

RIVERSIDE COUNTY OFFICE ON AGING

2009-2012

Community Report



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From the Director A Message to Our Community...



The Riverside County Office on Aging is pleased to present the realized accomplishments of the 2009-2012 Strategic Plan on Aging: “Bridging the Generations for the Future”, which has served as our compass for the last three years of activity and coordination.

The Strategic Plan and the report to our Riverside community are reflective of the role and mission of the Riverside County Office on Aging. Priority goals and objectives were identified through a needs assessment process and action steps were implemented. This Community Report highlights the successful outcomes achieved in meeting those goals.

The title of this Strategic Plan highlighted the importance of connecting generations across life’s continuum. Childhood, adulthood and elder hood are distinct stages, but each stage contributes something essential to the quality of life of the others. Persons at each stage deserve the right to age with dignity and respect and I believe the Office on Aging, through the work and accomplishments of staff and our community partners have accomplished the most important aspects of this Strategic Plan, and we have left an imprint across the generations.

Partnerships, networks and collaborations have been the bedrock of our success in meeting the goals and objectives of the 2009-2012 Strategic Plan. I believe that as we continue to grow together in mission and service, we will address the need for increased support for the social safety net for older Americans, which has become frayed and fragile as a result of the continuing economic downturn. As we celebrate our success with the 2009-2012 Strategic Plan, we look forward to the challenges and opportunities presented in the new Strategic Plan 2012-2016, “Focusing on A Healthy Tomorrow”. I am confident that together as an aging provider network and Aging and Disability Resource Connection, we can truly build the framework for a Healthy Tomorrow for the older adult and adults with disabilities in Riverside County.

Sincerely,

“Partnerships, networks and collaborations have been the bedrock of our success in meeting the goals and objectives of the 2009-2012 Strategic Plan.”

Mission

As an Area Agency on Aging (AAA), we will provide sound leadership in addressing issues related to older Californians. We will also develop community –based systems of care that provide quality services which support independence within California’s interdependent society, and which protect the quality of life of older persons and persons with functional impairments. Finally, we will promote citizen involvement in the planning and delivery of services.



Our Vision:

Hope for today with expanded possibilities and choices for tomorrow

Our Core Value:

The right to age with dignity

Our Purpose:

To enhance quality of life across generations through innovation and partnerships

Our Promise:

To listen with respect , to foster trust and to serve with compassion and commitment in a timely manner

Philosophy

Acknowledgements

The Riverside County Office on Aging and the Advisory Council on Aging would like to acknowledge and thank the many individuals in the community who contributed to the completion of our Strategic Planning goals for 2009-2012. Your contributions are greatly appreciated!

Riverside County Board of Supervisors

Advisory Council On Aging Members

Office on Aging Staff

Community Partners/Consumers

Survey Respondents

Aging and Disability Resource Connection Committees

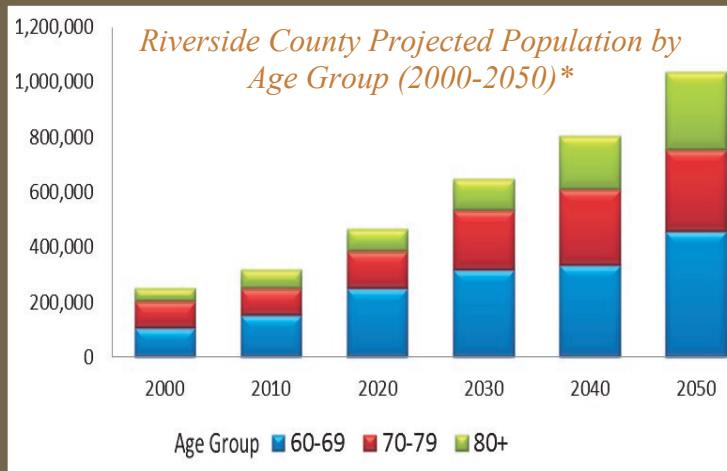
California Department on Aging

Population Growth >>>

The Growing Population We Serve

The aging of the Baby Boomer generation (those born between 1946 and 1964) means that the oldest of the Boomers turned 60 in 2006 which equates to 330 people turning 60 every hour. The state of California as well as Riverside County has to anticipate this growth and take this into account in its planning efforts.

According to the 2010 United States Census, the population of Riverside County, which represents 5.88% of the total population of California, is 2,189,641 and growing. Of the 58 counties within the State of California, Riverside County is the fourth largest county, with only the counties of Los Angeles, Orange, and San Diego having larger populations. Additionally, Riverside County is the eleventh largest county in the nation, with more residents than 15 of the country's states.

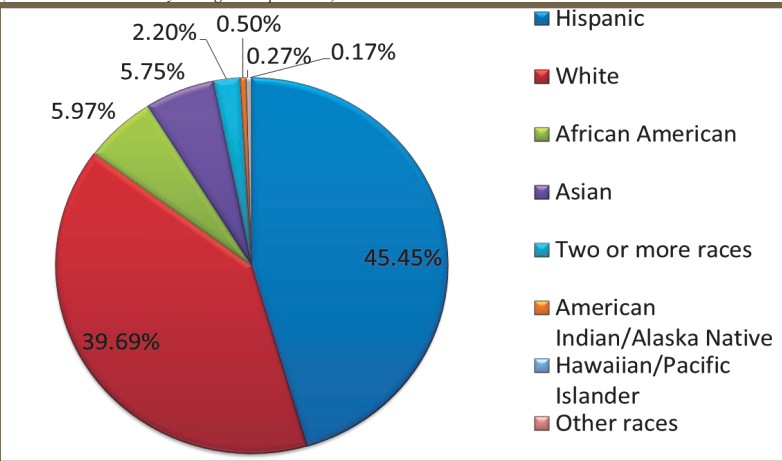


According to the 2000 Census, the 60+ age group in Riverside County was projected to be 317,811 in 2010. However, According to the 2010 Census, the actual 2010 population was 357,560! By the year 2020, less than a decade away, the 60+ age group will be nearing a half a million in Riverside County.

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

In addition to the growing population, Riverside County is becoming more racially and ethnically diverse. Non-Hispanic Whites are no longer the "majority" group. Currently, 56% of Riverside County's population is some type of minority: 45% of population is Hispanic or Latino, 6% is African-American or Black, 5% is Asian, and less than 1% is some other Non-White racial group.

(Source: Riverside County's Progress Report 2008).



As we experience unprecedented growth in the aging population, increased need for services and supports, and decreased funding, it is through collaborative efforts that we are able to provide much needed programs.

Office on Aging's Commitment >>>

To Serving Older Adults...



The Office on Aging understands that as Riverside County's population continues to grow and become more diverse, the needs of older adults will change. More grandparents will be responsible for raising their grandchildren, a greater number of family members will be providing care to a loved one, and people will be living longer, but with more chronic medical conditions.

As we experience unprecedented growth in the aging population and an increased need for services and supports, we also must acknowledge that funding and resources have decreased across the all agencies and organizations that serve aging adults. The Riverside County Office on Aging (RCOoA) acknowledges that it will be through collaborative efforts that we will be able to provide much needed programs.

We recognize the urgency to develop enhanced capacity and to develop a strong infrastructure of home and community-based long term care services to address the needs of this growing population. Our goal is to support our constituents so they can to age in their own homes and communities, remaining active and vital for as long as possible. However, we know that we cannot do it alone. We consider Riverside County Advisory Council on Aging, constituents, providers, educators, stakeholders, health care professionals and the broader community to be integral and indispensable partners in our mission and in the achievement of our purpose, which is to enhance quality of life across generations through innovation and partnerships.



