



Appendix XIII – PSA #21
Strategic Plan, *Strength in Aging* Year End Report
Planning Cycle FY 2006-2007

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This Appendix serves as the Year-End Report for Area Agencies on Aging (AAAs) to provide yearly information on the progress AAAs are making on achieving goals and objectives detailed in the Area Plan.

SECTION I: Purpose and Narrative Description of Significant Accomplishments

The purpose of the Year-End Report is to provide a performance report of AAA activities for the community and California Department of Aging (CDA). CDA reports the AAA activities, achievements, and significant barriers to local goals to federal and state officials.

The significant accomplishments for Riverside County are listed below by the six established Priority Goal areas of the 2005-2009 Strategic Plan, *Strength in Aging*: Caregivers ("C"), Health Care/Wellness ("HW"), Housing ("H"), Quality Life Choices ("QL"), Transportation ("T"), and Ensuring Effective Information and Service Delivery Systems ("SD"). The significant service unit plan accomplishments have been included at the end of Section I in a diagram format. The significant accomplishments of Preventive Health (III D) and Medication Management related objectives are included under Section IV and Program Development and Coordination related objectives are included under Section V of this report (per CDA guidelines).

Page numbers have been included in parenthesis after each Goal number in the event the reader would like to locate the Goal in the 2006 – 2007 Strategic Plan Update.

Goal: Caregivers

C.1 (page 29)

- As a result of local advocacy efforts by the Advisory Council on Aging (ACoA) and Office on Aging (OoA) staff, county funding will be provided to support the information and assistance and care coordination continuum with the addition of the following positions: Acute Care Hospital Liaison; Service Assistant; Grandparents Raising Grandchildren Social Worker; and Physician Office Liaison.
- In an effort to expand access to information and assistance during fiscal year 2006 – 2007, the ACoA and OoA staff solicited the efforts of many key community stakeholders and organizations in convening more than 66 community based activities. The activities consisted of presentations, outreach, education, and networking opportunities designed to give more than 2,800 caregivers, adults with disabilities and grandparents raising grandchildren greater access to information and assistance. Through continued partnership with American Association of Retired Persons (AARP) and their Opportunities for Partnership Program, sponsorship of the Caregiver Lunch and Learn Education Series continued throughout the County.

C.3 (page 30)

- OoA staff and the Grandparents Raising Grandchildren Task Force (GRGTF) have been very successful in collaborating with Child Protective Services (CPS), especially with their Family 2 Family Program, which has been instrumental in linking grandparents to the Grandparents Raising Grandchildren (GRG) program and much needed services. As a result of the collaboration, CPS social workers have become more aware and understanding of grandparent issues and the vital role grandparents have in raising grandchildren.
- GRG staff participated in over 20 Department of Public Social Service CPS Team Decision Making meetings related to grandparent involvement in the placement of a child. The GRG program social worker networked with mental health workers, CPS social workers, and other county and community agencies to help better address the needs of the grandparents.

C.4a (page 30)

- OoA staff in collaboration with ACoA's GRGTF convened a Grandparents Raising Grandchildren forum entitled, "A Tree of Support" in September 2006. The forum focused on educating grandparents raising grandchildren about the valuable resources available to them and ways to navigate through the service delivery system. A major outcome of the forum was the development of a Grandparents Raising Grandchildren Resource and Information Guide. The guide contains commonly raised grandparents raising grandchildren questions and answers, important phone numbers, easy to read charts explaining guardianship, and other valuable information. A resource fair was held in June 2006 to introduce the new Grandparents Raising Grandchildren Resource and Information Guide.

Goal: Health Care/Wellness

HW.1 and HW. 2 (page 32)

- Through intensive work with the Director of Social Work and administrative leaders at the Riverside County Regional Medical Center (RCRMC), OoA staff has established a working plan for placement of an acute care liaison at RCRMC to support the information and assistance and care coordination continuum. Refer to C.1 accomplishments as they are related to these objectives. This is one of the components of the OoAs new Resource Center for Positive Aging.

HW.10 (page 35)

- During this past year, the issues surrounding the changes of the Medicare prescription drug program have shifted activities from outreach and education to more advocacy and assistance. OoA staff in collaboration with the Health Insurance Counseling and Advocacy Program (HICAP) provided Medicare beneficiaries with tools and resources needed to address problems they encountered once enrolled in a Medicare Part-D plan. OoA staff participated in 2 training sessions and 6 conference calls sponsored by Center for Medical Services (CMS) relative to issues as a result of the implementation of Medicare Part-D. Medicare beneficiaries throughout the county received much needed assistance with communication and coordinating benefits with their Part D providers.

