Services Act (Proposition 63) or other funding sources in accordance with the rollout phases, including advocacy for prevention and early intervention focus. (See also Objective C.1).

Lead Staff: DD, Sr. Svcs./Walsh/Ferguson/Dar-Khan

Start/End Dates: October 2005 – June 2009

Funding Source: Title III-D

Status: Continued

HW.16 In the spirit of Olmsted, the **Office on Aging** will enter into a Memorandum of Understanding with the Community Access Center to address objectives in this Strategic Plan.

Lead Staff: Molberg/DD, Sr. Svcs./Walsh/Dar-Khan

Start/End Dates: July 2006 – June 2009

Funding Source: Title III-B, Linkages, MSSP

Status: Continued

PRIORITY ISSUE "H" – HOUSING

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

RATIONALE

Housing is a serious problem for seniors, and adults with disabilities and will increase in importance as efforts are made to reduce institutionalization and provide support to individuals living in community settings.



Innovative financing, design, and development approaches and partnerships will be essential to meet the growing need for increased housing options and preferences.

Local governments, financiers, and developers must work together to address the multiple political, planning and funding barriers to senior, and adult with disability housing that exist, and to advance both traditional and non-traditional options and models to meet the needs.

The demand for senior home repair and modification continues to grow, but the funding is stagnant.

OBJECTIVES

H.1 Office on Aging staff will **coordinate** with local and state officials, housing developers, Community Access Center, the 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/DD, Sr. Svcs./Walsh/Advisory Council Committee Chair

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B, Title III-B Coordination

Status: Continued

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/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: July 2005 – March 2007

Funding Source: Title III-B
Status: Completed

H.3a Office on Aging staff and the **Advisory Council on Aging** will **coordinate** with the Economic Development Agency, American Planner's Association-Inland Empire Section, Coachella Valley Association of Governments, League of California Cities-Riverside Division, and key decision makers to convene a **forum** with a follow up discussion in the format of a focus group and/or roundtable event for city/county officials, planners, developers, architects, and others with a role in the area of affordable/accessible senior housing 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: Director/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: July 2005 – February 2006; July 2007 – June 2009

Funding Source: Title III-B, Title III-B Coordination and other available funding sources

Status: Continued

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: DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: February 2006 – May 2006

Funding Source: Title III-B

Status: Completed

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/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: July 2006 – December 2006

Funding Source: Title III-B Coordination

Status: Completed

H.5 Office on Aging staff, and Advisory Council on Aging will **coordinate** with city officials and planners 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 and to identify other senior-related issues. (See also Objective H.3a)

Lead Staff: DD, Sr. Svcs./Advisory Council Committee Chair
Start/End Dates: July 2006 – June 2009
Funding Source: Title III-B Coordination and other available funding
Status: Continued

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 2008
Funding Source: Title III-B
Status: Continued

PRIORITY ISSUE "QL" – QUALITY LIFE CHOICES

GOAL: To cultivate an environment in Riverside County that is responsive to the diverse cultural, social, and economic needs of its seniors, and adults with disabilities populations.

RATIONALE

Barriers still exist for seniors, and adults with disabilities who are seeking employment.

A lack of knowledge of diverse cultural populations continues to be a barrier to providing services to those populations.



Outreach and targeting to socio-economically at risk and isolated communities remain a challenge due to the diversity inherent in Riverside County.

The distribution of federal and state funding has not kept pace with Riverside County's population growth.

OBJECTIVES

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 the implementation of an Area Agency on Aging's strategic plan.

Lead Staff: Molberg/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: November 2005 – June 2009

Funding Source: Title III-B

Status: Continued

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 – December 2005

Funding Source: Title III-B Coordination

Status: Completed

QL.3 Office on Aging staff will collaborate with other County departments and other stakeholders to develop an advocacy strategy with 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

Status: Continued

QL.4 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

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 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 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 – June 2006

Funding Source: Title III-B, Title III-D, and/or other available funding

Status: Completed

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 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/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: June 2006 – September 2006

Funding Source: Title III-B

Status: Completed

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

Status: Completed

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

Status: Completed

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

Status: Completed

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

Status: Continued

QL.10 Office on Aging staff will collaborate with Family Care America to provide a resource library of articles, checklists, and links for family caregivers, employers and the general public.

Lead Staff: Dar-Khan

Start/End Dates: July 2006 – June 2007

Funding Source: Title III-E and other available funding

Status: Completed

QL.11 Office on Aging staff in **coordination** with the Health Assessment Resource Center and other key community stakeholders will assess the needs and resources of the Gay, Lesbian, Bi-sexual, Transgender population and develop a plan for new program opportunities to address identified needs and expand current outreach and education resources as appropriate.