The Older Americans Act >>>



The Older Americans Act was established by Congress in 1965 and established the federal Administration on Aging (AoA) and the corresponding state agencies to address the needs of older people. The Act has been the major vehicle for promoting the delivery of services to the Aging population. The Act authorizes funding streams (or "Titles") and multiple service programs all administered by the AoA, except Title V, which is administered by the United States Department of Labor. It authorizes a wide array of social service programs for older adults and their caregivers through the 56 state agencies on aging.



There are 33 Area Agencies on Aging (AAA) in California, of which the Riverside County Office on Aging is one.

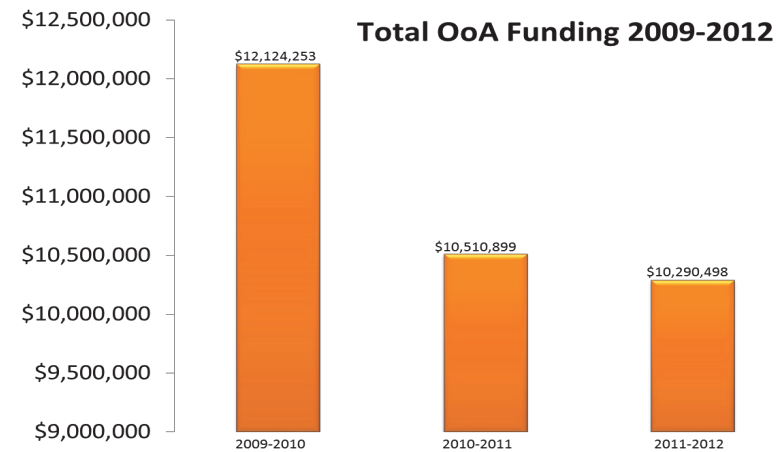
Services are available to all individuals 60 years of age and older, with priority given to individuals who are living in rural areas, have low income, are socially needy, minorities, and persons with limited English proficiency.

AoA Mission:
"To help older people maintain maximum independence and to promote a continuum of care for the vulnerable elderly."

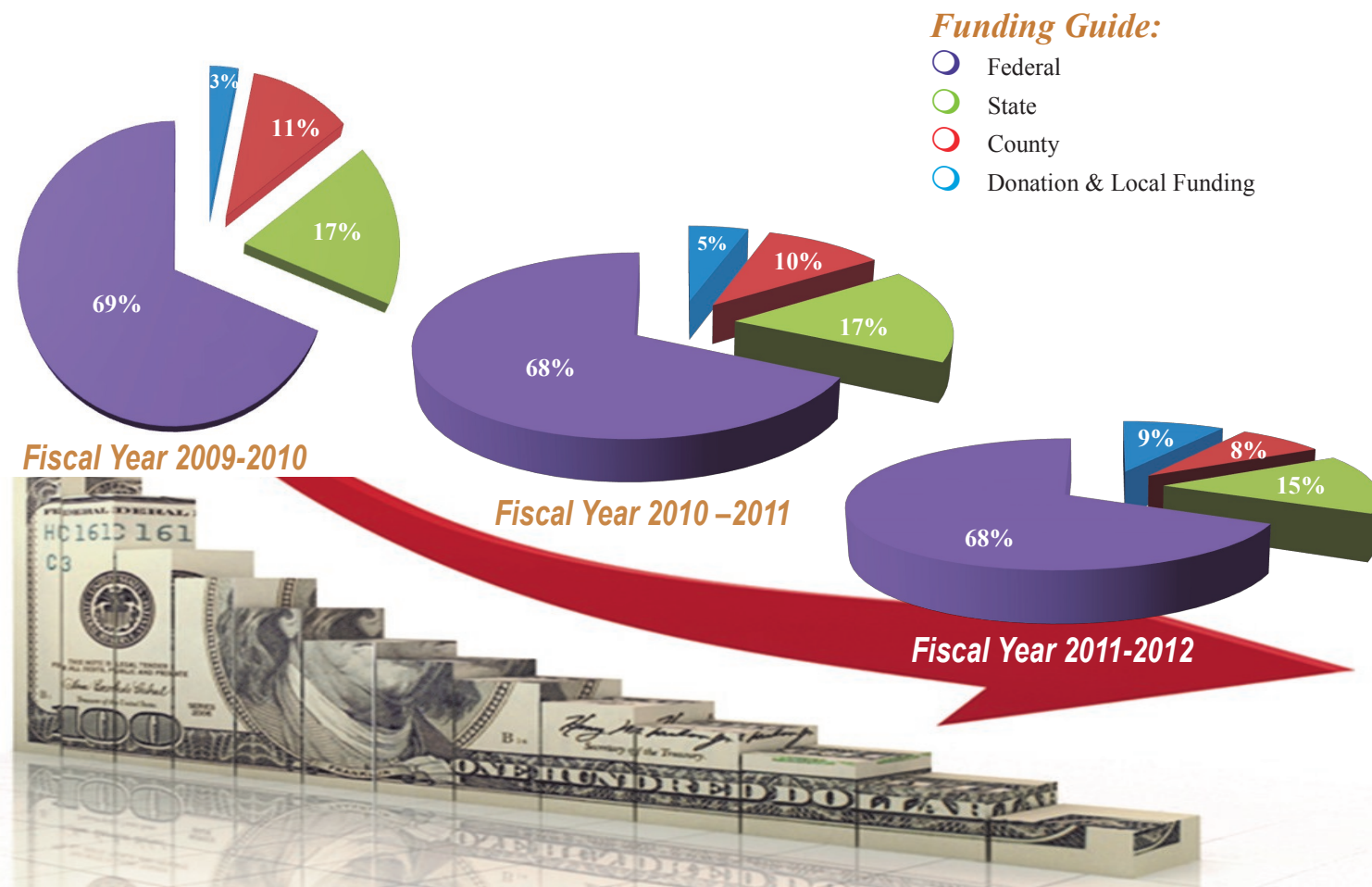
The Challenge of Enhancing Capacity

Where Funding Has Diminished...

Although there has been an increase over the past three years in donation and local funding, there has been a 15% decrease in County, State and Federal funding, collectively, totaling \$1,833,755 from 2009-2012.



The elimination of funding for the Older Californians Act Community Based Service Program impacted the capacity of contracted service providers to meet the growing need for supportive services in the community such as access to the Alzheimer's Day Care Resource Centers, the Brown Bag Program, Linkages, and Respite Purchase of Services during the 2009-2012 planning cycle. Although the loss of these programs was significant to the Riverside County Office on Aging, the agency continued to provide Older Americans Act funding to community providers for social day care services, however that funding alone will probably be insufficient to sustain the community based service providers into the future.



2009-2012 Units of Service >>>

Office on Aging funding provides core services to the county in the form of planning and needs assessments, advocacy, coordination education and outreach, information, program development and service delivery. We provide these services through home and community based assistances, including but not limited to, information and assistance, preventive health, material aid, employment, volunteer opportunities, outreach, assisted transportation, legal services, in-home support, ombudsman services, insurance counseling, congregate and home-delivered meals, and care coordination.