HW.15 (page Rev 35-1)

- OoA staff and the ACoA took an aggressive advocacy role on behalf of older adult services for the second waive of funding through the Mental Health Services Act (Prop 63). Phase I funding for community services and supports saw a 16% allocation of funding to older adult programming in Riverside County. With Phase II, Prevention and Early Intervention funding, the Mental Health Oversight and Accountabilities Commission was recommending all funding be targeted to Children and Transition Age Youth. OoA staff, along with other aging

advocates, testified before the Oversight and Accountabilities Commission and as a result funding was allocated at a mandated 51% for children and Transition Age Youth and 49% could be used by counties for adults and older adults.

HW.16 (page Rev 35-1)

- OoA staff, in the spirit of Olmsted, entered into a Memorandum of Understanding (MOU) with the Community Access Center (the local Independent Living Council). The MOU will be submitted to the Riverside County Board of Supervisors in the beginning of FY 07/08 for final execution.

Goal: Housing

H.2 (page 36 -37)

- ACoA representative participated and provided advocacy for implementation of the housing recommendations in the California Long Range Strategic Plan on Aging at Triple Area Council of California.

Goal: Quality Life Choices

QL.1 (page 39)

- ACoA and OoA staff continue to advocate 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. This topic has been included on the County Legislative platform and will be presented by California Senior Legislators representatives in the 2007 fall session.

QL.5b (page 41)

- ACoA's Intergenerational/Quality Life Choices Committee and OoA staff developed and disseminated a Blue Ribbon Intergenerational Report. The report includes the results of a survey distributed at the June 2006 aging and longevity forum, along with recommendations for advocacy, coordination, and education needed to move Riverside County forward to becoming an intergenerational-friendly county.

QL.7 (page 41)

- Even though the main direction of this objective was completed in 05/06, OoA staff and ACoA continued to spread the word of the valuable resources available through the Network of Care (NOC). Fourteen demonstrations of the website were held throughout the county; highlighting accessibility of local resources. Individual training sessions were provided to service providers to increase their capability of inputting and updating their information in the database, helping to ensure the most accurate and current information possible. Additionally, efforts were made to increase access and awareness of resources for Hispanic caregivers. NOC outreach materials were developed and distributed in Spanish. The NOC on-line tutorial was offered in several languages.

QL.9 (page 42)

- OoA staff provided a minimum of three presentations at the Workforce Investment Board and two local government groups to advocate for expanded opportunities for older workers through the senior employment program, and direct hires into public and private entities for job-ready seniors. In addition, the program continued to explore employment and training opportunities for seniors with CVS drugstores.

QL.10 (page 42)

- OoA's partnership with Family Care America was strengthened through efforts to increase usage of the Caregiver Library. As a result of successful strategies implemented, a significant increase to the number of Caregiver Library hits during the past year was noted. Collaborative efforts lead to the simplification and increased number of access links to the sight, development of new resource categories, an improved search engine, and the introduction of a section on disaster preparedness for caregivers.

Goal: Transportation

T.1 (page 42)

- OoA and ACoA continue to advocate with Community Access Center, local transportation providers and transportation authorities to expand on-demand and door-to-door public transportation services/options for frail seniors and adults with disabilities.
- OoA Care Coordination Program has secured contracts with several vendors that will provide door through door and gurney transportation to frail seniors being serviced in the care management programs.

Goal: Ensuring Effective Information and Service Delivery Systems

SD.1 (page 44)

- OoA Leadership Team developed agency criteria for all employees to attend at least three career development classes. As a result, seven OoA administrative staff attended and completed the basic requirement classes and five OoA staff completed two of the three basic requirement classes.

SD.2 (page 44)

- ACoA with OoA staff convened a Leadership Development Day with the main purpose of educating Advisory Council members and local providers about OoA administrative operations and its direct and contracted services; the event was well attended.

SD.2a (page 45)

- Retired Senior Volunteer Program Advisory Council in coordination with OoA staff convened its annual leadership development in-service during the month of March 2007. The in-service focused on the development of the RSVP community profile and partnership plan.

