

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

254



**FROM:** Riverside County Office on Aging

**SUBMITTAL DATE:**  
May 5, 2008

**SUBJECT:** 2008 – 2009 Update of the 2005 - 2009  
Strategic Plan, "Strength in Aging"

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve and authorize Chair to execute the following: Transmittal Letter 2008-2009 Strategic Plan Update of the 2005 – 2009 Strategic Plan.
2. Direct Clerk of the Board to return the Transmittal Letter to the Office on Aging for further processing.

Departmental Concurrence

**BACKGROUND:** Every four years the Office on Aging, with the Advisory Council on Aging and the community, is mandated by the Older Americans Act and the Older Californians Act to develop a strategic plan that is updated annually. This is the 2008-2009 Update of the 2005-2009 Strategic Plan, "Strength in Aging." The California Department of Aging requires that each update reflects a history of the original 2005-2009 Plan, therefore, additions/corrections are noted in "pink" font, deletions are identified by the "strikethrough" font, and the "Status" line indicates whether the objective is completed, new, or revised. Please refer to the attached document, "Narrative Description of Relevant Changes" for a summary of the 2008-2009 Plan revisions.

*Hilary F. Clarke for Ed Walsh*

Hilary F. Clarke, Deputy Director, Administration for  
Ed Walsh, Director

<b>FINANCIAL DATA</b>	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:	08/09

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

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

APPROVE

BY: *Lani Sioson*  
Lani Sioson

**County Executive Office Signature**

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

**Prev. Agn. Ref.:** 6/19/07 (#3.18) | **District:** All | **Agenda Number:**

3.36



## **RIVERSIDE COUNTY OFFICE ON AGING – PSA 21**

### **Narrative Description of Relative Changes In the 2008 – 2009 Update of the 2005 – 2009 Strategic Plan, "Strength in Aging"**

As required by the California Department of Aging (per their "Revised Reference Guide for Development of the 2005-2009 Plan, September 2006"), the 2008-2009 update retains a history of the approved 2005-2009 Four-Year Plan content. Additions/changes for 2008-2009 are identified in "pink" font. Deletions are noted by the "strikethrough" font; new objectives are identified in the Status line as "New," and Service Unit Plans and Appendices changes can be identified by the fiscal year (2008-2009).

The following sections of the Strategic Plan have been revised:

#### **Riverside County**

Revised 2<sup>nd</sup> paragraph (page 5) to reflect a change in the number of cities due to the incorporation of Wildomar. The Board of Supervisor Chairman and Vice Chairman were revised on Page 7.

#### **Riverside County Office on Aging**

Advisory Council on Aging (page "Rev. 10-3") was updated to reflect current membership.

Office on Aging Organization Chart – FY 2008-2009 (page "Rev. 13-3") was updated to coincide with 2008-2009 Budget Update.

Leadership Team (page "Rev.14-3") was revised due to staff changes.

#### **Priority Issue "C" – Caregivers**

##### **Objectives:**

C.4b and C.5 (pages 30-31) each had timeline changes.

#### **Priority Issue "HW" – Health Care/Wellness**

##### **Objectives:**

HW.1, HW.6, HW.7, HW.8, HW.12, HW.15, and HW.16 (pages 32 to "Rev. 35-1") reflect minor revisions. HW.9a and HW.9b (page 34) were reworded based on a title and focus change of the planned forum.

#### **Priority Issue "H" – Housing**

##### **Objectives:**

H6 (page 38) was revised to show an extended timeline.

### **Priority Issue "QL" – Quality Life Choices**

#### **Objectives:**

QL.9 and QL.13 (pages "Rev. 41-1 to 41-2") reflect minor changes. QL.12 (page "Rev. 41-1") has been revised to include Program Development based on the development of a Resource Center for Positive Aging concept, along with the addition of the CAL ADRC grant award. Coordination will still continue to play a key role in the implementation. QL.14 and QL.15 (page "Rev 41-2) have been added to identify special activities planned in the Senior Employment Program that will benefit older workers.

### **Priority Issue "SD" – Ensuring Effective Information and Service Delivery Systems**

#### **Objectives:**

SD.2, SD.4a (pages 44-45), SD.11, SD.12, SD.17, and SD.20 (pages 47 to "Rev. 48-1") reflect minor changes.

### **Title III/VIII, Title III E, Title V/SCSEP, Community Based Services Programs, and Health Insurance Counseling and Advocacy Program Service Unit Objectives (pages 55-1 thru 70-3)**

Title III/VIII, III E, and V/SCSEP (beginning on page "Rev. 55-1") service unit plan forms have been revised in accordance with CDA's guidance. All Service Unit Objectives for the above mentioned programs have been updated to identify projected units based on the 2008– 2009 budget.

### **Appendix IA – Notice of Intent to Provide Direct Services (page "Rev. 71-1)**

This form has been revised in accordance with CDA guidelines.

### **Appendix IB – Request for Approval to Provide Direct Services**

Two Appendix IB's were added - refer to pages "Rev. 79-7 and 79-8." In addition, notations were made on some of the Appendix IB's as they are now included the FCSP categories of Support Services (pages "Rev. 79-1 to 79-2").

### **Appendix II – Public Hearings (page "Rev. 82-4")**

This appendix identifies Public Hearing activities related to the 2008–2009 Plan Update.

### **Appendix III – Governing Board (page "Rev. 83-1")**

Updated to reflect change of Board of Supervisor's titles.

### **Appendix IV – Advisory Council (page 84 "Rev. 84.1")**

Updated to include FY 08-09 Advisory Council information.

### **Appendix VIII – Family Caregiver Support Program (page 89 "Rev. 89-1")**

Updated in accordance with PM 08-12

### **Appendix XI – Disaster Preparation Planning (page 93)**

Updated due to change of contact person for Office on Emergency Services.

**Estimated Number of Low-Income Minorities and Older Individuals Residing in Rural Areas (306)(a)(4)(A)(iii)(I) of the OAA:**

Based on Department of Finance (DOF) 2008 projections there are an estimated 89,850 minority older adults.

Note: We were unable to locate estimates for low income minorities and older adults residing in rural areas in the DOF 2008 projections, therefore we are including the information previously captured from the U.S. Census 2000 as a reference:

32,568 low income older adults,  
49,341 minority older adults  
21,673 older adults residing in rural areas

For more information please contact:  
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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](mailto:lswanson@co.riverside.ca.us)  
Web Address: [www.rcaging.org](http://www.rcaging.org)



# Riverside County Office on Aging's

**2008 – 2009 Update**

**of the 2005 – 2009 Strategic Plan**

***STRENGTH IN AGING***



For more information regarding this Strategic Plan,  
please contact: Linda Swanson, Program Specialist II - Planning  
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Web Address: [www.rcaging.org](http://www.rcaging.org)



## 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<sup>2</sup> 25 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%)<sup>2</sup>. 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 Boomers<sup>3</sup> reaching sixty plus years.

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<sup>2</sup> According to the California Department of Finance - May 2004.

<sup>3</sup> 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, Vice-Chairman**

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, Chairman**

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.

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~~ twelve 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 (for 2008-2009 Update)**

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.

<b>OFFICERS</b>	<b>REPRESENTING</b>	<b>COUNCIL TERM</b>
Doris Morgan-Richards, Chair	District IV	1998 - 2008
Erwin Fromm, Vice Chair	District IV	2000 - 2009
Mark Moran, Parliamentarian	District IV Representative	2001 - 2010

<b>ADDITIONAL MEMBERS</b>	<b>REPRESENTING</b>	<b>COUNCIL TERM</b>
Alice B. Chandler	District II Representative	2006 - 2009
Beverly Greer	District IV	2006 - 2009
Gary Kelley	District I	2007 - 2010
Lenwood W. Long	District V Representative	1998 - 2010
Venetta Maiden	District V	2005 - 2008
Phyllis McGraw	District IV	2005 - 2008
Gloria J. Sanchez	District III - Appointed	2002 - 2008
Leo Sullivan	District IV	2006 - 2009
Ellis Swing	District III	2005 - 2008
Luella Thornton	District IV	2008 - 2010
Carol Tong	District I	2004 - 2010
Frances Wellman	District IV	2007 - 2008
Vacant	District II	-----
Sonja Wilson	District I	2007 - 2010

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

- Stanislaw Lec





**Hilary Clarke, Deputy Director,  
Administrative Services**



**Ed Walsh,  
Director**



**Michele Haddock, Deputy  
Director, Senior Programs**

**OFFICE ON AGING  
LEADERSHIP TEAM  
FY 08 - 09**



**Mark Dunlap  
Program Operation  
Supervisor  
Senior Employment**



**Fran Ferguson  
Spvsr. Program Specialist  
Volunteer Programs / RSVP**



**Vikki Neugebauer,  
Mental Health Services  
Supervisor  
Coordinated Care**



**Jeanette Flores  
Contracts Services Officer,  
Contracts Systems**



**John Wisor,  
Sr. Program Specialist  
Aging Resource Center**



**Renee Dar-Khan  
Spvsr. Program Specialist  
Information, Education and  
Advocacy**

## 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:** Director/Deputy Director (DD), Sr. Svcs./Care Coord Mgr/Advisory Council (AC) Committee Chair/ Info., Edu. & Adv. /Grandparents Raising Grandchildren Task Force Chair (GRG TF)

**Start/End Dates:** July 2005 – June 2009

**Funding Source:** Title III-B, ~~Title III-E~~, 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/AC Committee Chair  
**Start/End Dates:** July 2005 – September 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./Care Coord Mgr/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 a ~~countywide~~ public social workers and mental health workers education campaign countywide on issues of ageism related to grandparents raising grandchildren.