Lead Staff: Molberg/DD, Sr. Svcs./Walsh

Start/End Dates: July 2007 – June 2009

Funding Source: Title III-B Coordination, MSSP

Status: New

QL.12 Office on Aging staff, consistent with the Older Americans Act Aging and Disability Resource Center concept, will **coordinate** with service agencies to enhance current Office on Aging services with the **development of new program** components and partnerships that will expand awareness of healthy aging and information resources to assist individuals, families and communities to plan for aging with an emphasis on independence and choices.

Lead Staff: Molberg/DD, Sr. Svcs./Walsh/Dar-Khan

Start/End Dates: July 2007 – June 2009

Funding Source: Title III-B Coordination, Title III- Program Development, Title III-B

Status: New

QL.13 Office on Aging staff, will work with community partners and **coordinate** with community agencies to promote the use of the Network of Care (NOC) with an emphasis on reaching diverse cultural, socio-economically at-risk, and isolated populations. OoA staff will collaborate with other county providers of NOC to seek the most cost effective and efficient quality approach to providing this service to the public.

Lead Staff: Molberg/DD, Sr. Svcs./Walsh/Dar-Khan

Start/End Dates: July 2007 – June 2009

Funding Source: Title III-B Coordination, Title III-B

Status: New

PRIORITY ISSUE "T" – TRANSPORTATION

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

RATIONALE

According to CA Department of Finance **2005 projection**, the total population for Riverside County is 1,871,587 with 317,113 or 16.9% of the total population being older adults (age 60+). The **2010 projection** of total population is 2,165,148 with 381,875 or 17.6% of the total population being older adults. The projections between 2005 and 2010 represent an increase of 16% in the total population and, more significantly, an increase of 20% in the older adult population.



The recent, significant increase in the aging population and people living longer with disabilities has prompted an escalation in demand for alternative, supportive transportation systems without adequate funding or staff.

Present transportation systems are ill equipped to provide transportation services for those seniors, and adults with disabilities with severe mobility limitations or chronic illnesses.

Current transportation systems in Riverside County are fragmented, and often do not transport across city boundaries or regional areas (i.e., eastern versus western).

Seniors, and adults with disabilities living in rural areas typically do not have access to public, fixed route transportation services, and Dial-A-Ride systems are slow and unreliable, leaving these individuals isolated and at risk of more expensive supportive care services.

OBJECTIVES

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/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: July 2006 – June 2009

Funding Source: Title III-B

Status: Continued

T.2 **Office on Aging staff** and the **Advisory Council on Aging** will **coordinate** with the Beverly Foundation, CA Highway Patrol, 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 transportation planners and transportation authorities, and local officials a **forum** with a pre-event roundtable discussion and post-event follow up discussions in the form of focus groups or roundtable events to:

- A. Identify and address barriers/service gaps related to mobility issues of seniors and/or adults with disabilities.
- B. Identify and advocate for the replication of innovative alternative transportation programs in Riverside County.
- 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.

(Refer to III/VII Service Unit Objectives "Outreach" 100 units projected for the Forum – See also Objectives T.3 and T.4)

Lead Staff: Molberg/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: June 2006 – May 2007; July 2007 – June 2009

Funding Source: Title III-B, III-B Coordination, and other available funding

Status: Continued

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 and roundtable discussion. (See also Objective T.2)

Lead Staff: DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: May 2007 – August 2007

Funding Source: Title III-B, Title III-B Coordination

Status: Continued

T.4 Office on Aging staff will **coordinate** with key agencies, such as the Riverside County 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/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: September 2007 – February 2008

Funding Source: Title III-B Coordination

Status: Continued

PRIORITY ISSUE "SD" – ENSURING EFFECTIVE INFORMATION AND SERVICE DELIVERY SYSTEMS

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

RATIONALE

Employees and volunteers are the backbone of the agency, and are essential resources to assure effective planning and service systems development.



Changing and emerging needs in the senior, and adult disabled communities require ongoing learning for all staff.

Customer satisfaction remains a high priority for this agency.

Acting as catalyst, the Office on Aging brings to the table key stakeholders who can shape and fund critical components of a coordinated, consumer responsive service delivery system.

OBJECTIVES

SD.1 Office on Aging staff will facilitate each Leadership Team member's participation 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, County General Fund

Status: Continued

SD.2 Advisory Council on Aging 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 ability to provide leadership and advocacy consistent with current political and financial dynamics.