SD.4a (page 45)

- OoA staff and ACoA in coordination with the Board of Supervisors, convened the following public relations events during this past year:

District I – Senior Resource Fair (focused on aging with a purpose and scams and financial abuse)

District II – Advanced Directives (provided an overview and assistance with the planning of *5 Wishes*)

District III – Identity Theft Protection (consisted of a panel presentation on identity theft)

District IV – Senior Resource Fair (provided a panel discussion on issues surrounding "Independence and Survival" and "Healthy Living")

District V – Senior Celebration (provided an opportunity for seniors to make comments and/or ask questions of key department heads and other elected officials, hear from a motivational speaker, and receive information on fitness and identity theft)

SD.7 (page 46)

- OoA Leadership Team developed a new agency customer satisfaction survey which incorporated components of the County's Executive Office customer satisfaction survey and OoA's internal requirements. Use of the new survey was implemented in January 2007.

SD.10 (page 46)

- In September 2006, OoA Nutrition and Contracts Unit convened 14 contractor one-to-one conference sessions. The sessions were used to discuss contract changes, disaster preparedness, customer satisfaction, and provide an introduction to the Network of Care. In addition contractors had the opportunity to discuss any specific issues related to their contracted services. Additionally, OoA staff provided approximately 3 hours of individual training and technical assistance for 17 contractors.

SD.13 (page 47)

- During the past year, OoA staff participated in a number of local, state, and national meetings and conferences, which included, but were not limited to: the Congress of California Seniors Conference; California Older Adults System of Care Conference; Riverside County Older Adult Mental Health Conference; American Society on Aging; C4A Annual Meeting and Coordinated Leadership Conference; N4A Conference; Systems Thinking & Future Conference; On Lok Technology Conference; Senior Safe Mobility Summit; Homeless Continuance of Care Conference; and Cultural Diversity Conference.
- ACoA members participated in California Senior Legislature and TACC meetings, C4A and N4A conferences, Palm Springs Inaugural Community Summit, and Palm Springs and Sun City Senior Forums.

SD.14 (page 47)

- OoA and ACoA began initial planning of the development of a "New Resource Center for Positive Aging" to position Riverside County to meet the changing needs and rapid growth of its population.

SD.15 (page 47)

- As a result of OoA's commitment to quality Information and Assistance (I & A) service delivery, several opportunities and accommodations were made for HelpLink I & A staff to obtain AIRS certification. The agency's commitment along with the staff's desire to increase skill and professional development led to five out of the six OoA I & A Specialists becoming AIRS CIRS-A certified. Additionally, three Info Van staff have obtained the AIRS certification.

SD.19 (page 48)

- OoA and Retired Senior Volunteer Program (RSVP) Advisory Council convened an annual RSVP recognition event in November 2006. The theme was "Taking Time to Make a Difference," and approximately 350 people were in attendance. Volunteers who contributed 100 hours or more were recognized by the OoA, ACoA, and representatives from Assemblyman John Benoit's, Senator Jim Battin's, and Supervisor Roy Wilson's offices.