**Lead Staff:** DD, Sr. Svcs./Care Coord. Mgr/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./ Care Coord. Mgr /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./ Care Coord. Mgr /GRGTF Chair

**Start/End Dates:** September 2006 – December 2006; September 2008 – December 2008 May 2009

**Funding Source:** ~~Title III-E and First Five~~ 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./ Care Coord. Mgr /GRGTF Chair

**Start/End Dates:** On-going with quarterly publications through June 2009 ~~in August September, November December, February March, and May June of each year (during 2005—2009)~~

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

**Status:** Continued

- C.6 ~~Office on Aging staff and Grandparents Raising Grandchildren Task Force~~** will undertake ~~new program development~~ together with community organizations, Department of Public Social Services, Child Protective Services, other provider agencies, First 5 Riverside, and Grandparents Raising Grandchildren volunteers, to establish a Grandparents Raising Grandchildren One Stop Center in Riverside County and use data collected through the Center to support system design change. (See also Objective C.7)

~~Lead Staff:~~ Molberg/Mastalish/GRGTF Chair

~~Start/End Dates:~~ July 2005—July 2006 June 2007

~~Funding Source:~~ Title III B Program Development, Title III B, Title III E, other available funding sources

**Status:** Deleted; see New objective QL.12 as the needs of grandparents raising grandchildren will be addressed under the Aging And Disability Resource Center concept.

- C.7 ~~Office on Aging staff and Grandparents Raising Grandchildren Task Force~~** will ~~coordinate~~ with the ~~Riverside County Foundation on Aging (RCFA)~~ to research and apply for private sector funding to educate community leaders and officials on the needs of grandparents raising grandchildren and to establish, expand, and sustain the One Stop Center. (See also Objective C.6)

~~Lead Staff:~~ Mastalish/GRGTF Chair

~~Start/End Dates:~~ July 2005—June 2009

~~Funding Source:~~ Title III B Coordination, Title III B, Title III E

**Status:** Deleted (refer to Status comments in C.6)

**Note:** Revised Title III E Beginning on Page 63-1; "Community Based Services Program Service Unit Plan (CBSP) Objective," Alzheimer's Day Care Resource Center (ADCRC) (page 66), and (CBSP) Respite Purchase of Services – RPOS (page 67) for additional objectives with service units attached.

## 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:** Director/DD, Sr. Svcs./ Care Coord. Mgr /AC Committee Chair

**Start/End Dates:** October 2006 – ~~May 2008~~ June 2009

**Funding Source:** County General Funds, Title III-B, Title III-E, Linkages, MSSP

**Status:** Continued

~~**HW.2** Office on Aging staff will collaborate with the RCFA to research and seek funding opportunities for the liaisons that would be placed in the acute care facilities.~~

~~**Lead Staff:** Mastalish/Walsh/C.E.O., RCFA~~

~~**Start/End Dates:** January 2007 – January 2008~~

~~**Funding Source:** Based upon available funding opportunities~~

~~**Status:** Deleted; wording is now included in objective HW.1~~

**HW.6 Office on Aging staff** will provide ~~1,296~~ ~~1,300~~ ~~1,800~~ 1,620 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:** Spvsr. Programs Specialist

**Start/End Dates:** July 2005 – June ~~2006~~ 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/ Care Coord. Mgr /AC Committee Chair

**Start/End Dates:** July 2005 – December 2005

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

**Status:** Completed (see HW.15)

**HW.8 Office on Aging staff** will ~~collaborate with the RCFA to research and seek~~ 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:** Director/DD, Sr. Svcs./AC Committee Chair

**Start/End Dates:** ~~May~~ January 2007 – ~~September 2007~~ April 2008

**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~~ health and wellness specialized educational **forum** "Clinical Protocols for Intergenerational Aging" ~~"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. ~~the youth community, aging boomers, and seniors on the myths of aging, economic, cultural, and health promotion/wellness issues.~~ (See also Objectives HW.9b and QL.5a)

**Lead Staff:** Director/DD, Sr. Svcs./Care Coord. Mgr./AC Committee Chair

**Start/End Dates:** May 2007 – May 2008

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

**Status:** Completed

**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"~~ "Clinical

Protocols for Intergenerational Aging" which will be used to frame the Advisory Council's advocacy strategy for the following year. In addition, information from the forum and Blue Ribbon Report will be distributed to approximately 1,000 contacts throughout the year. (See also Objective HW.9a)

**Lead Staff:** DD, Sr. Svcs./ Care Coord. Mgr. /AC Committee Chair

**Start/End Dates:** April May 2008 – July 2008 January 2009

**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/Scott

**Start/End Dates:** July 2005 – June 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:** Melberg/DD, Sr. Svcs./Info. Edu. & Adv. Spvsr.

**Start/End Dates:** July 2005 – December 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~~ 1,700 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.~~ outreach to a minimum of 150 seniors provide a minimum of 25 presentations for seniors throughout Riverside County (5 per Supervisorial District), including a focus on reaching diverse populations, on the use of the medication SMART Card as a means of sound medication management practices. Through the use of a medication management tool such as the Smart Card or other similar tool. (Refer to Service Unit Plan Objectives Medication Management-*Outreach* and IIID Disease Prevention/Health Promotion – *Community Education/Advocacy*)

**Lead Staff:** DD, Sr. Svcs./ Spvsr. Programs Specialist / Info. Edu. & Adv. Spvsr.

**Start/End Dates:** October 2005 – August 2008-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/AC Committee Chair

**Start/End Dates:** July 2005 – June 2006 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 and HW.7).

**Lead Staff:** DD, Sr. Svcs./ Care Coord. Mgr. /~~Ferguson/Dar-Khan~~

**Start/End Dates:** October 2005 – ~~August 2008~~ June 2009

**Funding Source:** ~~Title III-B~~ Prop 63, Title III B, Title III E, Linkages, MSSP

**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./Care Coord. Mgr./Info. Edu. & Adv. Spvsr.

**Start/End Dates:** July 2006 – June 2009

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

**Status:** Completed (See QL.12)

**HW.17** The Long-term Care Ombudsman Program under its contract with the Office on Aging will, through its Ombudsman Program staff and volunteers, advocate against

and respond to reports of abuse of the elderly who reside in skilled nursing facilities and residential care facilities with the goal of enhancing the quality of life and care of the residents. (See also Long Term Care Ombudsman Service Unit Plan, page 56).

**Lead Staff:** DD, Admin

**Start/End Dates:** July 2007 – June 2009

**Funding Source:** Title VIIB

**Status:** Continued

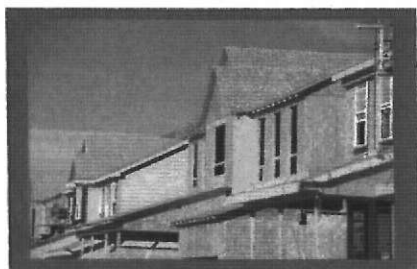
**Note:** Refer to "Title III/VII Service Unit Plan Objectives" - #'s 1, 2, 4, 5, 6, 7, 8, 13, 14, (beginning on page Rev. 55-1), 15 "Other" Revised Title IIIIE Beginning on Page 63-1; Title III-D Services (beginning on page Rev. 55-7) Long-Term Care Ombudsman (page 56), Elder Abuse Prevention Services (page 57); "Community Based Services Unit Plan (CBSP) Objective" - Brown Bag (page 66) and Linkages (page 68); and "Health Insurance Counseling and Advocacy Program (HICAP) Service Unit Plan Objectives" (page Rev. 70-1) for additional objectives with service units attached.

