

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



FROM: Office on Aging

SUBMITTAL DATE:
October 6, 2008

SUBJECT: Memorandum of Understanding (MOU) Between Volunteer Center of Riverside County and Riverside County Office on Aging

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Ratify the attached Memorandum of Understanding (MOU) between the Riverside County Office on Aging (OoA) and the Volunteer Center of Riverside County (VCRC).
- 2) Authorize the Chair to sign the MOU.

BACKGROUND: The Volunteer Center of Riverside County (VCRC) has been designated by the Public Utilities Commission as the provider of 2-1-1 information and referral (I&R) services to Riverside County residents regarding health and human service community resources. Under the Federal Older Americans and the Older Californians Acts, the Office on Aging (OoA) has developed a specialized I&R system for older adults and adults with disabilities and supports the interactive web-based Network of Care (NoC) for family caregivers, seniors, and adults with disabilities, which is cross linked to the 2-1-1.

This MOU establishes an interagency agreement between VCRC and OoA on the framing principles and protocols between the two agencies to be used when handling consumer calls for I&R from seniors and adults with disabilities for the purpose of maximizing expertise, leveraging public resources, and enhancing customer service. This MOU also contributes to the creation of a coordinated system of information and access for all persons seeking long-term support services, minimizes confusion, enhances individual choice, and supports informed decision making. This MOU will remain valid for a period of three (3) years and will be reviewed and updated on an annual basis. A copy is attached

Edward F. Walsh, Director

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ 0	For Fiscal Year:	08-09

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

C.E.O. RECOMMENDATION:

APPROVE

BY:
Lani Sioson

County Executive Office Signature

FORM APPROVED COUNTY COUNSEL
BY:
LARISA R-MICKENNA
DATE: 10/9/08
Departmental Concurrence

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

Prev. Agn. Ref.:

District: ALL

Agenda Number:

3.27

**MEMORANDUM OF UNDERSTANDING (MOU)
BETWEEN
VOLUNTEER CENTER OF RIVERSIDE COUNTY (VCRC)
AND
RIVERSIDE COUNTY OFFICE ON AGING (OoA)**

I. PURPOSE OF MEMORANDUM

This Memorandum of Understanding establishes an interagency agreement between the OOA and VCRC on the framing principles and protocols between the two agencies to be used when handling consumer calls for information and services from senior citizens, persons with disabilities or others calling on their behalf. The protocols will apply to the county wide 2-1-1 Riverside County and HelpLink programs currently in operation in the two agencies, and relate to all calls for information, referral and assistance from older adults and/or their family and caregivers.

II. BACKGROUND

A. Volunteer Center of Riverside County

In an effort to most effectively serve the needs of Riverside County's population inquiring about health and human services, VCRC has developed a comprehensive database to be used as a reference in general for those who are acting as information and referral (I & R) specialists helping callers and by the public via the web-based database on www.informriverside.org.

VCRC has been designated by the California Public Utilities Commission as the sole provider of 2-1-1 services in Riverside County. 2-1-1 Riverside County provides an easy way for every citizen to access comprehensive and specialized I&R (Information and Referral) services in their community. This easy-to-remember, universal number that connects individuals with community resources is the solution America needs for more people to find help or give help in their communities. ***The mission of 2-1-1 Riverside County is to build America's capacity to strengthen the way people access help and engage in civic life.***

B. Riverside County Office on Aging

Under the Federal Older Americans Act and Older Californians Act, the OoA has been charged to develop a specialized information and referral system for older adults and adults with disabilities. The OOA's 800 510 2020 HelpLink service line has been in operation for over 25 years to meet that charge.

In addition, OoA has been designated as a California Aging and Disability Resource Connection (CAL ADRC) site. The purpose of the CAL ADRC is to assist the State of California in its efforts to create a coordinated system of information and access for all persons seeking long-term support services, to minimize confusion, enhance individual choice, and support informed decision-making.

Additional responsibilities associated with this designation are:

- o Develop/implement screening and short-term care coordination procedures to guide clients through eligibility processes and multi-level referrals (screening and care management tools to be developed in collaboration with CAL ADRCs)
- o Facilitate consumers transitioning from one service provider to the next:
- o Identify mechanisms for improving consumer access, eligibility, referral processes
- o Establish referral protocols with key partners
- o Develop and implement an effective triage system, in concert with critical pathway providers, targeting "at-risk" individuals
- o Identify key referral information (HIPAA compliant) that can be shared with partners to avoid unnecessary duplication

The OoA supports the interactive web-based Network of Care (NoC) site which is a tool for seniors, adults with disabilities, caregivers, and provider agencies to access information and resources as well as the means to create a personalized care plan, or participate in legislative advocacy. The NoC program, developed with funding from the California Department of Aging (CDA), is now in place in numerous California counties, and is linked to the 2-1-1 in those communities.