During the 2009-2012 strategic planning cycle, the Riverside County Office on Aging/ Aging and Disability Resource Connection accomplished the following:

CAREGIVER AND RESPITE CARE SERVICES

Support Services	Hours	9,064
Contracted Respite Care	Hours	17,703

INFORMATION AND ASSISTANCE

Contacts	104,308
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ELDER ABUSE EDUCATION

Public Sessions	1,062
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PREVENTATIVE HEALTH AND MEDICATION MANAGEMENT

Physical Fitness	Classes	2,350
Physical Fitness	Participants*	56,203
Community Education	Hours	8,125
Medication Management Outreach	Contacts	14,792

VOLUNTEERS

Recruitment	Hours	1,153
Placed	Volunteers	687
RSVP Hours	Program Volunteers	3,687
RSVP Volunteer	Hours	468,412
Equates to	Dollars	\$10,928,915

CASE MANAGEMENT HOURS

Total Direct Case Management	Hours	23,268
Contracted	Hours	3,463

PERSONAL CARE & HOMEMAKER

Personal Care	Hours	16,175
Homemaker	Hours	10,375

SENIOR NUTRITION

Home Delivered Meals	Meals	1,073,520
Congregate	Meals	620,388

LEGAL ASSISTANCE

Hours	8,235
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OUTREACH

Contacts to Family Caregivers	Contacts	12,473
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ASSISTED TRANSPORTATION

1-Way Trips	36,953
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* Represents a change in the data definition by the California Department of Aging (CDA) in this category



Riverside County Advisory Council on Aging

The Riverside County Advisory Council on Aging, comprised of seventeen volunteer leaders, was created in 1974 as a volunteer leadership body mandated under the Older Americans Act and Older Californians Act. Members are appointed to serve in an advisory capacity to the Office on Aging and the Board of Supervisors and as advocates for Riverside County's seniors and adults with disabilities.



2010 Census: Census data helps guide local planning decisions that can impact the quality of life for older adults in areas such as health care, transportation, senior centers and other assistance programs. In order to advocate for seniors, the Advisory Council collaborated with the Census Bureau for Census 2010. The Advisory Council hosted multiple presentations from the Census Bureau and coordinated outreach to 19 senior and community centers. Also, since participating in the Census safely was a high priority, the Council partnered with the Department of Public Social Services C.A.R.E. (Curtailing Abuse Related to the Elderly) Team to provide presentations on scams associated with the census.

PACE Program: The Advisory Council took the initiative to advocate for a PACE (Program for All-inclusive Care of the Elderly) site in Coachella Valley. The PACE model is characterized by a focus on frail, nursing-home eligible elders, team-managed care that integrates a comprehensive package of acute and long-term care health services, and funding from Medicare and Medi-Cal. It enables frail elders in rural communities to remain independent and in their own homes. The Office on Aging partnered with On Lok Senior Services of San Francisco on a grant application to the SCAN Foundation for funding this initiative and worked to build consensus amongst community partners, to schedule tours of established PACE sites in San Diego, Los Angeles, and San Francisco, and in gathering letters of support for the initiative.

Other Advocacy Efforts:

The Advisory Council's also submitted letters to:

- ◆ The California legislators, in support of continued funding for the RSVP Volunteer Program, and in opposition to AB345, which requires the California State Ombudsman Program to be separated from the California Department of Aging
- ◆ The United States Administration on Aging and the Department of Health and Human Services advocating changes to, and reauthorization of the Older Americans Act.



Committees



The Advisory Council has the responsibility of raising issues, recommending changes and advocating for those changes. The Advisory Council hosts three main committees; Healthy Living, which focuses on healthy aging; the Grandparents Raising Grandchildren (GRG) Task Force; which assists grandparents with issues related to caring for their loved ones; and the Community Engagement Committee, which is responsible for outreach to our senior population and community activities.

Advisory Council on Aging Members

Gloria Sanchez (Chairperson)
Gary Kelley (Vice Chair)
Leo Sullivan (Parliamentarian)

Barbara Brown
Diana Camba
Alice B. Chandler
Jerry Corrales
Erwin Fromm
Beverly Greer
Ann Kasper
Dianne Lewis
Vee Maiden
Doris Morgan-Hayes
Luella Thornton
Carol Tong

Focal Points:

The Advisory Council has defined a Community Focal Point as: *A pathway helping older adults improve their quality of life through services and activities that reflect their skills and experience, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage involvement in their community.* The Community Engagement Committee of the Council has designated 36 Community Focal Points in Riverside County, in partnership with the Office on Aging and the Board of Supervisors. Formal presentations, by the respective Supervisor and the Director of the Office on Aging, of a plaque and proclamation have been presented to these focal points in recognition of the significant role they play for seniors in their respective communities.



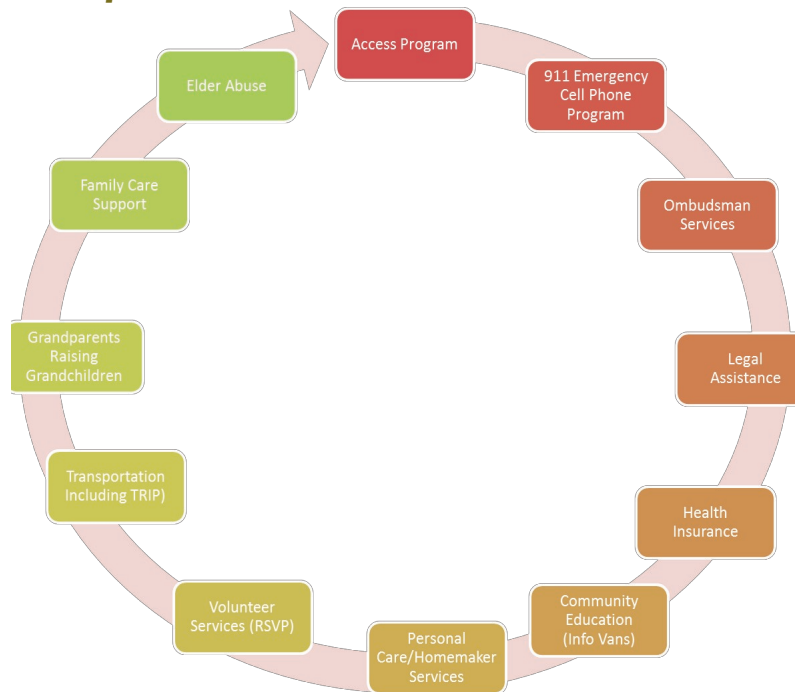
Advocacy

Aging & Disability Resource Connection (ADRC)

On May 1, 2008, the California Department of Social Services awarded the Riverside County Office on Aging (OoA) a multi-year grant for the development of a California Aging and Disability Resource Connection program (CAL ADRC). An ADRC is a single, coordinated system of information and access for all persons seeking long-term services and supports, regardless of age, disability or income. It provides a process for systems change to streamline access to information, services and support for long-term care. It also creates an opportunity for joint advocacy between aging and disability networks on policies that enhance the ability of individuals to live independently in the community.

The OoA, in partnership with Community Access Center, coordinated the program implementation and achievement of goals and objectives for an integrated system of connecting services and information about aging and living with disability in Riverside County. ADRC's use two broad strategies to divert individuals from unnecessary long-term institutional care and ensure that short-term institutional stays do not become permanent: 1. Intervening with options counseling in critical pathways, and 2. Expediting eligibility determination processes for home and community-based services.

Scope of ADRC Services >>>



Information and Assistance >>>



On May 14th, 2009 the Aging and Disability Resource Connection (ADRC) of Riverside County was officially launched with "Living Better – In It Together," a health prevention, wellness and caregiver conference held at the Moreno Valley Conference Center. Well over 200 registered participants attended the event. Participants were exposed to a wealth of information including the following highlighted session offerings: How to Lower Your Risk of Heart Disease, Diabetes – Across The Lifespan, How to Save Your Brain, Fruits, Vegetables and Physical Activity – Nutrition Lessons, Managing your Medications, and Advocacy Tips in Speaking With Your Physician.