## 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:** Director/DD, Sr. Svcs./ Care Coord. Mgr. /AC 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:** Director/DD, Sr. Svcs./AC Committee Chair

**Start/End Dates:** July 2005 – March 2007

**Funding Source:** Title III-B

**Status:** Completed

**Lead Staff:** DD, Sr. Svcs./AC Committee Chair, ~~C.E.O.,~~ RCFA  
**Start/End Dates:** July 2006 – ~~July 2007~~ 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:** Info. Edu. & Adv. Spvsr.  
**Start/End Dates:** July 2005 – ~~June 2007-2008~~ 2009  
**Funding Source:** Title III-B  
**Status:** Continued

~~**H.7 Office on Aging staff** will coordinate with city and county Economic Development Agencies and faith based organizations, the use of youth training programs for senior home repairs and home modification.~~

~~**Lead Staff:** Molberg/Mastalish  
**Start/End Dates:** December 2005 – June 2006  
**Funding Source:** Title III-B Coordination  
**Status:** Deleted as it has been determined that these activities fall within Objective H.3b activities.~~

~~**H.8 Office on Aging staff** will collaborate with the RCFA to research and apply for Community Development Block Grant (CDBG) and other funding sources to expand housing options for the county's seniors and adults with disabilities.~~

~~**Lead Staff:** Molberg/Mastalish  
**Start/End Dates:** July 2006 – June 2007  
**Funding Source:** Title III-B  
**Status:** Deleted as it has been determined that these activities will fall within Objective H.3b activities.~~

**Note: There are no additional objectives with service units attached.**

## 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 ~~administered aging services~~ strategic plan.

**Lead Staff:** Director/DD, Sr. Svcs./AC Committee Chair

**Start/End Dates:** ~~July November 2005 – October 2005~~ June 2007 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/AC Committee Chair

**Start/End Dates:** July 2005 – October December 2005

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

**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~~ Prog. Op. Spvsr. /Sr. Prog. Spec. (ADRC Coordinator)

**Start/End Dates:** July 2005 – June 2009

**Funding Source:** Title V, County General Funding

**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:** Director/DD, Sr. Svcs./ Care Coord. Mgr.

**Start/End Dates:** July 2007 – June 2009

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

**Status:** Continued

**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~~ implementation of the Resource Center for Positive Aging to build and maintain components and partnerships such as with Community Access Center (CAC), the local independent living center, 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, including Physician Liaison and Hospital Liaison programs. This effort will be strengthened as a result of a CAL ADRC grant award (beginning May 2008) received by the Office on Aging in partnership with Community Access Center. A component of the CAL ADRC grant is to link existing Network of Care web-based resources and resources from Community Access Center to the CalCareNet pilot.

This new **program development** is expected to continue through June 2009.

**Lead Staff:** Director/DD, Sr. Svcs./ADRC Coordinator/Care Coord. Mgr. /Info. Edu. Adv. Spvsr.

**Start/End Dates:** July 2007 – June 2009

**Funding Source:** County General Funds, Title III-B Coordination, Title III-B Program Development, Title IIIB, Dept. of Health & Human Svcs. Grant funds

**Status:** Continued

**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:** Director/DD, Sr. Svcs./ Care Coord. Mgr. /Info. Edu. & Adv. Spvsr.

**Start/End Dates:** July 2007 – June 2009

**Funding Source:** Title III-B Coordination, Title III-B, other funding as available.

**Status:** Continued

**QL.14 Office on Aging staff** will collaborate with community partners to plan and convene a job fair focus on employment of older workers. The job fair will take place during the National Employ Older Worker Week.

**Lead Staff:** Prog. Op. Spvsr.

**Start/End Dates:** July 2008 – September 2008

**Funding Source:** To be determined

**Status:** New

**QL.15 Office on Aging staff** will collaborate with community partners to plan and convene a Senior Olympics event to highlight abilities of older adults and provide an opportunity for socialization/networking.

**Lead Staff:** Prog. Op. Spvsr.

**Start/End Dates:** July 2008 – October 2008

**Funding Source:** To be determined

Status: New

**Note:** Refer to "Title III/VII Service Unit Plan Objectives" - #'s 13, & 14 (beginning on pages Rev. 55-1), Other Supportive Services: Community Services/Senior Center Support: Volunteer Opportunities, and Senior Center Staffing and Other Supportive Services – Information Services-Community Education (beginning on pages Rev. 55-1); and "Title V/SCSEP Service Unit Plan Objectives" (page Rev. 65-1) for additional objectives with service units attached.

## 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:** DD, Admin.

**Start/End Dates:** July 2005 – December 2005; December 2005 - June 2006; June 2006 - December 2006; December 2006 - July 2007; July, 2007 – ~~December 2007~~ through June 2009

**Funding Source:** Title III/VII, County General Fund

**Status:** Continued

**SD.2 ~~Advisory Council on Aging and Retired Senior Volunteer Program (RSVP) Advisory Council~~** with **Office on Aging staff** will convene an annual Leadership Development Day(s) or in-service trainings to enhance the Advisory Council on Aging's and the ~~RSVP Advisory Council's~~ ability to provide leadership and advocacy consistent with current political and financial dynamics.

**Lead Staff:** ~~Director/Ferguson/AC Chair/RSVP Advisory Council Chair~~

**Start/End Dates:** August 2005 - October 2005; August 2006 -October 2006; ~~August 2007 – October 2007; August 2008 – October 2008~~ January 2007 – April 2007; January 2008 – April 2008, January 09-April 2009

**Funding Source:** Title III-B  
**Status:** Continued

**SD.2a Retired Senior Volunteer Program (RSVP) Advisory Council** with **Office on Aging staff** will convene an annual Leadership Development Day(s) or in-service trainings to enhance the RSVP Advisory Council's ability to provide leadership and advocacy consistent with current political and financial dynamics.

**Lead Staff:** Director/ Spvsr. Prog. Spec. /RSVP AC Chair

**Start/End Dates:** July 2006 – June 2009

**Funding Source:** Title III-B, Corporation for National and Community Service Grant, other available funding

**Status:** Continued (previously included in Objective SD.2)

**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/AC 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 QL.4, QL.5a, and QL.5b SD.4a)

**Lead Staff:** Molberg/DD, Sr. Svcs./AC Chair

**Start/End Dates:** July 2005 – April 2006

**Funding Source:** General County Funds, 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:** Director/DD, Sr. Svcs./Sr. Prog. Spec./AC Chair

**Start/End Dates:** May 2006 – June 2007-2009

**Funding Source:** County General Funds, 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:** Director/DD, Sr. Svcs./DD, Admin./Prog. Op. Spvsr.

**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:** Director/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; quarterly through June 2009

**Funding Source:** Title III-B

**Status:** Continued

**SD.12 Office on Aging staff** will **coordinate** with county departments, contract agencies ~~together with~~ 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:** ~~See~~ Contract Svcs Officer/DD, Admin./DD, Sr. Svcs./ Care Coord. Mgr. /Info. Edu. & Adv. Spvsr.

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

**Funding Source:** Title III-B Coordination, ~~Title III-B~~, 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:** Director/DD, Sr. Svcs./AC 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:** Director/DD, Sr. Svcs./AC 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:** Info. Edu. & Adv. Spvsr.

**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:** Director/AC 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./AC Chair

**Start/End Dates:** July 2005 – August 2005; July 2006 – August 2006; July 2007 – August 2007; July 2008 – ~~August 2008~~ October 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./AC 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:** Spvsr. Prog. Spec.

**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:** DD/ Care Coord. Mgr.

**Start/End Dates:** July 2005 – June 2009

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

**Status:** Continued

**Note:** Refer to "Title III/VII Service Unit Plan Objectives" #15 (Beginning on page Rev. 55-1), Other Supportive Services - Community Services/Senior Center Support: Volunteer Recruitment and Volunteer Opportunities (page Rev. 55-1) for additional objectives with service units attached.

**TITLE III/VII SERVICE UNIT PLAN OBJECTIVES**

**PSA #21**

**2005 – 2009 Four Year Planning Period**

**CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service, as defined in PM 97-02 and may also be accessed via the following AoA link: <http://www.aoa.gov/prof/agingnet/NAPIS/napis.asp>. For services **not** defined in NAPIS, refer to Division 4000 of the Management Information Systems (MIS) Manual. Report units of service to be provided with **ALL funding sources**.

Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b). This SUP does **not** include Title III E services.

For discretionary services that will **not** be provided, check the Not Applicable box .