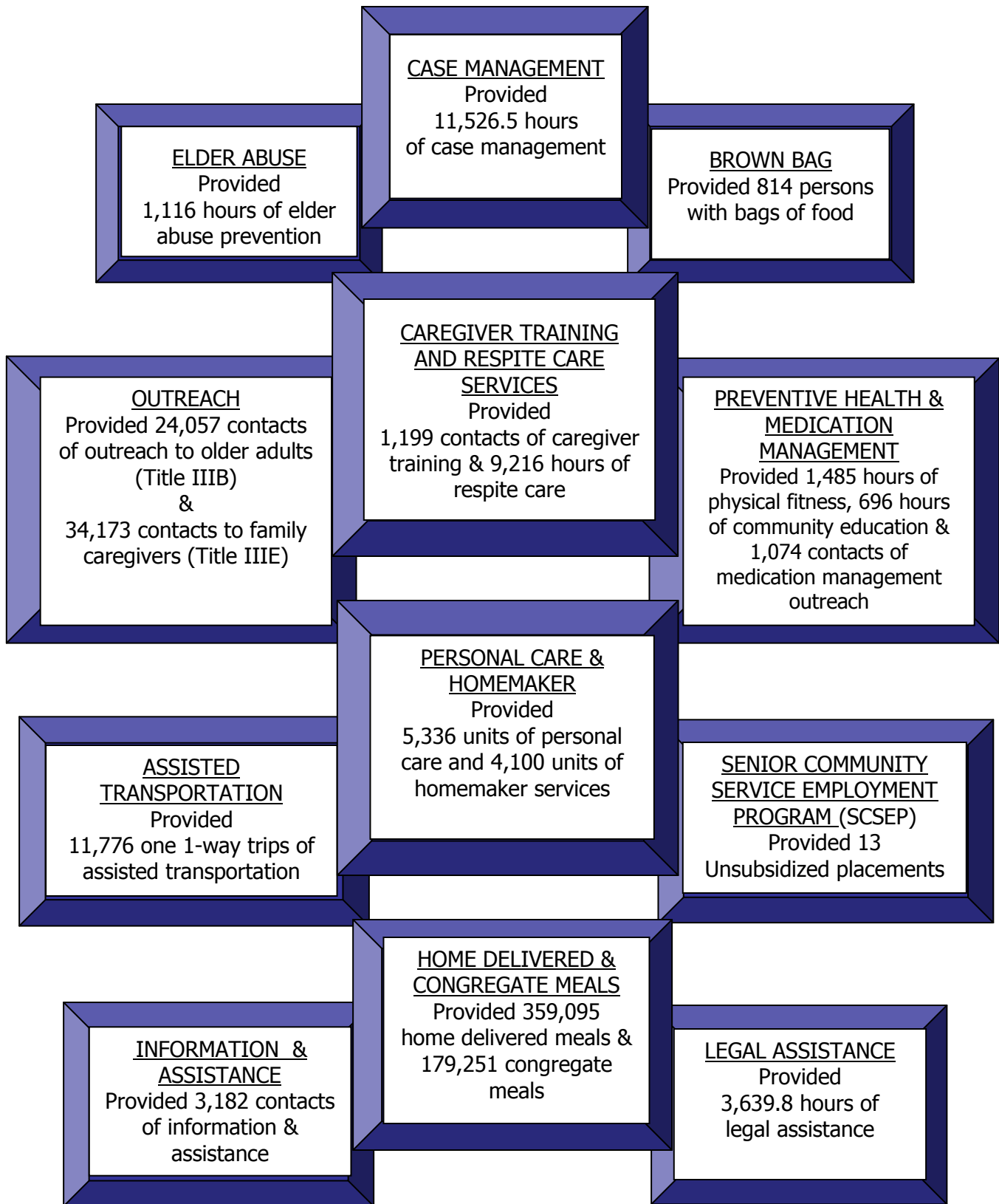
SD.20 (page 48)

- OoA piloted a survey of social work practitioners in the field of aging statewide. That survey instrument will be validated through the pilot survey and will be used extensively throughout the state next year. The goal of the survey is to provide information for policy makers in

providing resources for California to create a well prepared labor force for Adult Protective Services and throughout the aging network.

- OoA continues to provide clinical placement for undergraduate and graduate level social work interns in its care management continuum and planning and community services section to assess current professional social work-labor for capacity in aging services.

**Highlights of Service Units
 Provided to Older Adults, Adults with Disabilities, and
 Family Caregivers during FY 2006-2007**



Section II

The following is a summary of ideas generated as a result of discussions focused on service system changes based on the **demographic changes in the aging population in the Planning and service area (PSA)**.

With the population increasing rapidly and living longer, challenges are becoming more complex and opportunities for new interventions are increasing by leaps and bounds. Data on longevity and the potential to influence health status by healthy living practices are having a profound effect on reality. The Riverside County Office on Aging will continue to take a proactive approach to the changing demographic changes in the aging population. A countywide coalition to address the unique issues/needs of the aging boomers is one example. Another is with the development of The Resource Center for Positive Aging. The resource center strategy will be supportive to network relationships between the Office on Aging, the Advisory Council on Aging, and the Foundation on Aging under The Resource Center for Positive Aging. It will provide opportunities for expansion of successful collaborations and partnerships and provide accountability for specific areas of expertise.

Section III

The following are objectives set for the preceding year that were completed, deleted, and or changed or remain incomplete and the circumstances that affected progress toward achieving specific goals, resulting in revised objectives.

COMPLETED OBJECTIVES

HW.14; QL.5b; QL.7; QL.10; SD.3; SD.4a; and SD.7. Refer to Section I for narratives.

COMPLETED COORDINATION OBJECTIVES

HW.3; HW.4; HW.13; and H.4. Refer to Section V for narratives.

DELETED OBJECTIVES

C.6 and C.7. Refer to Section V, bullet 2 for narrative.

H.7 and H.8. Refer to the 06/07 Strategic Plan Update for details (page 38).

CONTINUED OBJECTIVES

C.1; C.3; C.4a; C.5; HW.1; HW.10; HW.15; HW.16; H.2; H.6; QL.1; QL.3; QL.9; T.1; SD.1; SD.2; SD.2a; SD.6; SD.9; SD.10; SD.11; SD.13; SD.14; SD.15; SD.16; SD.17; SD.18; SD.19; and SD.20

Objectives H.6 and SD.19 have now been extended to June 2008 in the 07/08 Plan Update.

