

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

322



FROM: RIVERSIDE COUNTY OFFICE ON AGING

SUBMITTAL DATE:

October 11, 2005

SUBJECT: Approval of the Office on Aging's 2004-2005 Strategic Plan Year End Report and Addendum

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve, receive and file the attached report "Preparing for the Boom – 2004-2005 Strategic Plan Year End Report of the 2001-2005 Strategic Plan, along with the Addendum "Summary of Major Achievements and Challenges in Implementing the 2001-2005 Strategic Plan *Preparing for the Boom* and Overall Impacts."
2. Authorize the Chairman of the Board of Supervisors to sign three (3) copies (must be original signatures) of the attached Letter of Transmittal.
3. Direct the Clerk of the Board to receive and file one (1) copy of the Letter of Transmittal and the copy of the 2004-2005 Strategic Plan Year End Report and Addendum and return two (2) copies, with original signatures, of the Letter of Transmittal to the Office on Aging.

BACKGROUND:

Consistent with the 2001-2005 Strategic Plan, titled "Preparing for the Boom," approved by the Board on August 28, 2001, as agenda item 3.13, the California Department of Aging mandates Riverside County Office on Aging to submit annually a Year End Report documenting the past year's activities and include (continued)

LuVerne M. Molberg, Director

FINANCIAL DATA	Current F.Y. Total Cost:	-0-	In Current Year Budget:	No
	Current F.Y. Net County Cost:	-0-	Budget Adjustment:	No
	Annual Net County Cost:	-0-	For Fiscal Year:	04/05

SOURCE OF FUNDS:	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: **APPROVE**

County Executive Office Signature *Alex Hann*

Dep't Recomm.:
 Per Exec. Ofc.:
 Policy
 Policy
 Consent
 Consent

Prev. Agn. Ref.: 10/5/04 (#3.2) | **District:** All | **Agenda Number:**

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

3.14

TO: Board of Supervisors

DATE: 10/11/05

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BACKGROUND: (continued)

impacts of that four year plan when submitting the final year end report. The Strategic Plan Year End Report lists performance measures and strategies per each outcome, activities completed by staff, and outcomes achieved as a result of those activities. The Advisory Council on Aging, Office on Aging, and community leaders use this report to monitor progress and to initiate changes in the strategic plan as deemed necessary, and to consider the implications of the impacts on the next four-year Strategic Plan.

Following are just a few of the numerous achievements that are identified in the attached year end report and its addendum: the development of the 2005-2009 Strategic Plan *Strength in Aging*; respite and child care for grandparents raising grandchildren as a result of First 5 funding; Advisory Council on Aging restructure; and the incorporation of the 501[C3], Riverside County Foundation on Aging.



SUMMARY OF MAJOR ACHIEVEMENTS AND CHALLENGES IN IMPLEMENTING THE 2001 – 2005 STRATEGIC PLAN, *PREPARING FOR THE BOOM AND OVERALL IMPACTS*

MAJOR ACHIEVEMENTS

Outcome 1: Healthier Older Adults and Healthier Adults with Disabilities

- ❖ Office on Aging was awarded a 4th year Department of Health Services grant to implement a coordinated care management pilot project and a Robert Wood Johnson Foundation – Community Partnerships for Older Adults grant to improve long term care and supportive services for older adults and their caregivers (2001-2002)
- ❖ MSSP and Linkages programs set and met 100% of client acquisition goals (2001-2002)
- ❖ Transitioned home delivered and congregate meal services from direct service delivery to community contracts (2001-2002)
- ❖ Large scale major system enhancement to the continuum of care, included the implementation of a risk acuity screening tool to provide clients with a “single point of entry” at intake (2002-2003)
- ❖ Convened Active Aging Community Task Force and implemented Fit After Fifty strength-training classes (2003-2004)
- ❖ All care management programs in the coordinated care continuum now complete a clinical outcomes form for every client discharged from care management services (2004-2005)

Outcome 2: Informed Communities

- ❖ Info Van and staff began countywide outreach visits to provide information and resources to all regions (2001-2002)
- ❖ Developed and distributed medication management video throughout the County (English and Spanish versions) (2001-2002)
- ❖ Addition of a second Info Van increased outreach throughout the County (2002-2003)
- ❖ Convened 150 leaders in an educational forum addressing affordable housing for older adults and adults with disabilities (2003-2004)
- ❖ Educated 117 individuals on grandparent issues at the 4th Annual Grandparents Raising Grandchildren Forum (2003-2004)
- ❖ Combined Generations of Addictions Committee with Health and Wellness Committee and convened a Forum on healthy living behaviors and medication management. Also distributed information and resource materials pertaining to these topics (2004-2005)
- ❖ A promotional video featuring Fit After Fifty classes was produced in collaboration with the Partnership for Independent Living (2004-2005)
- ❖ Began Network of Care promotional strategy (2004-2005)

Outcome 3: Stable Families

- ❖ Developed Grandparents Raising Grandchildren Advocacy Program (2001-2002)
- ❖ Established Grievance Ad Hoc committed to examine grievances by grandparents raising grandchildren (2001-2002)
- ❖ Established Title V Program at Workforce Development Center in Indio to increase outreach to isolated regions (2001-2002)
- ❖ Leveraged new National Family Caregiver Support Program (NFCSP) funding with community resources to build a better system of services targeted toward caregivers (2002-2003)
- ❖ Established a caregiver media campaign to highlight the NFCSP through television commercials, a billboard, and posters in transit shelters and malls (2002-2003)
- ❖ Developed and distributed videos relating to the issues of grandparents raising grandchildren and generations of addictions (2002-2003)
- ❖ Received funding from First 5 for respite and child care for grandparents raising grandchildren (2004-2005)
- ❖ Developed a strategic plan for a One Stop Center for grandparents raising grandchildren (2004-2005)