**TITLE III/VII**

**1. Personal Care (In-Home)**

**Units of Service = (1-Hour)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	5,629	"HW"	

**2. Homemaker**

**Units of Service = (1-Hour)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	3,482	"HW"	

**3. Chore**

**Units of Service = (1-Hour)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**4. Home-Delivered Meal**

**Units of Service = (1-Meal)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	329,341	"HW"	

**5. Adult Day Care/Adult Day Health**

**Units of Service = (1-Hour)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	14,136	"HW"	

**6. Case Management**

**Units of Service = (1-Hour)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	3,300	"HW"	

**7. Congregate Meal**

**Units of Service = (1-Meal)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	203,445	"HW"	

**8. Nutrition Education**

**Units of Service = (1 session per participant)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,500	"HW"	

**9. Nutrition Counseling**

**Units of Service = (1 session per participant)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**10. Assisted Transportation**

**Units of Service = (One 1-way trip)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	12,142	"T"	

**11. Transportation**

**Units of Service = (One 1-way trip)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**12. Legal Assistance**

**Units of Service = (1-Hour)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,936	"QL"	

**13. Information and Assistance**

**Units of Service = (1-Contact)  
Not Applicable:  (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	37,030	"HW" "QL" * "T"	

**14. Outreach**

**Units of Service = (1-Contact)  
Not Applicable:  (check)**

Note: The service units for information and assistance and for outreach are individual, one-on-one contacts between a service provider and an elderly client or caregiver. An activity that involves contact with multiple current or potential clients or caregivers (e.g., publications, publicity campaigns, and other mass media activities) should not be counted as a unit of service. Such services might be termed public information and reported on the public information category. They may also be reported in "Section II.E. – Utilization and Expenditures Profiles, Other Services Profile (Optional)."

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			

2006-2007			
2007-2008			
2008-2009	9,954	"HW" "QL" & "T"	

15. NAPIS Service Category 15 – “Other” Title III Services

- In this section, identify all **Title III B** services (discretionary) to be funded that were not reported in NAPIS categories 1–14 above. (Identify the specific activity under the Service Category on the “Units of Service” line when applicable)
- Specify what activity constitutes a unit of service (1 hour, 1 session, 1 contact, etc.). (Reference Division 4000 of the MIS Operations Manual, January 1994)
- Each **Title III B** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122). [**Title III B Example:** Service Category: Community Services/Senior Center Support. Units of Service: 1 hour – Activity Scheduling]

**Title III B, “Other Supportive Services”<sup>6</sup>**

**Service Category:** Community Services/Senior Center Support-Volunteer Recruitment  
**Units of Service and Activity<sup>E</sup> (1 hour)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,300	“SD”	

**Title III B, “Other Supportive Services”**

**Service Category:** Community Services/Senior Center Support-Volunteer Opportunities  
**Units of Service and Activity<sup>E</sup> (1 placement)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	150	“QL” “SD”	

<sup>15</sup> Other Support Services: Visiting (In-Home) now includes Telephoning (See Area Plan Budget).

**Title III B, "Other Supportive Services"**

**Service Category:** Community Services/Senior Center Support-Income Support/Material Aid  
**Units of Service and Activity (1 client)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	\$34,428	"HW" "T"	

**Title III B, "Other Supportive Services"**

**Service Category:** Community Services/Senior Center Support-Senior Center Staffing  
**Units of Service and Activity (1 staff hour)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	2,838	"QL"	

**Title III B, "Other Supportive Services"**

**Service Category:** Information Services-Community Education  
**Units of Service and Activity (1 activity)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	20	"HW" "QL"	

**Title III B, "Other Supportive Services"**

**Service Category:** Information Services-Public Information  
**Units of Service and Activity (1 activity)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	50	"HW" "T"	

**Description of Service:**

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**Title III D, Disease Prevention/Health Promotion**

- In this section, identify **Title III D** services (required); identify the specific activity under the Service Category on the "Units of Service" line when applicable.
- Specify what activity constitutes a unit of service (1 hour, 1 session, 1 contact, etc.). (Reference Division 4000 of the MIS Operations Manual, January 1994)
- **Title III D:** Insert the number of units of service in the Disease Prevention/Health Promotion and Medication Management tables in the Title III D Service Unit Plan Objectives. **Please refer to the Title III D Fact Sheet in Appendix IX and include an objective explaining the service units used.**

**Insert the number of units of service in the Disease Prevention/Health Promotion and Medication Management tables in the Title III/VII Service Unit Plan Objectives. Because of the nature of Disease Prevention/ Health Promotion and Medication Management activities, the AAAs are also requested to continue providing written objectives for all services provided with Title III D funds. The objective should clearly explain the activity that is being performed to fulfill the service unit requirement. Include a brief written statement describing the III D activities provided in the Year-End Report.**

**Title III D, Disease Prevention/Health Promotion**

**Service Activity: Physical Fitness**

**Units of Service (1 hour)**

■ Fiscal Year	1 Proposed Units of Service	2 Goal Numbers	3 Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,620	"HW"	HW.5a, and HW.6

**Title III D, Disease Prevention/Health Promotion**

**Service Activity:** Community Education/Advocacy Information

**Units of Service (1 hour)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,000	"HW"	HW.9b

**Title III D, Medication Management**

**Service Activity:** Community Education Outreach (reverted back to Outreach for  
07/08 & 08/09)

**Units of Service (~~1 hour~~) (1 Contact)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,700	"HW"	HW.12

**LONG-TERM CARE OMBUDSMAN**

(Title III B and Title VII a) Guidelines Revised for 07/08 – See revised Ombudsman SUP beginning at bottom of this page

Note: For completion of this section, see Instructions for SUP Objective Guidelines

Total number of cases to be closed: Units of Service = (one closed case)

Fiscal Year	1 Proposed Units of Service	2 Goal Numbers	3 Associated Program Goal and Objective Numbers
2005-2006	1,000	"HW"	
2006-2007	1,000	"HW"	
2007-2008			
2008-2009			

**Training for Ombudsman staff and volunteers**

(Includes 36-hour Certification Training and 12-Hour Required Annual Training)

Fiscal Year	Number of Sessions
2005-06	14
2006-07	14
2007-08	
2008-09	

Fiscal Year	Number of Hours
2005-06	264
2006-07	264
2007-08	
2008-09	

Fiscal Year	Total Number of Trainees
2005-06	50
2006-07	50
2007-08	
2008-09	

**Visits**

Fiscal Year	Number of Visits to SNFs (Unduplicated Count)
2005-06	216
2006-07	54
2007-08	
2008-09	

Fiscal Year	Number of Visits to RCFEs (Unduplicated Count)
2005-06	1,672
2006-07	459
2007-08	
2008-09	

**Visits, cont.**

Fiscal Year	Projected Number of Volunteers needed
2005-06	16
2006-07	16
2007-08	
2008-09	

Fiscal Year	Number of Existing Volunteers
2005-06	34
2006-07	34
2007-08	
2008-09	

**2.4.1.1 LONG-TERM CARE OMBUDSMAN**

(Title III B and Title VII a) Revised SUP for 07/08 Plan

**AREA PLAN OUTCOMES FOR THE LONG-TERM CARE OMBUDSMAN PROGRAM**

**Mission:** As mandated by the Older Americans Act, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of

residents of long-term care facilities with the goal of enhancing the quality of life and care of residents. Baseline numbers are provided from each local Ombudsman Program's Fiscal Year (FY) 2003-2004 National Ombudsman Reporting System data. Targets are established by the local Ombudsman in consultation with the Area Agency on Aging and are approved by the State Long-Term Care Ombudsman.

For baseline data, please use your program's data which was submitted for the FY 2003-2004 State Annual Report to AoA. The source for this data is your local program's OmbudsManager reports.

**1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3)(5)]**

**Measures and Targets:**

**2.4.1.2 A. Complaint Resolution Rate (AoA Report, Part I-E, Actions and Complaints)**

1.	FY 2003-2004 Baseline: <u>864</u> complaints resolved plus <u>97</u> complaints partially resolved complaints divided by total complaints <u>1,567</u> equals Baseline <u>61%</u>
2.	FY 2007-2008 Target: <u>1%</u> resolution rate
3.	FY 2008-2009 Target: <u>2%</u> resolution rate
Associated Program Goals and Objective Numbers: HW.17	

**B. Work with Resident Councils (AoA Report, Part III-R, #8)**

1.	FY 2003-2004 Baseline: <u>220</u> number of meetings attended
2.	FY 2007-2008 Target: <u>220</u> number and <u>0%</u> increase
3.	FY 2008-2009 Target: <u>222</u> number and <u>1%</u> increase
Associated Program Goals and Objective Numbers: HW.17	

**C. Work with Family Councils (AoA Report, Part III-F, #9)**

1.	FY 2003-2004 Baseline: <u>29</u> number of meetings attended
2.	FY 2007-2008 Target: <u>29</u> number and <u>0%</u> increase
3.	FY 2008-2009 Target: <u>29</u> number and <u>0%</u> increase
Associated Program Goals and Objective Numbers: HW.17	

**D. Consultations to Facilities (AoA Report, Part III-F, #4)**

1.	FY 2003-2004 Baseline: <u>1,009</u> number of consultations
2.	FY 2007-2008 Target: <u>1,009</u> number and <u>0%</u> increase
3.	FY 2008-2009 Target: <u>1,009</u> number and <u>0%</u> increase
Associated Program Goals and Objective Numbers: HW.17	

**E. Information and Consultations to Individuals (AoA Report, Part III-F, #5)**

1.	FY 2003-2004 Baseline: <u>3,273</u> number of consultations
2.	FY 2007-2008 Target: <u>3,306</u> number and <u>1%</u> increase
3.	FY 2008-2009 Target: <u>3,339</u> number and <u>1%</u> increase
Associated Program Goals and Objective Numbers: HW.17	

**F. Community Education (AoA Report, Part III-F, #10)**

1.	FY 2003-2004 Baseline: <u>300</u> number of sessions
2.	FY 2007-2008 Target: <u>300</u> number of sessions and <u>0%</u> increase
3.	FY 2008-2009 Target: <u>300</u> number of sessions and <u>0%</u> increase
Associated Program Goals and Objective Numbers: HW.17	

**G. Systems Advocacy**

1. ~~FY 2007-2008~~ FY 2008-2009 Target: Please provide at least one example of a significant systemic advocacy effort in each local Ombudsman Program.