Objectives QL.1 and SD.20 have now been extended to 2009 in FY07/08 Plan Update.

CONTINUED TITLE IIID AND MEDICATION MANAGEMENT OBJECTIVES

HW.5a; HW.6; HW.8; HW.9a; HW.12; . Refer to Section IV for narratives.

CONTINUED COORDINATION OBJECTIVES

C.2b; C.4b; HW.9a; HW.11; H.1; H.3a; H.5; T.2; T.3; T.4; SD.5 and SD.12. Refer to Section V for narratives.

Section IV - Title III D and Medication Management Activities

HW.5a & HW.6 (page 33)

- During the past year, OoA staff and *Fit after 50* Advisory Council provided valuable support and community input to maintain and expand the active aging program. As a result of these efforts, the *Fit After 50* program has expanded to 17 locations throughout Riverside County and provided 1,457 hours of physical fitness training.

HW.8 (page 34)

- OoA staff and ACoA Intergenerational/Health Committee is in the process of researching possible funding opportunities for the convening of a health/intergenerational forum in May 2008.

HW.9a (page 34)

- OoA staff and ACoA Intergenerational/Health Committee in **coordination** with local and state agencies have begun planning of the May 2008 health/intergenerational forum. The forum will be directed to health, social, and institute of higher education professionals. This objective is supported by Title III D and Coordination funding.

HW.12 (page 35)

- OoA staff educated and/or provided outreach concerning medication management through the use of a Smart Card tool to over 1,600 seniors, caregivers, and service providers in Riverside County. A companion brochure was developed in English and Spanish to support the Smart Card. (Note: The actual units are greater than the projected as a result of OoA's decision to distribute the Smart Cards via the Info Van rather than a full presentation to a few attendees.)

Section V – Program Development and Coordination Activities

Program Development (PD) activities:

C.6 (page 31)

- OoA and GRGTF were unable to secure funding for the New **Program Development** of a One Stop Center for grandparents raising grandchildren. However, the direction of the New Resource Center for Positive Aging (being implemented beginning in FY2007-2008) will encompass the grandparents raising grandchildren service network and partners.

Coordination (C) activities:

C2.b (page 30)

- OoA staff and the ACoA in **coordination** with county departments, employers and other key stakeholders developed and issued a Blue Ribbon Caregiver Report. The report contains the history of the National Family Caregiver Support Program, quick facts on family caregiving, and caregiver needs assessment of Riverside County Employees. It also identifies the unique issues/needs of employees and others providing care for seniors and/or adults with disabilities with recommendations for future advocacy, coordination, and outreach in an effort to provide continued awareness.

C.4b (page 30)

- OoA staff in **coordination** with the ACoA GRGTF and various county agencies developed a Blue Ribbon Grandparents Raising Grandchildren Report. The report contains information regarding issues facing grandparents raising grandchildren, a summary of a survey that was disseminated at the September 2006 Grandparents Raising Grandchildren Forum, and recommendations for next steps. The report will be disseminated in the fall of 2007-2008.

C.7 (page 31)

- OoA staff in **coordination** with the Riverside County Foundation on Aging has been unable to secure funding for a One Stop Center for grandparents raising grandchildren. However, the GRG program has worked diligently through the GRGTF, GRG Multi-disciplinary Team (MDT), Child Protective Services, Team Decision Making, and community partners to establish a network of collaborative service providers that reduces fragmentation and enhances service coordination among the various health and social service providers.
- The direction of the New Resource Center for Positive Aging (being implemented beginning in FY 2007-2008) will encompass the Grandparents Raising Grandchildren service network and partners.

HW.3 (page 33)

- OoA staff **coordinated** with the Visiting Nurses Association (VNA) of the Inland Counties to establish a contact that will enable care coordination clients to obtain telehealth services as indicated on the client's plan of care developed by the care manager. In addition, an Office on Aging Director's Round table was convened in June 2006 in coordination with local agencies to discuss the development and application of technology to enhance health care delivery for older adults and adults with disabilities.

HW.4 (page 33)

- OoA staff **coordinated** with local and state agencies to address current and future directions of tele-technology. Future planning activities will take into consideration the summary of the discussion from the June 2006 Director's Roundtable (identified in HW.3).

HW.9a (page 34)

- Refer to Section IV for narrative.