Outcome 4: Satisfied Customers

- ❖ 100% of care/case management clients were assessed within two weeks of initial screening (2001-2002)
- ❖ 97% of individuals reported requesting/receiving available services within one week of initial contact to HelpLink staff (2002-2003)
- ❖ Maintained a 100% rating for volunteer customer satisfaction with new volunteer placements (2003-2004)
- ❖ 97% favorable responses to Agency customer satisfaction surveys (2004)
- ❖ Established a coordinated care Quality Assurance Committee and have now fully implemented a standardized satisfaction instrument across the continuum of care management programs (2004-2005)

Outcome 5: Effective Staff

- ❖ Streamlined approach to volunteer placement and site development in an effort to maximize the volunteer program (2002-2003)
- ❖ Implemented County Financial OASIS System (2002-2003)
- ❖ Restructured Advisory Council on Aging (2003-2004)
- ❖ Office on Aging's budget retained Board of Supervisor support when wide-spread cuts were occurring across county departments (2004-2005)
- ❖ Refined the integrated monitoring system to assure program and fiscal compliance (2004-2005)
- ❖ Developed 2005-2009 Strategic Plan, *Strength in Aging* (2004-2005)
- ❖ Redesigned Agency structure at Leadership Team and support staff levels (2004-2005)

- ❖ Implemented test pilot project with four service providers to enable the service providers tracking of services by client and reporting units of service online (2004-2005)
- ❖ Incorporated 501(C3) Foundation – Riverside County Foundation on Aging (2004-2005)
- ❖ Refined Request for Proposal process with Advisory Council on Aging (2004-2005)
- ❖ Streamlined and enhanced Agency Disaster Plan to address changes in our Agency and in the County Office of Emergency policies (2004-2005)
- ❖ Participated in California Department of Aging Performance Outcome Measures Project (2001-2002 and 2002-2003)

MAJOR CHALLENGES

During 2001-2002

- Development of outcome-based measurement tools
- Virtual Resource Data Base Demonstration project
- Transitioning of volunteers within the direct-service nutrition program to community agencies
- Ensuring full-time staff retained employment in the Agency with the transition of nutrition services from direct to contracts
- Identifying and contacting clients in relation to the Performance Outcome Measures Project

During 2002-2003

- ❖ Coordination of county agencies to participate in the coordinated care pilot project and activities related to the Community Partnerships for Older Adults grant
- ❖ Obtaining the correct reports from the County Financial OASIS System

During 2003-2004

- As a result of Economic Development Agency's revised eligibility criteria, only 25% of the OoA projected referrals actually met the criteria for referral for home repair service
- Inability to track customer satisfaction with programs due to a reduction in resources
- An average of 263 individuals were placed on a waiting list for home delivered meals

During 2004-2005

- Efforts to expand the Active Aging Community Task Force have been a challenge, however, four new Fit After Fifty sites were added as a result of those efforts

- Addressing nutrition needs identified in the Nutrition Blue Ribbon Report
- An average of 432 individuals a quarter were placed on a waiting list for home delivered meals
- Reduction of employment opportunities through Tax Work-off services and programs

OVERALL IMPACTS

The transitioning of home delivered and congregate meal services from direct service delivery to community contracts has resulted in a more cost effective service delivery system to clients. Efforts continue to improve data reporting, relations with service providers, and client satisfaction.

The Riverside County Foundation on Aging will continue to address the recommendations identified in the Nutrition Blue Ribbon Report.

Caregiver needs were identified as a priority and will be addressed in 2005-2009.

A number of forums/focus groups in addition to data collection resulted from the activities of the Community Partnerships for Older Adults grant. The information/data was very useful in the priority setting process of the 2005-2009 Strategic Plan.

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. The One Stop Center implementation has been incorporated into the 2005-2009 Strategic Plan.

The Fit After Fifty program has proven to be a successful strength-training program and efforts will be made to expand classes throughout Riverside County during 2005-2009.

Network of Care will be promoted as a resource tool for staff, employers, and the community as a whole. Discussions will continue with potential funders to get mental health and youth focused segments added to the Network of Care.

The redesigning of the Agency structure has and will continue to lead to more streamlined service delivery and effective staff.

The Risk and Acuity Screening tool has provided for a best clinical practice in a way to triage clients at point of intake based on need and risk into the continuum of care management programs. An additional benefit is that program supervisors are now better able to manage program waiting lists in a way that's responsible to client need.

Programs are now reporting to a centralized Quality Assurance Committee and also have the ability to track and trend client satisfaction across the continuum.

The care management clinical outcomes form provides the ability to track and trend outcomes and clinical practices across the continuum.

More coordination between Advisory Council on Aging, TACC, and California Senior Legislature at local and state levels has and will continue to reinforce service systems development.

Advisory Council on Aging advocacy with the Board of Supervisors has expanded in scope and effectiveness at local, state, and national levels.

Successful outreach by the Advisory Council on Aging and staff has lead to expanded partnerships in service delivery and sponsorships of events.

The Riverside Foundation on Aging has identified its priority as working to support and enhance the priorities in the Board-approved four-year Strategic Plan, *Strength in Aging*.

Disaster planning efforts positioned Office on Aging to successfully provide local assistance in countywide disaster initiative response.