The Long-Term Care Ombudsman Program honors nursing home residents with a bouquet of flowers and a personal visit in celebration of **Grandparent's Day**. They ask for community assistance in giving a donation to purchase a bouquet of flowers for residents of Long Term Care Facilities. The bouquets are designed and created by volunteers and community children create hand-made cards to accompany the floral arrangements. The bouquets are delivered by Ombudsman volunteers to individuals in skilled facilities and Residential Care Facilities. There are 53 nursing care facilities in Riverside County. Statistics show that as many as 60% of nursing home residents never have a visitor.

These bouquets:

- Bring a smile to a lonely senior
- Promote public awareness regarding the unmet needs of this at-risk population
- Fund further educational services and training material

In addition, the Long-Term Care Ombudsman Program will be attending the Voluntary Organizations Active in Disaster meetings here in Riverside County which is focused on emergency preparedness and will focus on the elderly and dependent adults in skilled and assisted living facilities.

**Measures and Targets:**

**2. Residents have regular access to an Ombudsman. [OAA Section 712(a)(3)(D), (5)(B)(ii)]**

**A. Regular Nursing Facility Resident Visitation (AoA Report, Part III-F, #6)**

The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1.	FY 2003-2004 Baseline: <u>100%</u> ( <u>54</u> number of regular visitations divided by the number of <u>53</u> nursing facilities)
2.	FY 2007-2008 Target: <u>0%</u> increase in the number of regular resident visitations
3.	FY 2008-2009 Target: <u>0%</u> increase in the number of regular resident visitations
Associated Program Goals and Objective Numbers: HW	

**B. Regular Residential Care Facility for the Elderly Resident Visitation**

(AoA Report, Part III-F, #6 – board and care facilities) The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1.	FY 2003-2004 Baseline: <u>120%</u> ( <u>532</u> number of regular visitations divided by the number of <u>441</u> licensed residential care facilities for the elderly)
2.	FY 2007-2008 Target: <u>9%</u> increase in number of regular resident visitations ( <u>580</u> number of regular visitations divided by the number of <u>441</u> residential care facilities for the elderly)
3.	FY 2008-2009 Target: <u>9%</u> increase in number of regular resident visitations <u>632</u> number of regular visitations divided by the number of <u>532</u> residential care facilities for the elderly)
Associated Program Goals and Objective Numbers: HW	

**C. Number of Full-Time Equivalent (FTE) Paid Staff Ombudsmen**

(One FTE generally equates to 40 hours per week or 1,760 hours per year)

1.	FY 2003-2004 Baseline: <u>6</u> FTEs
2.	FY 2007-2008 Target: <u>8</u> and <u>33%</u> increase
3.	FY 2008-2009 Target: <u>8</u> and <u>0%</u> increase
Associated Program Goals and Objective Numbers: HW	

**D. Number of Certified Volunteer Ombudsmen**

1.	FY 2003-2004 Baseline: <u>47</u>
2.	FY 2006-2007 Current Number <u>30</u> after decertification FY 2008-2009 Target: <u>43</u> number and <u>10%</u> increase
Associated Program Goals and Objective Numbers: HW	

**Measures and Targets:**

- 1. Ombudsmen report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]**

**A. Each Ombudsman Program provides regular training on the National Ombudsman Reporting System (NORS).**

1.	FY 2003-2004 Baseline: <u>Unknown</u> number of NORS Part I, II or III training sessions completed.
2.	FY 2007-2008 Target: <u>3</u> number of NORS Part I, II and III training sessions planned.
3.	FY 2008-2009 Target: <u>4</u> number of NORS Part I, II and III training sessions planned.
Associated Program Goals and Objective Numbers: HW	

**ELDER ABUSE PREVENTION SERVICES (TITLE VII b)**

**Actual Units of Service for the tables below will be reported in NAPIS Service Category 15**  
**The services provided with the units of service will be reported in the Year End Report.**

**Activities that support the coordination of elder abuse prevention, investigation, and/or prosecution.**

**Units of Service = (1 Hour)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	1,354	"HW"	
2006-2007	1,447	"HW"	
2007-2008	0		
2008-2009	0		

**Other Title VII b activities from Division 4000.**

**Service Category: Community Education**

**Units of Service <sup>E</sup> (1 Activity)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008	492	HW	
2008-2009	50	"HW"	

**Service Category: Outreach**

**Units of Service <sup>E</sup> (1 client served)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008	216	HW	
2008-2009	200	"HW"	

**Service Category: Referral**

**Units of Service (1 client served)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008	144	HW	
2008-2009	120	"HW"	

**Service Category: Follow Up**

**Units of Service (1 follow up)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			

<sup>E</sup> Entry Required

2007-2008	144	HW	
2008-2009	120	"HW"	

**Other Program Accomplishments**

Fiscal Year	Total # of Public Education Sessions
2005-06	
2006-07	
2007-08	80
2008-09	60

Fiscal Year	Total # of Training Sessions for Professionals
2005-06	
2006-07	
2007-08	N/A
2008-09	N/A

Fiscal Year	Total # of Educational Materials Developed (Products)
2005-06	
2006-07	
2007-08	2
2008-09	2

Fiscal Year	Total # of Educational Materials Distributed (Documents)
2005-06	
2006-07	
2007-08	2000
2008-09	2000

**TITLE III E - FCSP SERVICE UNIT PLAN OBJECTIVES**

**PSA # 21**

**For Planning Period FY 2008-09**

**CCR Article 3, Section 7300(d)**

This Service Unit Plan (SUP) utilizes the five broad federal service categories defined in PM 08-03. Refer to the FCSP Service Matrix in this PM for eligible activities and service unit examples covered within each category. Specify proposed audience size or units of service for ALL budgeted funds.

**TITLE III E**

<b>CATEGORIES</b>	<b>1</b>	<b>2</b>	<b>3</b>
Direct III E Family Caregiver Services	<b>Proposed</b> Units of Service	<b>Required</b> Goal #(s)	<b>Optional</b> Associated Objective #(s)
Information Services	# of activities: 280 Total est. audience for above: 2,160	"C"	
Access Assistance	Total contacts: 4,424	"C"	
Support Services	Total hours: 4,005	"C"	
Respite Care	Total hours: 960	"C"	
Supplemental Services	Total occurrences: 5	"C"	

Direct III E Grandparent Services	<b>Proposed</b> Units of Service	<b>Required</b> Goal #(s)	<b>Optional</b> Associated Objective #(s)
Information Services	# of activities: 8 Total est. audience for above: 7,100	"C"	
Access Assistance	Total contacts: 40	"C"	
Support Services	Total hours: 24	"C"	
Respite Care	Total hours: 0	"C"	
Supplemental Services	Total occurrences: 0	"C"	

Contracted III E Family Caregiver Services	<b>Proposed</b> Units of Service	<b>Required</b> Goal #(s)	<b>Optional</b> Associated Objective #(s)
Information Services	# of activities: Total est. audience for above: 27,132	"HW"	
Access Assistance	Total contacts: 0	"C"	
Support Services	Total hours: 8,136	"C"	
Respite Care	Total hours: 4,012	"C"	
Supplemental Services	Total occurrences: 0	"C"	

Contracted III E Grandparent Services	<b>Proposed</b> Units of Service	<b>Required</b> Goal #(s)	<b>Optional</b> Associated Objective #(s)
Information Services	# of activities: Total est. audience for above:		
Access Assistance	Total contacts:		
Support Services	Total hours:		
Respite Care	Total hours:		
Supplemental Services	Total occurrences:		

**TITLE V/SCSEP SERVICE UNIT PLAN OBJECTIVES**

**PSA #21<sup>8</sup>**

**2005 – 2009 Four Year Planning Period**

**CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) utilizes the new Data Collection System developed by the U.S. Department of Labor (DOL), which captures the new performance measures per the Older Americans Act of 1965 as amended in 2000, and the Federal Register 20 CFR Part 641. The related funding is reported in the annual Title V/SCSEP Budget.