The Options Counseling Program of the ADRC combines a rich Information and Assistance structure with a focus on encouraging, empowering and assisting individuals in determining their goals, establishing an action plan, and taking the necessary steps to achieve those goals. It is designed to put the power and the responsibility in the hands of the individual.



The Riverside County ADRC has developed two key groups to advise the ADRC and ensure that input is encouraged and solicited throughout the County from County departments, community organizations, services delivery professionals, and consumers:

Leadership Advisory Resource Team (LART)

A high-level group made up of Department heads and community leaders which identifies and provides strategic direction to move toward an integrated system of connecting services, information and programs to the public at large.

Stakeholder Advisory Group (SAG)

The SAG involves stakeholders (consumers, caregivers, health and social service providers, advocates, and other interested parties) in the planning, implementation and evaluation of the ADRC program.

Resource Connection >>>



The Riverside County Office on Aging has the **Distinction** of being designated **the 3rd ADRC** in the State of **California**



Significant ADRC Accomplishments



The Riverside County Office on Aging ADRC has the distinction of being designated the 3rd ADRC in the State. It has been commended by the Centers for Medicare and Medicaid Services (CMS) for best practices in facilitating agreements with partners in the community, integrating community partners and networks, and in establishing goals and objectives that focus on maximizing consumer choice and options.

Consensus to Improve Access to Long Term Services & Support

The ADRC has facilitated the development and implementation of a *Consensus to Improve Access to Long Term Services & Support*. Critical service providers of Riverside County joined together to provide leadership and develop consensus on the vision of developing and restructuring Riverside County's information and access for all persons seeking long term services and support options, regardless of age, disability or income. The primary goal of the agreement is to collaboratively create a process for systems change to streamline access to information, services, and support for long term care, which enhances the ability and the choice of individuals to live independently in the community. More than twenty key stakeholder organizations signed on to the Consensus, approved and supported by the County Board of Supervisors, and remain committed to it.

The Provider Resource Guide

Recognizing that Long-Term Care (LTC) services within the County are fragmented and duplicative, and program eligibility requirements can be confusing and/or too restrictive, the ADRC, with assistance from the Stakeholder Advisory Group, developed and has disseminated *The Provider Resource Guide*. This comprehensive guide illustrates critical pathways to long-term services, supports and programs, and includes unique elements not found in typical resource directories, such as eligibility guidelines and explanations of the application process or required documents. For service providers, it is a practical tool for understanding, navigating and creating better access to services for consumers. For professionals, it is helpful for accessing commonly used area service providers. In addition, for consumers, it holds value for increasing access to home and community-based services, empowering them and their families to make informed decisions about existing health and long-term care options.

The Inland Counties Caregiver Coalition



The ADRC was instrumental in the development and coordination of The Inland Counties Caregiver Coalition (ICCC), which was formalized in February 2010 and patterns itself after the statewide California Caregiver Coalition. Its mission is to ensure that caregivers' concerns are effectively recognized through advocacy, education and empowerment. Its vision is to be a community advocate of caregiver issues that links resources and educates the public to enhance the caregivers' quality of life.

ICCC's efforts include sponsoring and rapport with key educational events throughout the community. These events best serve Caregivers in San Bernardino and Riverside Counties by providing connections with critical community resources such as government programs, acute care hospitals, disease-specific volunteer organizations, advocacy organizations, assessment tools, and information regarding legal issues including legal remedies. They also raise awareness in the general public of the important role of the family caregiver.

Significant ADRC Accomplishments *(Continued...)*

Universal At-Risk Definition

The ADRC, through collaboration with stakeholders, has created uniform criteria across sites to assess risk of institutional placement, in order to target and streamline supports to individuals at high-risk. A Universal At-Risk Definition was disseminated to all Consensus signers to increase effectiveness and efficiency in prioritizing referrals to social services and supports, and SAG meetings created a forum for training on its use. Cooperation of critical pathway providers in consistent use of the Universal At-Risk Definition is critical in coordination of financial, clinical and social supports and eligibility determination processes. This ADRC collaboration with partners, critical pathway providers and stakeholders has resulted in expedited access to nutrition programs, care management and IHSS support for at-risk consumers.

Intake Form and Process

The ADRC and the Stakeholder Advisory Group have tooled a universal intake form to be used as a comprehensive method of gathering essential consumer data for introducing a client to a partnering service provider/ organization. It identifies key referral information (HIPAA compliant) that can be shared between and among partners to avoid unnecessary duplication. In this way, the ADRC is bringing critical pathway providers, community based organizations, public officials and consumers together in leveraging resources and streamlining referral processes, which is not only cost effective but minimizes stress on the consumer by reducing the repetition of information.

The ADRC and IHSS Program have established a process in which intake forms can be completed by the ADRC staff on behalf of the consumer then forwarded to the intake unit for more expedient review. This informal arrangement has improved consumer access and increased successful applications among APS, Mental Health, DPSS, private care managers and home health agencies.

Functions of an ADRC:

AWARENESS AND INFORMATION

*Public Information
Information on options*

ASSISTANCE

*Options Counseling
Benefits Counseling
Employment options
Counseling
Referrals
Crisis Intervention
Planning for future needs*

ACCESS

*Private Pay Services
Comprehensive Assessment
Medicare financial eligibility determination
Eligibility screening for one-stop access to all public programs*

Riverside County Evidence Based Programming

A program is judged to be evidence-based if (a) evaluation research shows that the program produces the expected positive results; (b) the results can be attributed to the program itself, rather than to other extraneous factors or events; (c) the evaluation is peer-reviewed by experts in the field; and (d) the program is "endorsed" by a federal agency or respected research organization and included in their list of effective programs.

Coleman Care Transition Intervention (CTI)



In January 2010, the Office on Aging, in collaboration with the Riverside County Regional Medical Center (RCRMC) transitioned the established Hospital Liaison Program into an ADRC pilot evidence-based program, known as the Coleman Care Transition Intervention (CTI) program. CTI is an evidence-based program designed to empower and engage patients to partner with their physicians in taking an active role in managing their chronic disease and improving their overall health condition. The program provides a hospital liaison social worker who helps elders discharged from the hospital transition to their home environment. It utilizes four CTI Pillars (preventative measures):

- Medication self-management
- Use of a dynamic patient-centered record (the Personal Health Record)
- Scheduling timely primary care/specialist follow-up appointments
- Knowledge of red flags that indicate a worsening in their condition and how to respond.

The goal of the program is to reduce readmission of patients with chronic illnesses into the hospital for preventable causes.

CTI Results: For the period of January through December of 2010, patients who completed CTI at

RCRMC had a 30 day readmission rate of 15.73%, compared to the overall Medicare 30 day readmission rate for RCRMC at 20.6% for a period beginning June 2010 and ending March 2011.

The total cost of the CTI Program for the period of August 12, 2010 through June 30, 2011 was \$157,557, for salaries, benefits and overhead. The estimated net benefit (estimated charges for prevented readmissions minus program costs) of the CTI Program during this period totaled \$556,928.

The OoA CTI program is now expanding to include the Desert Regional Medical Center. The Directors of the Desert Healthcare District recently approved a \$40,000 grant award, to be matched by the Desert Regional Medical Center, to support a social work position at that hospital. In addition, OoA partnered with the Inland Empire Health Plan (IEHP) to assist IEHP in starting a care transitions program at Riverside County Hospital.

