

## THE PLANNING PROCESS

Office on Aging's 2009-2012 Strategic Plan, *Bridging the Generations for the Future...*, is a three-year living document that is the end product of over a year long 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. Most in need include, low income minority individuals; those with limited English-speaking ability; those who are frail, isolated, neglected, an exploited; those dealing with the problems of dementia or cognitive impairment and those with caregiver responsibilities. Additional targeted populations include grandparents raising grandchildren, individuals with disabilities, Lesbian, Gay, Bisexual, and Transgendered and aging Boomers.

The identification of needs addressed in the 2009-2012 Strategic Plan was obtained through:

- › A series of community focus groups and public hearings;
- › The review/analysis of surveys/reports disseminated through our agency and by those of other agencies;
- › Demographic data obtained through the U.S. Census Bureau and Department of Finance.

This brochure is intended to give you highlights of the complete strategic plan, the 2009 – 2012 Strategic Plan, *Bridging the Generations for the Future*.

If you are interested in viewing the Strategic Plan and related needs assessment and demographic documents, please refer to the "publications" section of the Riverside County Office on Aging Web Site at:

[www.rcaging.org](http://www.rcaging.org)

## GOALS AND OBJECTIVES

The four priority goals identified and approved by the Riverside Board of Supervisors and the California Department of Aging for the Office on Aging are listed below:

### Goal I: Improve Service Delivery Systems and Strengthen Infrastructure

To provide responsive service delivery systems and strengthen infrastructure through legislative, administrative, and advocacy actions, promote aging friendly communities and respond to the diverse needs of Riverside County's residents.

### Goal II: Coordination and Community Integration

To engage new partners and strengthen existing alliances, increase awareness, provide information and assistance, and streamline access to services through collaboration and community integration.

### Goal III: Life Care Planning

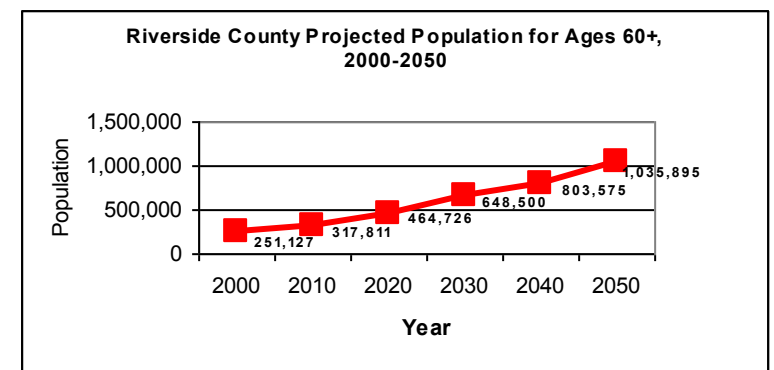
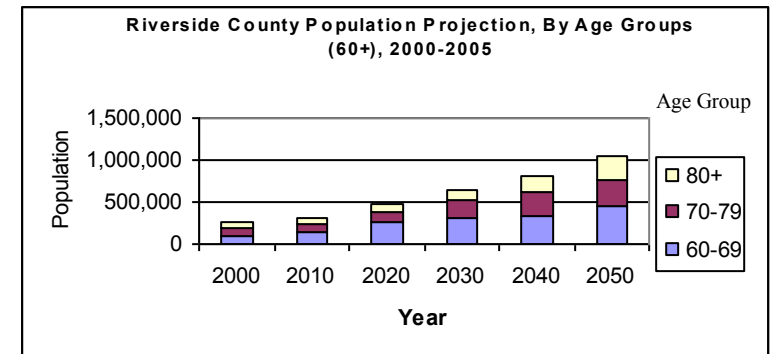
To help elders, individuals with disabilities, family caregivers, and community partners to better understand and plan for short and long term care needs, including financial sustainability, planning for aging in place, palliative care, and end of life.

### Goal IV: Improve Health and Quality of Life

To improve the health and quality of life of elders, individuals with disabilities and family caregivers throughout the life cycle by providing choices in settings that promote community integration, and encourage preventive health/wellness, socialization, and life-long learning.