HW.11 (page 35)

- OoA staff **coordinated** the HelpLink information and referral services with those provided by the Volunteer Center 211 to achieve a seamless information and assistance consumer friendly service system; joint training sessions were held during the past year.

HW.13 (page 35)

- OoA staff **coordinated** with local officials and key community stakeholders to develop a countywide strategy for the ACoA to advocate for implementation of recommendations included in the Blue Ribbon Nutrition Report issued in August 2004, Advisory Council Ad Hoc Food Bank Report, and other relevant reports. As a result, proposed increases were included in the County Legislative platform.

H.1 (page 36)

- OoA staff **coordination** efforts with the Department of Mental Health (DMH) led to funds being allocated through Department of Mental Health's Mental Health Services Act. The funds will augment board and care for older adults to provide a viable housing option that addresses the need to accessible mental health services and supports.
- OoA staff served in a **coordination** role on several DPSS Housing and Homeless Coalition committees, City of Riverside Housing and Homeless Network, and Coachella Valley Association

of Government's Housing and Homeless Committee to address the special issues related to homeless older adults.

- OoA staff in **coordination** with the City of Riverside Housing and Homeless Network participated in the December 2006 Project Homeless Connect. An event that brought together service providers, the faith based community and volunteers at one site for an entire day of services for the homeless.
- OoA staff and ACoA Housing and Transportation Committee **coordinated** with local officials, universal design consultants, and local housing developers to discuss the need for affordable/accessible housing options for older adults and adults with disabilities. ACoA provided several letters of support for affordable housing developments in Riverside County.

H.4 (page 37)

- OoA staff **coordinated** with local officials and local housing providers to address recommendations included in the Blue Ribbon Housing Report.

H.5 (pages 37-38)

- OoA staff and ACoA in **coordination** with city officials convened two senior and adults with disabilities public forums to address issues related to housing and other senior and adults with disabilities special needs. Summaries of the forum were developed and will be used in future planning efforts.

T.2 (pages 42-43)

- Office on Aging staff and Advisory Council on Aging Housing & Transportation Committee convened a transportation forum titled, "Roadmap for Coordinated Transportation Innovations" in May 2007. The forum was planned in **coordination** with local and national transportation providers and other key stakeholders. The Forum included a panel of the following national programs: Medical Motor Service-Rochester, NY, Ride Connection-Portland, Oregon, and St. Johns County on Aging Transportation Program and the Sunshine Bus Company-St. Augustine, FL. The Forum was attended by city/county officials, transportation providers, and other key stakeholders. The Forum successfully showed how the coordination of services and efforts on the local and county levels and by transportation providers can help resolve and eliminate the gaps and barriers within the system.
- OoA staff served in a **coordination** role on the Older Californian Traffic Safety Task Force, administered by the California Highway Patrol (CHP), to work on developing and executing recommended action items related to addressing senior safe mobility.
- OoA staff convened an Older Driver Mobility Roundtable in January 2007 in **coordination** with the CHP, Transportation Reimbursement and Information Project (TRIP), and Department of Motor Vehicles Ombudsman to discuss issues and recommend possible solutions related to older driver mobility.

T.3 (page 43)

- Office on Aging staff and Advisory Council on Aging Housing and Transportation Committee in **coordination** with local transportation providers and other key stakeholders began the development of the Blue Ribbon Transportation Report. The report will include information gained through the Directors roundtable, the transportation forum, the committee meetings, and a transportation overview report.

SD.5 (page 45)

- Office on Aging staff served in a **coordination** role on the following boards/committees: Regional Access Project Foundation Board Grants Review Committee, Coachella Valley Alzheimer's Association Advisory Council, and Workforce Development Board's Regional Committee, the CA Mental Health Directors Association Southern CA Older Adult System of Care and the County of Riverside Older Adult System of Care Committee to influence aging service funding and service system redesign.

SD.12 (page 47)

- Office on Aging staff continued its **coordination** efforts throughout the past 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. Due to the ongoing nature of this objective, it will be continued through June 2009.

Section VI

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

The Office on Aging has partnered with several local agencies, such as the Community Action Partnership, Health Assessment Recourse Center, and DPSS Homeless Coalition, etc. to assess the needs of the population. The information gained through these assessments and upcoming assessments will be utilized to determine service areas needing improvement or expansion and will also position the OoA to address emerging issues. OoA is also in the process of assessing the needs of the Lesbian, Gay, Bisexual, and Transgender population in order to identify the unique issues related to this population so that efforts can be made to improve the delivery system.