Our CTI program has been recognized by the Administration on Aging (AoA) for its best practices, and featured in the AoA's Care Transitions Toolkit for:

- Offering guidance on the importance of careful program staffing
- Samples of the hospital liaison chart letter
- Consumer pre/post transition surveys



Benefits of the program include:

- Strengthening bones*
- Halting osteoporosis*
- Improving balance and flexibility*
- Relieving arthritis symptoms*
- Restoring strength*
- Increasing independence*
- Improving safety in the home*



Fit After 50 is an evidence-based exercise program geared to increase strength, mobility and balance while improving the cardiovascular system. Seniors nationwide claim their independence as a "most valued possession." For many, remaining independent means staying physically fit in order to take care of themselves, maintain their mobility and live a healthy, active life.

With this in mind, Riverside County developed Fit After 50, a free fitness program for seniors aimed at avoiding falls and prolonging independence. The program incorporates simple exercises that can increase strength, balance and flexibility. Thirty three classes are offered weekly in various locations throughout the county. During the 2009-2012 Planning Cycle, the program was managed by 84 year-old Palm Desert resident, Betty Robinson, who also taught classes and trained instructors. "It is never too late to rebuild muscle tissue. Even if exercise is not part of your daily routine, we can get you started!", encouraged Robinson.

Fit After Fifty currently has over 500 registered participants from ages 50 – 97. Increasing lower body strength is important for getting out of a chair, bathtub or car, walking or climbing stairs, and reducing risks



for falls. Building upper body strength is important for activities such as household chores, carrying groceries, lifting a suitcase or picking up a grandchild.

Fit After 50 was adopted from a statewide program developed to ease the state's financial burden from senior falls and injuries. Nationwide, falls are the leading cause of injury among older people according to the Centers for Disease Control and Prevention.

"It is never too late to rebuild muscle tissue. Even if exercise is not part of your daily routine, we can get you started!"

Classes are one hour long starting with a warm up and abdominal breathing, followed by stretching, core work for strength, and balance with a chair and/or standing.

Participants benefit from more than just increased physical fitness. The program is free and many participants bond through the program as they all work towards the same goal -- keeping their independence for as long as they can and most importantly encourage each other to get out, have fun and stay active.



The Fit After 50 program has grown to over 500 registered participants and 23 sites throughout Riverside County.



Coordination and Community Integration

Care Pathways

The Care Pathways Program is designed for family caregivers who face challenges managing their caregiving responsibilities for a friend or loved one, 60 years of age or older, by offering both educational and group support. The Office on Aging was awarded Prevention and Early Intervention funding from the Riverside County Department of Mental Health for the program, which began in June 2011. Care Pathways began with workshops in Moreno Valley and San Jacinto, but currently is reaching targeted areas in Rubidoux, East-side Riverside, Casa Blanca and Moreno Valley (Western Region), and San Jacinto, Lake Elsinore, Perris, Romoland and Winchester (Mid County). The workshops are also provided regularly in Spanish for our monolingual and bilingual community members.

The program is delivered in a series of 12 weekly, two-hour workshops. Topics address the broad range of issues that caregivers face, from caring for the care recipients (How to Talk to Your Doctor and Legal Issues Related to Caregiving) to caring for themselves (Preventing Caregiver Burnout and Living with Dementia). The long-range goals are to create a group therapy atmosphere and to significantly decrease the risk of depression among caregivers. Pre- and post-assessments are used to measure performance outcomes.

Results:

- Nearly 200 individuals have participated in the program
- The American Medical Association's Caregiver Self-Assessment (SA) scores indicated a decrease in symptoms of stress in 67% of participants
- The average improved SA scores showed a 9 point decrease in symptoms of anxiety
- The Center for Epidemiological Studies Depression Scale (CES-D) scores indicated a decrease in symptoms of depression in 64% of participants
- The average improved CES-D scores showed an 8 point decrease in symptoms of depression

Carelink/Healthy IDEAS

The intent of the CareLink Program is to prevent premature or inappropriate institutionalization of frail, "at risk" elderly and functionally impaired adults by providing care management with comprehensive information and assistance services. The Office on Aging has further enhanced the services of the CareLink Program by embedding the Healthy IDEAS (Identifying Depression, Empowering Activities for Seniors) Program into it.

Healthy IDEAS is an evidence-based, self-empowerment program which improves quality of life by:

- Screening for symptoms of depression and assessing their severity
- Educating older adults and caregivers about depression
- Linking older adults to primary care and mental health providers
- Empowering older adults to manage their depression through a behavioral activation approach that encourages involvement in meaningful activities

This hybrid model, funded through a Memorandum of Understanding with the Riverside County Department of Mental Health (RCDMH), serves to reduce the stigma associated with depression as mental illness (since it is approached as part of the comprehensive case management services provided), as well as to support prevention and early intervention for older adults in cooperation with the RCDMH.

"I got empowered in this class to make decisions and feel good about them."



"I identified many of my actions and reactions to my caregiving techniques that I had difficulty with... The support group gave one a sense of a safe environment where I could express my concerns. I now feel happier with my efforts as a caregiver and I can use the tools in my caregiving."

Mental Health Liaison

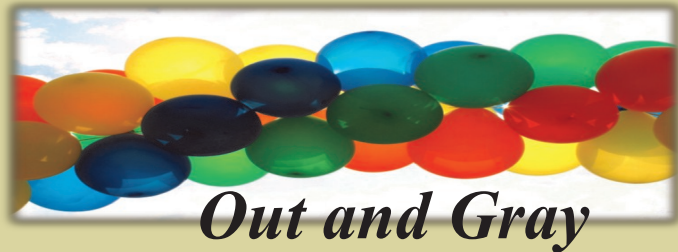
The primary goal of this program, which began in May of 2011, is to identify older adults who are at risk of depression, or experiencing the first onset of depression, and to link them with resources and services needed to prevent or reduce depression and suicide risk. It involves collaboration between the Office on Aging and the Riverside County Department of Mental Health (RCDMH), which has embedded Mental Health liaisons (clinicians) into four of the OoA's programs: The Info Van, The Title V Program, The Clinical Multi-Disciplinary Team (CMDT), and Coordinated Care. The prevention and early intervention activities which these clinicians provide include:

- Outreach, information, depression screening (PHQ-9) and referrals
- Psycho-education and training to OoA staff regarding wellness, healthy emotions, mental health issues and other topics determined by need
- Depression-specific early intervention for individuals whose PHQ-9 scores indicate significant symptoms of depression
- Coordination of CMDT meetings with representatives from the OoA, RCDMH, Riverside County Department of Public Social Services and Riverside County Community Health Agency
- Oversight of the CMDT activities to monitor the status of each consumer



"I feel that even though the problems and difficulties of being a caregiver cannot be solved, the support and information from this group has made it less stressful. I have learned new ways to cope and to relieve stress and understand the importance of also recognizing my own needs. I really hope the Care Pathways program will continue, because it gives us hope."

Planning Publications



The report ***Out and Gray: Lesbian, Gay, Bisexual, and Transgender Elders of Riverside County*** is a result of a 2007/2008 Lesbian, Gay, Bisexual and Transgender (LGBT) Survey administered to 530 individuals by the Office on Aging. It explores barriers to care and concerns of one of Riverside County's most vulnerable populations.