**Note:** Before the beginning of each federal Program Year, DOL negotiates with the California Department of Aging to set the baseline levels of performance for California. Once determined, those baseline levels will be transmitted to the AAA.

**Title V/SCSEP**

■ Fiscal Year (FY)	CDA Authorized Slots	■ National Grantee Authorized Slots (If applicable)	■ Associated Program Goal and Objective Numbers
2005-06			
2006-07			
2007-08			
2008-09	92		"QL"

<sup>8</sup> If not providing Title V, enter PSA number followed by "Not Providing".

**COMMUNITY BASED SERVICES PROGRAMS  
SERVICE UNIT PLAN (CBSP) OBJECTIVES:**

**PSA #21**

**2005 – 2009 Four Year Planning Period  
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) follows the instructions for layouts provided in PM 98-26 (P) and updated in PM 00-13 (P). The related funding is reported in the annual Area Plan Budget (CDA 122). Report units of service to be provided with **ALL** funding sources.

**For services that will not be provided, check the Not Applicable box**

**CBSP**

**Alzheimer's Day Care Resource Center (ADCRC)**

**Not Applicable:  (check)**

Fiscal Year	Goal Numbers
2005-2006	"C"
2006-2007	"C"
2007-2008	"C"
2008-2009	"C"

Fiscal Year	Caregiver Group Support Sessions
2005-2006	168
2006-2007	168
2007-2008	168
2008-2009	168

Fiscal Year	In-Service Training Sessions
2005-2006	127
2006-2007	127
2007-2008	128
2008-2009	128

Fiscal Year	Public/Community Education Training Sessions
2005-2006	44
2006-2007	44
2007-2008	44
2008-2009	44

Fiscal Year	Professional/Intern Educational Training Sessions
2005-2006	227
2006-2007	227
2007-2008	227
2008-2009	227

**Brown Bag**

Not Applicable:  (check)

Fiscal Year	Goal Numbers
2005-2006	"HW"
2006-2007	"HW"
2007-2008	"HW"
2008-2009	"HW"

Fiscal Year	Estimated # of Unduplicated Persons to be Served
2005-2006	78
2006-2007	123
2007-2008	123
2008-2009	123

Fiscal Year	Estimated Pounds of Food to be Distributed
2005-2006	480,171
2006-2007	480,171
2007-2008	480,171
2008-2009	425,978

Fiscal Year	Estimated # of Volunteers
2005-2006	1,708
2006-2007	1,520
2007-2008	1,520
2008-2009	1,520

Fiscal Year	Estimated # of Volunteer Hours
2005-2006	6,548
2006-2007	6,548
2007-2008	6,548
2008-2009	6,394

Fiscal Year	Estimated # of Distribution Sites
2005-2006	17
2006-2007	17
2007-2008	17
2008-2009	16

**(CBSP) Respite Purchase of Services – RPOS**

Not Applicable:  (check)

Fiscal Year	Goal Numbers
2005-2006	"C"
2006-2007	"C"
2007-2008	"C"
2008-2009	"C"

Fiscal Year	Respite Hours Purchased
2005-2006	1,097
2006-2007	1,000
2007-2008	1,097
2008-2009	820

**CBSP) Respite Purchase of Services – RPOS, cont.DELETE**

Fiscal Year	Purchase of Service Transportation (# of one-way trips)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Alzheimer's Day Care Resource Center (# of days)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

**Linkages**

Not Applicable:  (check)

Fiscal Year	Goal Numbers
2005-2006	"HW"
2006-2007	"HW"
2007-2008	"HW"
2008-2009	"HW"

Fiscal Year	Number of Unduplicated Clients Served (Include Targeted Case Management and Handicapped Parking Revenue)
2005-2006	176
2006-2007	176
2007-2008	176
2008-2009	150

Fiscal Year	Active Monthly Caseload (Include Targeted Case Management and handicapped parking revenue)
2005-2006	110
2006-2007	110
2007-2008	110
2008-2009	100

**Senior Companion**

Not Applicable:  (check)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Service Years (VSYs)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Senior Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Seniors Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	

## Revised HICAP SUP for 07/08

The Service Unit Plan (SUP) uses definitions that can be found at [www.aging.ca.gov](http://www.aging.ca.gov). After connecting with the Home Page, select "AAA Partners," then "Reporting Instructions," then select "HICAP – Current Forms and Instructions as of June 2006." HICAP reporting instructions and specifications, forms, and definitions critical to answering this SUP form are all centralized there. Or go directly to HICAP

Reporting Instructions at:

[http://www.aging.ca.gov/aaa\\_business/reporting\\_instructions/reporting\\_instructions-Current\\_Forms\\_July\\_2006.html](http://www.aging.ca.gov/aaa_business/reporting_instructions/reporting_instructions-Current_Forms_July_2006.html).

**IMPORTANT NOTE FOR MULTIPLE PSA HICAPs:** If you are a part of a multiple PSA HICAP where two or more AAAs enter into agreement with one "Managing AAA," then each AAA must enter its equitable share of the estimated performance numbers in the respective SUPs. Please do this in cooperation with the Managing AAA. The Managing AAA has the responsibility of providing the HICAP services in all the covered PSAs in a way that is agreed upon and equitable among the parties.

**IMPORTANT NOTE FOR HICAPs with HICAP PAID LEGAL SERVICES:** If your Master Contract contains a provision for HICAP funds to be used for the provision of HICAP Legal Services, you must complete Section 2.

If you have related goals in the Area Plan to Service Unit Plan, please list in 3<sup>rd</sup> column.

### HICAP Services

#### Section 1. Three Primary HICAP Units of Service

State Fiscal Year (SFY)	Total Estimated Persons Counseled per SFY (Unit of Service)	Goal Numbers
2005-2006		
2006-2007		
2007-2008	1,300	HW
2008-2009	7,000	HW

State Fiscal Year (SFY)	Total Estimated Number of Attendees reached in Community Education per SFY (Unit of Service)	Goal Numbers
2005-2006		
2006-2007		
2007-2008	1,400	
2008-2009	45,000*	

\*Large increase is the result of the PM 08-01, which allows for inclusion of radio broadcast estimated audience counts.

<b>State Fiscal Year (SFY)</b>	<b>Total Estimated Number of Community Education Events Planned per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2005-2006		
2006-2007		
2007-2008	55	
2008-2009	42	

**Section 2. Three HICAP Legal Services Units of Service (if applicable)<sup>9</sup>**

<b>State Fiscal Year (SFY)</b>	<b>Total Estimated Number of Clients Represented per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2005-2006		
2006-2007		
2007-2008	N/A	
2008-2009	N/A	

<b>State Fiscal Year (SFY)</b>	<b>Total Estimated Number of Legal Representation Hours per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2005-2006		
2006-2007		
2007-2008	N/A	
2008-2009	N/A	

<b>State Fiscal Year (SFY)</b>	<b>Total Estimated Number of Program Consultation Hours per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2005-2006		
2006-2007		
2007-2008	N/A	
2008-2009	N/A	

<sup>9</sup> Requires a contract for using HICAP funds to pay for HICAP Legal Services.

### Section 3. Two HICAP Counselor Measures

<b>Fiscal Year (FY)</b>	<b>Average Number of Registered Counselors for the SFY<sup>10</sup></b>
2005-2006	
2006-2007	
2007-2008	30
2008-2009	30

<b>Fiscal Year (FY)</b>	<b>Average Number of Active Counselors for the SFY<sup>11</sup></b>
2005-2006	
2006-2007	
2007-2008	30
2008-2009	30

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<sup>20</sup>The number of registered Counselors will vary throughout the year. This includes Paid Counselors, In-kind Paid Counselors, and Volunteer Counselors. For "average," how many Counselors you intend to keep on registered rolls at any given time.

<sup>21</sup>The number of active Counselors will vary throughout the year. This includes Paid Counselors, In-kind Paid Counselors, and Volunteer Counselors. The average number of active Counselors cannot be greater than the total average registered Counselors. At any given time, how many of the registered Counselors do you anticipate will actually be counseling? For example, you may anticipate that 85% of your Counselors would be working in the field at any given time. Use the number of Counselors this represents for the average active Counselors, a subset of all registered Counselors.

**APPENDIX IA – PSA # 21**

**NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**

**CCR Article 3, Section 7320 (a) (b)**

If an AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served. If not providing any of the direct services below, check this box .