Lead Staff: Molberg/Advisory Council Chair

Start/End Dates: August 2005 - October 2005; August 2006 -October 2006; January 2007 – April 2007; January 2008 – April 2008

Funding Source: Title III-B

Status: Continued

- 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
Status: Completed
- 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 SD.4a)
Lead Staff: Molberg/DD, Sr. Svcs./Advisory Council Chair
Start/End Dates: July 2005 – April 2006
Funding Source: Title III-B
Status: Completed
- 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/DD, Sr. Svcs./Advisory Council Chair
Start/End Dates: May 2006 – June 2009
Funding Source: Title III-B, other available funding
Status: Continued
- SD.5** **Office on Aging staff** in their **coordination** role will serve on the Regional Access Project Foundation Board, RCFA Board, Workforce Development Board, 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/DD, Sr. Svcs./Clarke
Start/End Dates: July 2005 – June 2009
Funding Source: Title III-B Coordination
Status: Continued
- 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/Clarke
Start/End Dates: Monthly meetings during 2005 - 2009
Funding Source: Title III/VII, County General Funds
Status: Continued

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/DD, Sr. Svcs.

Start/End Dates: July 2005 – June 2007

Funding Source: Title III/VII, County General Funds

Status: Completed

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, County General Funds

Status: Completed

SD.9 Office on Aging staff will convene ongoing 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 2009

Funding Source: Title III/VII, County General Funds

Status: Continued

SD.10 Office on Aging staff, in addition to required ongoing monitoring and technical assistance, will provide a minimum of one contractor training session each year, 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. (See also Objective HW.13)

Lead Staff: Clarke/Scott

Start/End Dates: July 2005 – June 2009

Funding Source: Title III/VII, County General Funds

Status: Continued

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/DD, Sr. Svcs.

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

Status: Continued

SD.12 Office on Aging staff will **coordinate** with county departments, contract agencies social service, and faith based organizations to develop an innovative, coordinated public/private disaster response system, with a focus on the most frail and at-risk populations to effectively leverage financial, volunteer, and service resources across agencies and geographic areas in the event of a disaster.

Lead Staff: Scott/Clarke/DD, Sr. Svcs./Walsh/Dar-Khan

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B Coordination, County General Funds

Status: Continued

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 the needs and concerns of Riverside County residents as they age.

Lead Staff: Molberg/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B

Status: Continued

SD.14 Office on Aging staff and the **Advisory Council on Aging** will convene stakeholders to consider the impact of state/federal restructuring on seniors, caregivers, and adults with disabilities and recommend alternative strategies for Board of Supervisor consideration.

Lead Staff: Molberg/DD, Sr. Svcs./Advisory Council Committee Chair

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B

Status: Continued

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

Status: Continued

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
Status: Continued

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: DD, Sr. Svcs./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

Status: Continued

SD.18 Office on Aging staff will produce and submit to the California Department of Aging annual Strategic Plan updates.

Lead Staff: DD, Sr. Svcs./Advisory Council Chair

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

Status: Continued

SD.19 Office on Aging staff and **RSVP Advisory Council** will convene an annual RSVP Recognition Event to recognize contributions made by volunteers during the year.

Lead Staff: Ferguson

Start/End Dates: July 2005 – November 2006; July 2007 – November 2008

Funding Source: Corporation for National and Community Service Grant and other available funding

Status: Continued

SD.20 Office on Aging staff will collaborate with professional schools of higher education to promote workforce development to address an acute shortage of professionals trained in the field of aging.

Lead Staff: Walsh

Start/End Dates: July 2005 – June 2009

Funding Source: Title III-B, MSSP, Linkages

Status: Continued

Service Delivery Objectives

In addition to addressing the above narrative objectives, the Office on Aging will provide the following services to older adults, adults with disabilities, caregivers, and/or grandparents raising grandchildren directly or through contracted partners during fiscal year 2007 – 2008. A detailed list of the projected service delivery units is available beginning on page 49 of the complete 2007 – 2008 Strategic Plan Update, located in the “Publications” section of our website www.rcaging.org:

- ◆ Adult Day Care/Health
- ◆ Alzheimer Day Care and Resource Center Services
- ◆ Assisted Transportation
- ◆ Brown Bag (food distribution)
- ◆ Caregiver Support Group
- ◆ Caregiver Training
- ◆ Case Management
- ◆ Community Education
- ◆ Congregate Meals
- ◆ Disease Prevention/Health Promotion
- ◆ Elder Abuse Prevention
- ◆ Health Insurance Counseling and Advocacy Services (HICAP)
- ◆ Home Delivered Meals
- ◆ Homemaker
- ◆ Income Support/Material Aid
- ◆ Information and Assistance
- ◆ Legal Assistance
- ◆ Linkages
- ◆ Long-Term Care Ombudsman
- ◆ Multipurpose Senior Services Program (MSSP)
- ◆ Nutrition Education
- ◆ Outreach
- ◆ Personal Care
- ◆ Respite Care Services
- ◆ Respite Purchase of Services
- ◆ Senior Employment
- ◆ Volunteer Opportunities