The Office on Aging has aggressively sought out marginalized LGBT seniors to engage them in the needs assessment and planning process. It has even been a leader in sensitivity training for its staff, its Advisory Council, and community and county partners.

Some of the Report's Findings include:

- The current estimated Lesbian, Gay, Bisexual, Transgender (LGBT) elder population in Riverside County is between 9,245 – 30,818 individuals.
- There are 1,138 federal benefits denied to same-sex couples which can negatively impact end-of-life and care decisions.
- Over one third of survey respondents indicated that they had some level of fear being open about their gender identity or sexual orientation.

The results of the 2007/2008 survey were later re-analyzed for *Aging Out in the Desert*, a paper by Brian DeVries, a gerontology researcher and professor at San Francisco State University, and his team set to publish in an upcoming issue of the Journal of Homosexuality on LGBT aging.



Boomers: Changing the Face of Aging

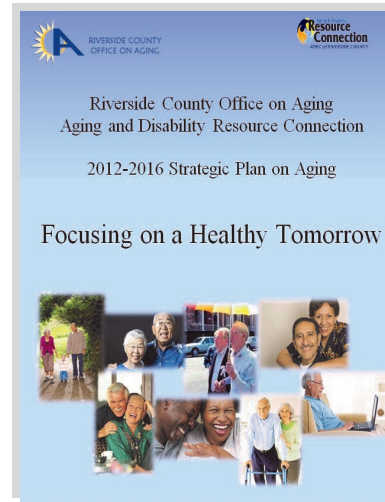
The Office on Aging, in partnership with the Riverside County Department of Public Health, developed *Boomers: Changing the Face of Aging*, a report designed to inform our community partners, stakeholders and members of the public on the changing needs of this demographic population shift. It is projected that over the next several decades, in the United States and worldwide, there will be significant increases in the number of older adults whose life expectancy has nearly doubled in the past century, and is expected to continue to increase dramatically, as well as become more diverse with migration trends.

In addition to depicting the demographic population shift, migration trends, and increased life expectancy, the Boomer publication encapsulates historical data.

Highlights of the report include:

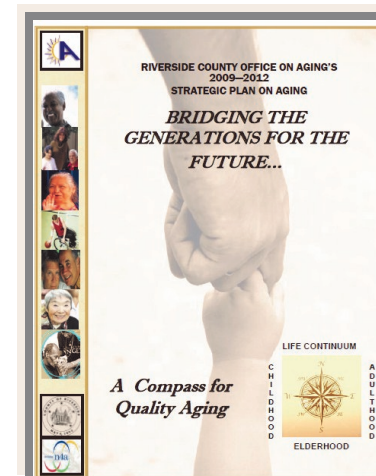
- California's population is expected to increase 172% by the year 2040
- Enrollment for college students, 40 and older, has tripled since 1970
- In 2009, 8.1 billion volunteer hours had an estimated value of \$169 billion
- Six million centenarians are projected by the year 2050
- By the year 2020, 1 out of every 4 drivers will be over the age of 65

Planning Publications (continued...)



Four-Year Strategic Plan

Developing our strategic plan on aging for the next four years has involved a year-long process of researching and gathering data, developing needs assessment surveys, convening focus groups and stakeholder interviews, and determining priority goals, emerging issues and plan objectives. Then it required approval and signatures from the Advisory Council, the Board of Supervisors and the California Department of Aging. Successfully, the Riverside County Office on Aging and Aging and Disability Resource Connection have completed and gained full approval for the 2012-2016 Strategic Plan: *Focusing on a Healthy Tomorrow*. The Strategic Plan describes the role and mission of the OoA, priority goals, major objectives and action steps that the OoA will strive to achieve during the 2012-2016 planning cycle.



2009-2012 Strategic Plan Cover

Transportation and Mobility Options for Independence

The Office on Aging produced a blue ribbon Report on transportation and mobility options for Older Adults in 2011. In the report, the agency highlighted the need for increased interest in concern for and about older drivers. In an short time, the number of older drivers on the roads nationwide and in Riverside County will more than double. According to the Insurance Institute for Highway Safety, people age 65 and older will represent 25% of the driving population and 25% of fatal crash involvements by the year 2030. As the population of older adults grows, so does the need to find mobility solutions that work.

Older adult mobility in its broadest sense encompasses driver safety, transitioning from driving (driving modification and transition), pedestrian access, fixed route, public transportation, curb-to-curb, door-to-door, taxi, volunteer, and door-through-door (escort) services. This Transportation Blue Ribbon Report will address the issues that older adults face in driving and explore alternative mobility options available for life after driving.

The report stresses the age related issues associated with driving and/or accessing public transportation systems such a mobility, dignity, accessibility and affordability for the older adult population.



Community Education and Outreach

Leadership Advocacy Roundtables

The Office on Aging convenes providers, policy makers, consumer representatives and community leaders for quarterly Leadership Advocacy Roundtables. These are designed to encourage partnerships, improve both quality and efficiency of services to older adults and adults with disabilities, address emerging issues, and share updates on breakthrough programs and policy changes across county, state and federal levels.

Leadership Advocacy Roundtables were held quarterly over the previous 3-years and include these examples:

Life Care Planning, Ed Long, Deputy Director for Long-Term Care Services, California Dept. Of Aging

Discover Your Voice – Create a Culture of Comfort – Improving Palliative Care, Dr. Gina Mohr, Co-Founder and Director of Loma Linda University Medical Center Palliative Care Consultation Service

Alzheimer's Disease Facts and Figures in California, Panel: Dr. Debra Cherry, clinical psychologist and Executive Vice President of Alzheimer's Association, California Southland Chapter; Sergio Torres Calderon, Regional Director-Inland Empire for the Alzheimer's Association, California Southland Chapter; Barbara McLendon, Public Policy Director of the Alzheimer's Association, California Southland Chapter.

The California Elder Economic Security Standard Index (Elder Index), Jenny Chung, J.D., Attorney/Program Manager from the Insight Center for Community Economic Development.



Physician Orders for Life-Sustaining Treatment (POLST), Ms. Natalie Moy, Director of Patient Care Management at Riverside County Regional Medical Center

Mobility and Transportation Options for Independence, Panel: Ivet Woolridge (Manager of Transportation Reimbursement and Information Project - TRIP), Jim Kneepkens (Director of Marketing from RTA), Robert J. Yates (RCTC), and Richard Smith (Director of Independent Living Partnership)

Focus Group -- California Elder Mental Health and Aging Coalition (CEMHAC), Viviana Criado, Director, CEMHAC



Car Fit

Helping Mature Drivers Find Their Perfect "Fit"

In partnership with the Automobile Club of Southern California, the Advisory Council and the Office on Aging launched the Car Fit program in Palm Desert and the other in Blythe. Car Fit is designed to help seniors find out how the "fit" of their personal vehicle affects their driving, especially in terms of safety features, line of sight, mirror positioning and the ability to reach pedals.

These community events promote continued independent living in the community for seniors by assisting them in remaining safely behind the wheel of their own cars. Advisory Council members, along with community volunteers, also participated in these events.



Info Van



The Info Van is an exciting program designed to help older adults and adults with functional limitations to remain as healthy and independent as possible for as long as possible. There are three Info Vans that serve Riverside County: The Western InfoVan, the Eastern InfoVan, and the Nutrition InfoVan.