Check applicable direct services

Check each applicable Fiscal Year(s)

Title III B

Information and Assistance

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

Title III B

Case Management

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

Title III B

Outreach

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

Title III B

Program Development

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

Coordination

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

Title III D

Disease Prevention  
and Health Promotion

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

Title III E - Information Services

FY 08-09

Title III E - Access Assistance

FY 08-09

Title III E – Support Services

FY 08-09

*NOTE: Refer to PM 08-03 for definitions for the above Title III E categories. If the AAA plans to add in FY 08-09 new direct Title III E Respite Care or Supplemental Services, a separate Appendix B is required for either the Respite Care or Supplemental Service categories. All other FCSP Appendix B submissions on file with CDA will remain applicable for FY 08-09.*

Title VII b

Prevention of Elder Abuse,  
Neglect and Exploitation

FY 2005-06  FY 06-07  FY 07-08  FY 08-09

**Describe the methods that will be used to assure that target populations will be served throughout the PSA. Refer to objectives under section "Priority Goals".**

**APPENDIX IB - PSA #21**

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**REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

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If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category: Meals**

Check applicable funding source:<sup>12</sup>

III B    III C-1    III C-2    III E    VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>13</sup> Unable to establish a contract provider for the Blythe area.

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<sup>12</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>13</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX IB - PSA #21

### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)  
CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

#### Identify Service Category: Meals

Check applicable funding source:<sup>14</sup>

III B  III C-1  III C-2  III E  VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

#### Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

#### Check each applicable Fiscal Year(s)

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>15</sup> Unable to establish a contract provider for the Blythe area.

<sup>14</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>15</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

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### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Community Services/Senior Center Support - Volunteer Recruitment

Check applicable funding source:<sup>16</sup>

III B    III C-1    III C-2    III E    VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>17</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

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<sup>16</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>17</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

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### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

---

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Community Services/Senior Center Support - Volunteer Opportunities

Check applicable funding source:<sup>18</sup>

III B    III C-1    III C-2    III E    VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>19</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

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<sup>18</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>19</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement



## APPENDIX IB - PSA #21

### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Elder Abuse Prevention Services

Check applicable funding source.<sup>22</sup>

III B  III C-1  III C-2  III E  VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>23</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

<sup>22</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>23</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

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### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)  
CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

---

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Community Education

Check applicable funding source:<sup>24</sup>

III B    III C-1    III C-2    III E    VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

Now included under Information &  
Services. See APPENDIX 1A (Rev. 71-1)

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>25</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

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<sup>24</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>25</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX IB - PSA #21

### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)  
CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Linkages (including RPOS, an appendage of Linkages)

Check applicable funding source:<sup>26</sup>

III B  III C-1  III C-2  III E  VII a

- CBSP (Identify the specific CBSP program or service on the "Service Category" line above)  
 HICAP

#### Basis of Request for Waiver:

- Necessary to Assure an Adequate Supply of Service, OR  
 More economical if provided by the AAA than comparable services purchased from a service provider.

#### Check each applicable Fiscal Year(s)

FY 2005-06  FY 2006-07  FY 2007-08  FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>27</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

<sup>26</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>27</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX IB - PSA #21

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### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

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If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Caregiver Support Group

Check applicable funding source.<sup>28</sup>

III B    III C-1    III C-2    III E    VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07\*

FY 2007-08\*

FY 2008-09

(Not applicable – services are contracted out)

Now included under Support Services.  
See APPENDIX 1A (Rev. 71-1)

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>29</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

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<sup>28</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>29</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

#### **Identify Service Category: Caregiver Training**

Check applicable funding source.<sup>30</sup>

III B  III C-1  III C-2  III E  VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

#### **Basis of Request for Waiver:**

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

#### **Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

Now included under Support Services. See APPENDIX 1A (Rev. 71-1)

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>31</sup> Based on determined need, the direct service is necessary along with the contracting of the service in order to assure needs are being met throughout the county (particularly in rural areas).

<sup>30</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>31</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX IB - PSA #21

### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)  
CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

#### Identify Service Category: Respite Care Services

Check applicable funding source:<sup>32</sup>

III B  III C-1  III C-2  III E  VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

#### Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

#### Check each applicable Fiscal Year(s)

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>33</sup> The request for Direct respite care services are to support functions of service coordination for care management; in addition to contracted services in order to assure county needs are met.

<sup>32</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>33</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX IB - PSA #21

### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** CBSP Respite POS

Check applicable funding source.<sup>34</sup>

III B    III C-1    III C-2    III E    VII a

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>35</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

<sup>34</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>35</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

#### **Identify Service Category: Medication Management**

Check applicable funding source:<sup>36</sup>

- III B    III C-1    III C-2    III E    VII a    III D Medication Management
- CBSP (Identify the specific CBSP program or service on the "Service Category" line above)
- HICAP

#### **Basis of Request for Waiver:**

- Necessary to Assure an Adequate Supply of Service, OR
- More economical if provided by the AAA than comparable services purchased from a service provider.

#### **Check each applicable Fiscal Year(s)**

- FY 2005-06    FY 2006-07    FY 2007-08    FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>37</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

<sup>36</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>37</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Income Support/Material Aid

Check applicable funding source:<sup>38</sup>

III B  III C-1  III C-2  III E  VII a  III D Medication Management

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

**Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>39</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure

<sup>38</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>39</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## **APPENDIX IB - PSA #21**

### **REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

#### **Identify Service Category:** Information Services – Public Information

Check applicable funding source:<sup>40</sup>

III B  III C-1  III C-2  III E  VII a  III D Medication Management

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

#### **Basis of Request for Waiver:**

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

#### **Check each applicable Fiscal Year(s)**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>41</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure

<sup>40</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>41</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX IB - PSA #21

### REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

Older Americans Act, Section 307(a)(8)

CCR Article 3, Section 7320(c), W& I Code Section 9533(f)

If an AAA plans to provide direct services **other** than those specified in Appendix IA, a **separate Appendix IB must be completed for each type of service provided**. The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Appendix IB, check this box .

**Identify Service Category:** Information Services – Community Education

Check applicable funding source:<sup>42</sup>

III B  III C-1  III C-2  III E  VII a  III D Medication Management

CBSP (Identify the specific CBSP program or service on the "Service Category" line above)

HICAP

#### Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

More economical if provided by the AAA than comparable services purchased from a service provider.

#### Check each applicable Fiscal Year(s)

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**Justification:** In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.<sup>43</sup> These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure

<sup>42</sup> Appendix IB does not apply to Title V (SCSEP)

<sup>43</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must also document that all affected AAAs are in agreement

## APPENDIX II – PSA #21

Check each applicable planning cycle:

FY 2005-06   
  FY 2006-07   
  FY 2007-08   
  FY 2008-09

### PUBLIC HEARINGS

Conducted for the 2005-2009 Planning Period

CCR Article 3, Section 7302(a)(10) and Section 7308

Date	Location	Number Attending	Area Plan presented with Translator: <sup>50</sup> Yes/No	Hearing Held at Long-Term Care Facility: <sup>51</sup> Yes/No
2/20/08	Indio	27	No	No

**All of the items below must be discussed at each planning cycle's Public Hearings**

1. Discuss outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals. Legal Notice was placed in the Press Enterprise (full circulation), fliers were distributed via e-mail and by Agency website.
2. Proposed expenditures for Program Development (PD) and Coordination (C) must be discussed at a public hearing. Did the AAA discuss PD and C activities at a public hearing?

Yes                       Not Applicable (check only if PD and C funding is not being used)  
 No

If No, Explain:

3. Summarize the comments received concerning proposed expenditures for PD and C, if applicable. No comments received.
4. Were all interested parties in the PSA notified of the public hearing and provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services? (See Appendix V)

Yes  
 No

If No, Explain:

5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services. No comments received.
6. Summarize other major issues discussed or raised at the public hearings.

Question: Are we locking ourselves in with the minimum proportion?

Answer: The minimum proportion is just that, a minimum, not a ceiling; this allows for more flexibility. Office on Aging expenditures generally exceeds the minimum.

7. List major changes in the Area Plan resulting from input by attendees at the hearings. None

<sup>17</sup> A Translator is not required unless the AAA determines that a significant number of attendees require translation services.

<sup>18</sup> AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in facilities.

**APPENDIX III – PSA #21**

**Check each applicable planning cycle:**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

**GOVERNING BOARD**  
 CCR Article 3, Section 7302(a)(11)

**Number of Members on the Board:** 5 Board of Supervisors

**Names/Titles of Officers:**

**Term in Office Expires:**  
 Annually

Roy Wilson, Chairman	Term on Board Expires 1/04/11
Jeff Stone Vice Chairman	Term on Board Expires 1/05/09

**Names/Titles of All Members:**

**Term on Board Expires:**

Marion Ashley	1/04/11
Bob Buster	1/05/09
John F. Tavaglione	1/04/11

Refer to page 7 for details of districts supervised by each Board Member.