## RIVERSIDE POPULATIONS

According to the U.S. Census Bureau's 2010 figures, Riverside County grew by nearly 42% in the last decade, with a total population of 2,189,641. Not only is Riverside County the fastest growing county in California, it is also becoming highly diverse. The Hispanic population has grown 77.9%, which represents 995,257. This means that the Latino population represents 49.2% of the county.<sup>1</sup> In fact, the top two cities that has the fastest growth rate in California is in Riverside County — Desert Hot Springs and Beaumont.<sup>2</sup> As the two graphs show below, the age group of 60+ is the fastest growing. In fact, the 80+ segment has had a significant growth in the past 5 decades.<sup>3</sup>



<sup>1</sup> U.S. Census Bureau, *Census 2010*, March 2011

<sup>2</sup> Department of Finance, *Demographic Research Unit, Population for California Cities, 2011*

<sup>3</sup> State of California, Department of Finance, *Population Projections for California and Its Counties 2000-2050, by Age, Gender and Race/Ethnicity*, Sacramento, California, July 2007.

## HIGHLIGHTS OF SERVICES PROVIDED

Highlights of Service Units Provided to Older Adults, Adults with Disabilities, and Family Caregivers during Fiscal Year 2009-2010.

### Caregiver Training & Respite Care Services

Provided **2,171** Hours of support services & **5,957** hours of contracted respite care

Information & Assistance  
Provided **38,181** contacts of information & assistance

### Preventive Health & Medication Management

Provided **2,350** hours of physical fitness, **293** hours of community education & **5,413** contacts of medication management outreach

### Volunteers

Recruitment — **415** hrs  
Placed — **291**  
RSVP — **1123** volunteers, **160,655** hrs, which equates to **\$3,741,655**

### Outreach

**5,015** contacts to family caregivers (Title IIIIE)

### Case Management Hours

Total direct case management hours of **10,437** hours (Title IIIIE, FCSP, and GRG)

Contracted — **2061.55** hrs

### Personal Care & Homemaker

Provided **5,423** units of personal care & **2,965** units of homemaker services

### Home Delivered & Congregate Meals

Provided **405,985** home delivered meals & **213,625** congregate meals

### Legal Assistance

Provided **2,989** hours of legal assistance

### Elder Abuse Education

Provided **48** Public Sessions of elder abuse prevention

### Assisted Transportation

Provided **11,140** one 1-way trips of assisted transportation

## BUDGET INFORMATION

In the Fiscal Year 2009-2010, the Riverside County Office on Aging (OoA) administered over \$13 million dollar budget comprised of public and private funds from Federal, State, and County and local sources, including direct, voluntary contributions from older persons who receive services.

## MISSION AND PHILOSOPHY

### *OFFICE ON AGING'S 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 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.*

## SERVICES WE OFFER

OoA funding is used to provide core services to the county in the form of planning and needs assessments, Advocacy, Coordination Education and Outreach, Information, Program Development and Service Delivery.

We provide these services through home and community based assistances, including but not limited to, information and assistance, preventive health, material aid, employment, volunteer opportunities, outreach, assisted transportation, legal services, in-home support, ombudsman services, insurance counseling, congregate and home-delivered meals, and care coordination.

#### West County Office

6296 River Crest Drive, Suite K  
Riverside, CA 92507  
(951) 867-3800 or (800) 510-2020

#### Hemet Office

1075 N. State St.  
Hemet, CA 92543  
(951) 791-3573

#### East County Office

73750 Catalina Way  
Palm Desert, CA 92260  
(760) 341-0401



## RIVERSIDE COUNTY OFFICE ON AGING

### Area Plan Year End Report 2009-2010

of the 2009-2012 Strategic Plan

**Bridging the Generations for the Future...**

Riverside County Office on Aging  
6296 River Crest Drive, Suite K  
Riverside, CA 92507-0738  
(951) 867-3800 or  
(800) 510-2020 (within the County)  
Website: [www.rcaging.org](http://www.rcaging.org)



This brochure made possible with funding from the Older Americans Act.