The Info Vans provide quality information and referrals, including on-site computer access to service information. Focused assistance is available to anyone in Riverside County who provides



care and support for older adults and adults with functional limitations. The wide variety of sites hosting InfoVan activities includes: dialysis centers, churches, farm workers' resource center, community health clinics, health fairs and congregate senior housing. The Nutrition Info Van promotes Senior Nutrition Programs and education related to dietary practices, as well as disbursing regional Farmer's Market Coupons. Sites hosting the Nutrition InfoVan include health fairs and senior centers.

The InfoVan program has consistently exceeded the number of required contacts established for it. Also, in relation to the Senior Farmer's Market Coupon Program, the Nutrition InfoVan distributed 9,660 coupon books over the 2009 – 2012 period.



Conferences & Events



Change Happens – Mastering Caregiver Transitions

The Riverside County Office on Aging, Aging and Disability Resource Connection, held an educational conference designed for family caregivers of older adults, entitled *Change Happens – Mastering Caregiver Transitions* at the Moreno Valley Conference Center. The conference was attended by 150 participants and highlighted keynote speaker Dr. Vicki Schmall, Executive Director and Gerontology & Training Specialist of Aging Concerns and lead author of *The Caregiver Helpbook: Powerful Tools for Caregiving*, with her address, *Mastering Caregiver Transitions*. It also included a panel discussion on Legal and Financial Planning (Janet Morris, Esq., Bet Tzedek Legal Services), *Driving Decisions* (Dr. Vicki Schmall), *End of Life Issues* (Reverend Vincent McMorrow-Purcell, Vice President, Partnership for End of Life Care), and *Life After Caregiving* (Shira Rister, M.S., former caregiver and certified wellness coach).

In addition, the attendees were provided with valuable resources and tools:

- Supervisor John Tavaglione and Supervisor Marion Ashley provided free copies of *Five Wishes*, a living will that provides advance directives for personal, emotional and medical wishes in the event that an individual becomes seriously ill.
- The Office on Aging provided a copy of *The Caregiver Helpbook: Powerful Tools for Caregiving* or *The Caregiver Companion: A User-Friendly Guide to Providing At-Home Care*, prepared by the attorneys at Bet Tzedek Legal Services, to all participants.

The Inland Counties Caregiver Coalition hosted an exhibitor fair with 22 exhibitors. Exhibitors included the Alzheimer's Association, American Cancer Society, Amputee Connections, Braille Institute, CA Telephone Access Program, Care Alternatives Hospice, Care Connexus, Community Health Systems, Daybreak Adult Services, HICAP, Inland Caregiver Resources, Inland Empire Health Plan, Janet Goeske Foundation, Riverside Meals on Wheels, Riverside Medical Clinic Foundation, Shella Care Management Services, Social Security Administration, Stroke Recovery Center, and YMCA.

Gen Silent: Documentary and Roundtable

The Office on Aging hosted a showing of the documentary film, "Gen Silent," in a roundtable event with its director/film maker Stu Maddux. It was designed for aging network leaders of Riverside County departments and senior centers, key stakeholders and Office on Aging staff. The film and ensuing discussion focused on sensitivity to issues specific to members of the aging LGBT community.

Comments from Change Happens Participants

"A great insight into what the elderly are feeling"

"A lot of answers to my needs—very informative"

"Wide range of information"

Conferences & Events Continued...



Chinese Delegation

Kevin Wang, Chief Assistant, ASM China Corporation contacted Ed Walsh to say that a Chinese Delegation from Beijing was interested in meeting Office on Aging staff to learn more about the California Health and Human Services Agency Aging and Disability Resource Connection (ADRC) grant and the work the department was doing in Transition Care. The Office on Aging worked with the County of Riverside Executive Office to plan the meeting, and Tom Freeman, Commissioner, Office of Foreign Trade

(Riverside County EDA) and his staff hosted the event at the County Administration Center Board of Supervisors Conference Room. The twenty-one person delegation was led by Mrs. Zhang Ruixia, Chief, Division of Shifting Population, Meijing Municipal Committee of Population and Family Planning. Ed Walsh, Michele Wilham, Renee Dar-Khan, ADRC Coordinator and Vikki Neugebauer, Coordinated Care Program Manager presented to the delegation. The delegation recognized that we share challenges of our populations aging rapidly, of not having adequate infrastructure in place to respond to all the needs of our aging populations, and of the fact that seventy percent of our elderly will experience a functional disability to the level of needing assistance. China's problem is compounded by their one child law, which, as their seniors age having only one adult child who oftentimes has moved away from the country, has created a very thin, or non-existent family support system to pick up the slack of limited government or private services.

Retired Senior Volunteer Program (RSVP) Volunteer Recognition



The Retired Senior Volunteer Program (RSVP) annual volunteer recognition and community education event, held on November 3, 2011 at the Palm Valley Country Club, was a celebration of its 40th year in the Coachella Valley. Several federal, state and local elected officials provided special recognition of the program and its volunteers for their dedication in serving their communities. There were 79 RSVP volunteers recognized for service of over 500 hours during the time period of July 1, 2010 through June 30, 2011.

RSVP began in the Coachella Valley with the humble contribution of a few volunteers. Currently, the RSVP Program deploys more than 1100 volunteers serving throughout the desert region of Riverside County.

Summit on Aging Boomers in Temecula

The crowd for the summit, held at Temecula's Civic Center, numbered more than 100 people. It was organized by the city to gather information on the rising tide of boomer retirees and how their specific needs can be met via public policies. City officials have said that information will be folded into the city's quality of life master plan, specifically the sections related to housing, transit and offerings such as senior centers. At the summit, Michele Wilham, Deputy Director of Senior Programs for the Riverside County Office on Aging spoke on challenges created by the diversity of the aging boomers, some myths about the boomer generation, elimination of financial support for various aging programs, and the corresponding need for creativity from organizations and departments in structuring their offerings to these older adults. Michele was joined by Kathleen O'Grady Watson, Dean of Mt. San Jacinto College's Allied Health and Nursing department, Amy Carney, Assistant Professor at the Cal State San Marcos School of Nursing, and Sanjay Bhojraj, a cardiologist with Wildomar's Shiva Heart Center.



Conferences & Events Continued...



Grandparents Raising Grandchildren (GRG)



According to the 2010 US Census, the incidences of grandparents raising their grandchildren have increased significantly since 2000. Much of this increase is due to the downturn in the economy, the foreclosure crisis and the persistent jobless rate.

- 4.9 million (7%) of children under the age of 18 years old live with their grandparents
- Of those children 20% (almost 1 million) have neither parent in the home and rely on their grandparents for stability and support
- 67% of those grandparents raising grandchildren are under 60 years of age, and
- 20% of grandparents raising grandchildren live in poverty

Many of these grandparents face financial, health, housing, education and work challenges that often foil their retirement plans. These new figures magnify the need for more supports, resources and services for these "grandfamilies" so they can more effectively do this important service to their families.

The Grandparents Raising Grandchildren (GRG) program has offered a series of Emergency and Disaster Preparedness Workshops for over 100 attendees. These workshops included presentations on utilizing community resources, establishing a safety and emergency response plan, dealing with children suffering from situational trauma, special needs of family members with disabilities and food safety after a disaster. Participants in these workshops received practical written materials, references to internet resources and a starter Disaster Kit developed by the American Red

Cross. These workshops were offered in the 1st, 3rd and 4th districts of Riverside County.

GRG also held the *Youth as Caregiver* summit in May, 2012. Forty-two professionals attended, representing a wide variety of agencies and services from school districts to probation, Child Protective Services (CPS), hospice and faith-based organizations. The program featured the documentary "Ending the Silence" produced by a model youth caregiving support program in Canada. Participants addressed how the community can come together to provide better support systems to help these youth succeed personally and as caregivers.