C. The MOU Partnership

The VCRC and OoA share the role of serving as a link between the public and community agencies that offer services and support for seniors and persons with disabilities. Both organizations have a long track record of effective customer and community service, and care deeply about the communities and county in which they work. A commitment to collaboration is an effort to assure individuals receive accurate information and can access services with ease. It also demonstrates a commitment to maximize existing resources and expertise to assure the most efficient and cost effective response possible.

III. **RESPECTIVE RESPONSIBILITIES**

A. Volunteer Center of Riverside County – 2-1-1

VCRC's role is to maintain information, have a clear knowledge of the health and human service delivery systems within our communities, and assist the public in locating needed services.

VCRC will:

- Maintain an up-to-dated database of community health and human services for all of Riverside County.
- Employ and train Information and Referral Specialists to take calls from the public in search of services.
- Refer callers to appropriate agencies and services to meet their needs, including to Helplink, a unit of the OoA.
- Coordinate collaborative efforts in their communities to build the capacities for meeting the health and human service needs of the public.
- Identify gaps in services and inform funders and service providers about those gaps.
- Educate the public about available services and about 2-1-1 Riverside County.
- Provide a connection to non-emergency assistance during disasters in coordination with the county's integrated disaster response system.

B. Riverside County Office on Aging – HelpLink

The HelpLink Program of the Office on Aging serves as the County of Riverside source for specialized information, assistance and follow-up for seniors and persons with disabilities, their families and caregivers.

HelpLink workers provide extensive one-on-one assessment and counseling, and makes referrals to services provided within the Office on Aging such as care management and older worker employment training. Referrals are also made to service agencies under contract with the Office on Aging, other county departments, and those community agencies that specialize in services to seniors, adults with disabilities, their families and caregivers.

OoA will:

- Continue to serve as the primary focal point in the county for specialized information and assistance and follow up service for older adults and adults with disabilities, their families and caregivers.
- Continue to refer callers to appropriate agencies and services to meet the needs of their customers, including to programs of the VCRC.
- Develop the official four year Strategic Plan on Aging for Riverside County Board of Supervisors approval, identifying service priorities and system gaps, and recommending new program development and funding initiatives.

- o Participate in Riverside County Disaster Program to assist in addressing the needs of the population of older adults and those with disabilities in disaster planning and relief efforts.
- o Solicit input from providers and consumers (through the Advisory Council on Aging) to identify priority needs of older adults and those with disabilities, design programs, and evaluate the effectiveness and impact of services on these special populations and on the community as a whole.

IV. AGREED UPON PROCEDURES

In order to build and strengthen a partnership, VCRC and the Riverside County Office on Aging, adopts the following underlying procedures. These can be used as a framework to guide other collaborating agencies as they develop partnership relationships with 2-1-1 Riverside County.

Information and Referral Procedure

Callers to 2-1-1 Riverside County will be provided appropriate assistance and referrals to meet the caller's needs, including referrals to OoA, as appropriate, whenever it is apparent that specialized assistance, assessment and/or follow up are indicated.

Additionally, VCRC and OoA agreed that:

- VCRC and OoA will meet together quarterly to assess the exchange statistical data services to avoid duplication of services.
- VCRC and OoA will jointly educate the community about their 2-1-1/HelpLink partnership and coordination.
- VCRC and OoA will collaborate to increase funding to improve services for seniors, persons with disabilities, and their families and caregivers.
- VCRC and OoA agree to communicate and collaborate as partners in order to expand community support.
- VCRC and OoA will work together to develop an effective coordinated response for sharing information on community resources during local disasters.
- VCRC and OoA will collectively develop staff training tools and will share these tools as partners, including cross training initiatives.
- VCRC and OoA will track the number of calls transferred during the regular business day and will meet on a periodic basis to review those results and call transfer procedures, developing changes as needed.

V. CONCLUSION

VCRC and OoA are committed to working together to build an efficient and effective coordinated process to enhance public access to information, referral, assistance, and follow up services in Riverside County.

This MOU shall be in effect upon the date of signature of both parties. It shall remain valid for a period of three (3) years, unless terminated earlier by either party upon 60 days written notice. It will be reviewed and updated on an annual basis.

The undersigned being duly authorized by the respective agencies, have agreed to these terms.

VOLUNTEER CENTER OF RIVERSIDE COUNTY

Roberta Neff
Roberta Neff, Chief Executive Officer

09.26.08
Date

COUNTY OF RIVERSIDE

Roy Wilson, Chairman
Board of Supervisors

Date

FORM APPROVED COUNTY COUNSEL
BY: Larisa R-Mckenna 10/9/08
LARISA R-MCKENNA DATE