**APPENDIX IV – PSA #21**

Check each applicable planning cycle:

- 2005-06     FY 2006-07     FY 2007-08     FY 2008-09

**ADVISORY COUNCIL**

45 Code of Federal Regulations (CFR), Section 1321.57  
 CCR Article 3, Section 7302 (a) (12)

**Total Council Membership (including vacancies)**    17  
 Number of Council Members 60+                      FY08/09 15

Race/Ethnic Composition (Based on  
 Department of Finance 2008 projections)

	<u>% of PSA's 60+Population</u>	<u>FY 08/09 % on Advisory Council</u>
White	<u>70%</u>	<u>50%</u>
Hispanic	<u>18.9%</u>	<u>6.25%</u>
Black	<u>4.9%</u>	<u>12.5%</u>
Asian/Pacific Islander	<u>4.4%</u>	<u>12.5%</u>
Native American/Alaskan Native	<u>.57%</u>	<u>6.25%</u>
Other	<u>1.07%</u>	<u>12.5%</u>

**Attach a copy of the current advisory council membership roster that includes:**

- Names/Titles of officers and date term expires    Refer to Page 8
- Names/Titles of other Advisory Council members and date term expires

**Indicate which member(s) represent each of the "Other Representation" categories listed below.**

	<u>FY 08/09</u>	
	<u>Yes</u>	<u>No</u>
Low Income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disabled Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Health Care Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Elected Officials	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Individuals with Leadership Experience in the Private and Voluntary Sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Explain any "No" answer.**

Briefly describe the process designated by the local governing board to appoint Advisory Council members. **Each Board of Supervisor appoints one member for a total of five, and the remainder members are appointed by the Advisory Council on Aging.**

## **APPENDIX V – PSA #21**

**Check each applicable planning cycle:**

2005-06

FY 2006-07

FY 2007-08

FY 2008-09

### **PRIORITY SERVICES:**

#### **Funding for Access, In-Home Services, and Legal Assistance**

The CCR, Article 3, Section 7312, requires that the AAA allocate an "adequate proportion" of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds<sup>52</sup> listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

#### **Category of Service & Percentage of Title III B Funds Expended in/or To Be Expended in FY 2005-06 through FY 2008-09**

##### **Access:**

Case Management, Assisted Transportation, Transportation,  
Information and Assistance, and Outreach

05-06 25.9% 06-07 25.9% 07-08 25.9% **08-09 25.9%** %

##### **In-Home Services:**

Personal Care, Homemaker and Home Health Aides, Chore, In-Home Respite, Daycare as respite services for families,  
Telephone Reassurance, Visiting, and Minor Home Modification

05-06 6% 06-07 6% 07-08 6% **08-09 6%** %

##### **Legal Assistance Required Activities**<sup>53</sup>:

Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar

05-06 3.5% 06-07 3.5% 07-08 3.5% **08-09 3.5%** %

1. Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA. Based on target populations and prior year usage.
2.  Appendix V must be updated if the minimum percentages change from the initial year of the four-year plan.
3. Provide documentation that prior notification of the Area Plan public hearing(s) was provided to all interested parties in the PSA and that the notification indicated that a change was proposed, the proposed change would be discussed at the hearing, and all interested parties would be given an opportunity to testify regarding the change. N/A
4. Submit a record (e.g., a transcript of that portion of the public hearing(s) in which adequate proportion is discussed) documenting that the proposed change in funding for this category of service was discussed at Area Plan public hearings. \_\_\_\_\_

<sup>52</sup> Minimum percentages of applicable funds are calculated on the annual Title III B baseline allocation, minus Title III B administration and minus Ombudsman. At least one percent of the final Title III B calculation must be allocated for each "Priority Service" category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

<sup>53</sup> Legal Assistance must include all of the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

**APPENDIX VIII – PSA # 21**

Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services  
**Older Americans Act Section 373 (a and b)**

**Based on PSA review of current support needs and services for family caregivers and grandparents (or other older relative of a child), does the AAA intend to use Title III E and/or matching FCSP funds to provide each of the following federal Title III E services for both family caregivers and grandparents?**

Check  YES or  NO for each of the services identified below.

FAMILY CAREGIVER SUPPORT PROGRAM for FY 2008-09

- |   |   |                             |
|---|---|-----------------------------|
| <b>Family Caregiver Information Services</b>  | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <b>Family Caregiver Access Assistance</b>     | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <b>Family Caregiver Support Services</b>      | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <b>Family Caregiver Respite Care</b>          | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <b>Family Caregiver Supplemental Services</b> | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |

*and*

- |  |   |  |
|--|---|--|
| <b>Grandparent Information Services</b>  | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| <b>Grandparent Access Assistance</b>     | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| <b>Grandparent Support Services</b>      | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| <b>Grandparent Respite Care</b>          | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| <b>Grandparent Supplemental Services</b> | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

**NOTE: Refer to PM 08-03 for definitions for the above Title III E categories.**

**Justification: For each above service category that is checked “no”, explain how it is being addressed within the PSA: At this time the Grandparents Program refers grandparents raising grandchildren to other community agency for supplemental services.**

## **APPENDIX XI – PSA #21**

**Check each applicable planning cycle:**

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

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### **Disaster Preparation Planning Conducted for the 2005-2009 Planning Period**

OAA Title III, Sec. 310, CCR Article 2, Section 7529(a) (4) and Section 7547

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#### **All of the items below must be discussed at each planning cycle's Public Hearings**

**Please provide narrative answers to the following questions. The text boxes following the questions have been formatted to type your answers.**

1. Describe AAA's disaster plan. The plan shall ensure the provision of critical services that will meet the emergency needs of consumers the AAA is charged to serve during medical or natural disaster, such as earthquakes or floods.

Riverside County Office on Aging's (OoA) Disaster Plan has been developed to coordinate with the County of Riverside's disaster plan, which includes five Standardized Emergency Management System (SEMS) functional units which may be activated at anytime following an official activation by the Emergency Operations Center in a major disaster. The five SEMS are as follows:

- 1) Care and Shelter Operations
- 2) Resources and Support Operations
- 3) Mental Health Operations
- 4) Disaster Assistance Centers
- 5) Radiological Protection

OoA is represented under the Care and Shelter Operations unit, which provides basic human needs and re-location of those in need, along with specific services targeted to the elderly.

2. Describe how AAA would coordinate its disaster response with the local Office of Emergency Services.

OoA's Emergency Coordinator (a.k.a., Disaster Response Coordinator) is responsible to execute activation of OoA's Disaster Plan's policies and procedures, following an agency emergency/disaster and/or an official activation by the Emergency Operations Center. In the Emergency Coordinator's absence, the designated alternate (a.k.a. Back-up Disaster Response Coordinator) or the Director shall execute activation. In the absence of all three persons, the highest level supervisor available is authorized to execute activation of these policies and procedures.

In the event the emergency/disaster occurs during non-working hours, staff must report to the nearest operating OoA site and assume normal operating duties unless designated or assigned otherwise.

3. Identify the local Office of Emergency Services contact person your AAA would coordinate with in the event of a disaster:

name: ~~Bonnie Reed~~ Peter Lent  
telephone number: (951) 955-4700  
e-mail address: ~~bonnie.reed@fire.ca.gov~~ peter.lent@fire.ca.gov  
address: Riverside County Fire Department  
County Administrative Center  
4080 Lemon Street, Basement Floor  
Riverside, CA 92501

4. Identify your:

**AAA Disaster Response Coordinator**

name: Eugene Severns  
telephone number: office (951) 867-3800 cell (909) 261-1245  
e-mail address: eseverns@co.riverside.ca.us  
address: 6296 River Crest Drive, Suite K  
Riverside, CA 92507

**AAA Back-up Disaster Response Coordinator**

name: Hilary Clarke  
telephone number: (951) 867-3800  
e-mail address: hclarke@co.riverside.ca.us  
address: 6296 River Crest Drive, Suite K  
Riverside, CA 92507

5. Has your Information and Assistance staff been provided written emergency procedures on how to provide services during and after a disaster?

- Yes  
 No

If No, Explain:

6. Describe your emergency and disaster training curriculum and the frequency this training is provided to AAA staff that work directly with older individuals.

Earthquake and fire evacuation procedures occur twice a year as required by Riverside County Safety. In addition, OoA's Emergency Coordinator participates in monthly Riverside County Operations Committee meetings and trains quarterly with Riverside County Public Health, Bioterrorism Branch, Riverside County Environmental Health, Riverside County Office of Emergency Services, and Riverside County Fire.