In addition, The Grandparents Raising Grandchildren Program partnered with Riverside City College's Foster & Kinship Care Program to offer the *Youth Organizing to Live on their Own (YOLO)* conference on teen issues for grandparents, other kin caregivers and their teen/preteen youth. The day focused on internet safety, parenting tips, life skills for teens, preparing for independence, and empowering youth to make smart choices.

Comments from Grandparents

"I am a grandparent that is grateful, not only satisfied. Your program was so helpful to me. I will always in my heart be so thankful for this program."

"A million thank yous for your helpfulness in referrals information. It has helped me tremendously. When one is new to the foster care system, it is a gigantic maze!"

FEEDBACK: What Others are Saying about OoA Programs and Services

Customer Satisfaction Survey

Our efforts to improve customer satisfaction are through ongoing training and/or meetings, and employee morale and motivation building efforts through the following venues:

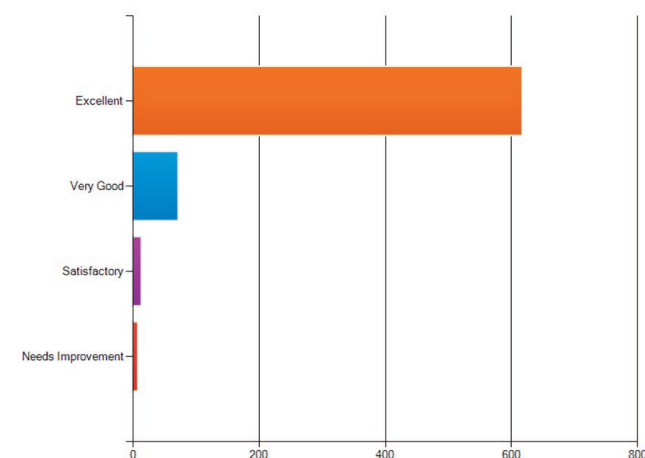
- In-services training that are required attendance for all employees;
- All staff meetings;
- Leadership roundtable presentations;
- Staff training through the Regional Access Project Foundation;
- Motivation and Morale team; and
- Training/learning classes offered through the county human resources department.

Our Agency Customer Satisfaction Survey results consistently show a high level of customer satisfaction with our programs/services and our staff. The survey contains two key questions along with space to provide additional comments. The two key questions are: 1) "How would you rate the quality of service you received?" and 2) "Were you treated courteously by our staff?"

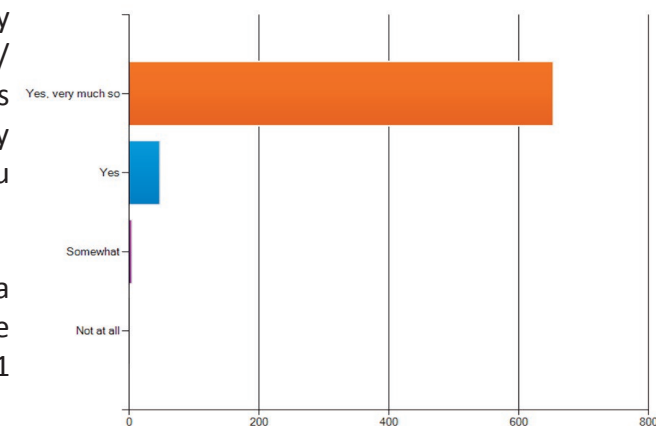
The total number of surveys returned in 2010, were 2,506, with a 98.78% favorable response to question 1 and a 99.39% favorable response to question 2. Please see charts (right) for 2011 customer satisfaction results.

2011 Survey Results >>>

How would you rate the quality of service you received from the Office on Aging?



Were you treated courteously by Office on Aging Staff?



Multipurpose Senior Services Program (MSSP) Utilization Review:

In May 2011, the California Department of Aging (CDA) conducted a Utilization Review of the Office on Aging Multipurpose Senior Services Program (MSSP). The review period covered October 2009 through November 2010, and its purpose was to verify the medical necessity and level of care for services funded by the Home and Community Based Services waiver to eligible Multipurpose Senior Services Program clients, and to ensure that available resources and services are being used efficiently and effectively. The review also entailed verifying that all requirements for participation in the Multipurpose Senior Services Program have been met, including eligibility requirements, level of care determinations consistent with the need for institutionalization, plan of care responsive to client needs, evidence that clients can be served within MSSP cost limitations, and effective care management and sound fiscal practices have been utilized.

The Utilization Review process consisted of reviewing client, contract and fiscal records, staff interviews and a client home visit. CDA also reviewed current data for peer/internal review, client satisfaction, and vendor records.

Result: The CDA concluded that there were no significant findings and no corrective action plan was required. CDA commended the Office on Aging Case Management team for a job well done. The results of this intensive review illustrate the level of integrity in which we provide our programs and services.

Where do we go from here...?



We have accomplished a great deal over the past three years, especially considering the challenges we have faced in terms of California's economic conditions.

Consistent with our emphasis on providing evidence-based programs, we are seeking phase 2 federal funding from the Center for Medicare and Medical Services (CMS) to expand the Healthier Living Program for Seniors (HELPS). The Healthier Living Program for Seniors is a cooperative effort between the Office on Aging, the Public Health Nursing branch of the Riverside County Community Health Agency, Department of Public Health and California Baptist School of Nursing. It addresses health disparities in chronic disease management by targeting high risk African American and Latino adults who have asthma and diabetes, age 55+.

The program is evidence-based and utilizes the Stanford Chronic Disease Self-Management model, which is designed to reduce the number of hospitalizations and improve quality of life. It is staffed by a health services assistant, a trained senior specialist with the same diagnosis as the participants (an older adult employed through the Riverside County Office on Aging Older Workers program), and both a nursing and nutrition student intern, all of whom are given oversight by a Riverside Department of Public Health (RCDOPH) Public Health Nurse. The HELPS program consists of seven weekly classes held for two hours each in community-based settings, such as senior centers, congregate meal sites, faith-based organizations and senior housing.

Through these classes participants are afforded instruction and skill development for managing chronic disease; help in gaining access to a medical home; and the opportunity to receive case management services. Measured outcomes will be based on health care utilization, changes in health behaviors, and self-efficacy in managing their disease.

In setting out on our next four year endeavor to serve the seniors of Riverside County, as outlined in the 2012 – 2016 Strategic Plan on Aging: *Focusing on a Healthy Tomorrow*, we will strive for innovation and quality, with a focus on moving the elderly we serve toward more self-empowerment and community based solutions. We will seek to continually improve our efforts in aligning with the prominent trends for the future by providing advocacy and planning/coordinating services to assist older persons, adults with disabilities, and their caregivers.

*Focus on the Future:
“...we will strive for
innovation and
quality...”*



2009-2012 Office on Aging Leadership Team



*Ed Walsh
Director*



*Michele Wilham
Deputy Director,
Senior Services*



*Hilary Clarke
Deputy Director,
Administrative Services*



*Edna Garcia
Contract Services Officer*



*Vikki Neugebauer
Coordinated Care
Program Manager*



*Renee Dar-Kahn
Spvsr Program Specialist
ADRC Coordinator*



*Mark Dunlap
Program Operations Mgr.
Senior Employment*



*Stephen Geist
Program Manager
Grandparents Raising
Grandchildren*



*Lori Weathers
Program Manager
Volunteer Systems*

Thanks to all of the OoA Staff for a job well done!