

<b>Designated Community Focal Point</b>	<b>Address</b>
Jerry Rummonds Senior Center	87-225 Church Street PO Box 701 Thermal, CA 92274
Joslyn Senior Center	73-750 Catalina Way Palm Desert, CA 92260
Kay Cenicerros Senior Center	29995 Evans Road Sun City, CA 92586
La Quinta Senior Center	78-450 Avenida La Fonda La Quinta, CA 92247
La Sierra Senior Center	5215 La Sierra Riverside, CA 92505
Lake Elsinore Activity Center	420 East Lakeshore Drive Lake Elsinore, CA 92530
Marion Ashley Community Center	25625 Briggs Road Menifee, CA 92585
Mary Phillips Senior Center	41845 Sixth Street Temecula, CA 92590
Mead Valley Community Center	21091 Rider Street Perris, CA 92570
Mizell Senior Center	480 South Sunrise Way Palm Springs, CA 92262
Moreno Valley Senior Center	25075 Fir Avenue Moreno Valley, CA 92553
Moses Schaffer Community Center	21565 Steele Peak Drive Perris, CA 92570-8296
Murrieta Senior Center	41717 Juniper Street Murrieta, CA 92562
Norco Senior Center	2690 Clark Avenue PO Box 428 Norco, CA 92860
Norton Younglove Community Center	459 West Center Street Riverside, CA 92507
Norton Younglove Community Center	908 Park Street PO Box 1190 Calimesa, CA 92320
Perris Senior Center	100 North "D" Street Perris, CA 92570
Riverside-San Bernardino County Indian Health	11555 ½ Potrero Road Banning, CA 92220
Ruth H. Lewis Community Center at Reid Park	701 North Orange Street Riverside, CA 92501
San Jacinto Community Center	625 South Pico Avenue San Jacinto, CA 92583
Stratton Community Center at Bordwell Park	2008 Martin Luther King Boulevard Riverside, CA 92507
The Center	611 S. Palm Canyon Drive, Suite 201 Palm Springs, CA 92262
Ysamel Villegas Community Center	3091 Esperanza Street Riverside, CA 92503

## SECTION 12 - DISASTER PREPAREDNESS

PSA 21

**Disaster Preparation Planning** Conducted for the 2012-2016 Planning Cycle OAA Title III, Sec. 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P)

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1. Describe how the AAA coordinates its disaster preparedness plans and activities with local emergency response agencies, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response as required in OAA, Title III, Section 310:

Riverside County Office on Aging (OoA) in its role as area agency on aging is responsible for creating a disaster plan that will ensure the provision of critical services that will meet the emergency needs of its consumers in the event of a natural disaster, such as an earthquake, fire or flood.

Office on Aging's 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 any time following an official activation by the Emergency Operations Center in a major disaster. The five SEMS are as follows:

- Care and Shelter Operations
- Resources and Support Operations
- Mental Health Operations
- Disaster Assistance Centers
- Radiological Protection

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

OoA's 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 absence of the Disaster Response Coordinator, the designated alternate 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.

Information and Assistance staff has been provided written emergency procedures on how to provide services during and after a disaster. Earthquake and fire evacuation procedures occur twice a year as required by Riverside County Safety. In addition, the Disaster Response Coordinator participates in the 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.

2. Identify each of the local Office of Emergency Services (OES) contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster (add additional information as needed for each OES within the PSA):

Name	Title	Telephone	email
Diana Rockot	Emergency Services Coordinator/EOC Manager Riverside County Fire	Office: (951) 955-4700 Cell: (951) 453-5130	Diana.rockot@fire.ca.gov

3. Identify the Disaster Response Coordinator within the AAA:

Name	Title	Telephone	email
Renee Dar-Khan	Supervising Prog Specialist I&A, ADRC Coordinator	Office: (951) 867-3800 Cell: (951) 591-5397	RDarkhan@co.riverside.ca.us

4. List critical services the AAA will continue to provide after a disaster and describe how these services will be delivered:

Critical Services	How Delivered?
<p><b>a</b> Information and Referral Services, for such services as transportation, disaster assistance, etc.</p> <p><b>b</b> Work with local OES, CDA, FEMA to provide accessible disaster aid</p> <p><b>c</b> Connect food, water, and other supplies to consumers</p> <p><b>d</b> Advocate and assist in providing seniors with gov't disaster assistance.</p> <p><b>e</b> Assess the results of the disaster as well as the immediate needs of the clients and convey the result to the local OES and the CDA AAA Disaster Preparedness Coordinator.</p>	<p><b>a</b> Through trained I&amp;A staff on site or at designated location</p> <p><b>b</b> In person or via call center; assistance in completion of forms for federal or state emergency assistance</p> <p><b>c</b> Through contracted congregate meal sites or home delivered meals, or through emergency services as appropriate</p> <p><b>d</b> Through trained staff and volunteers</p> <p><b>e</b> Coordinated through the Disaster Preparedness Coordinator or the Director of the OoA.</p>

5. List any agencies with which the AAA has formal emergency preparation or response agreements.

Formal emergency preparation or response agreements are included in our contracted meal service providers' agreements, which are Sodexo, Inc. and Family Services Agreement currently. As the OoA is currently in the RFP process, the contractor may change dependent on the results of the bidding process

6. Describe how the AAA will:

- Identify vulnerable populations.
- Follow-up with these vulnerable populations after a disaster event.

Our vulnerable population is identified through existing client data base system that is accessible to our social workers and other trained staff via the internet at any location. In addition, our Disaster Preparedness Coordinator and assigned staff will be prioritizing the needs and identifying additional vulnerable populations. In coordination with the local OES, FEMA, and CDA, the OoA will follow-up with these vulnerable populations based on the prioritization. The follow-up will be telephonic or home visits of identified clients through the first responders that are coordinating the responses.

**2012-2016 Four-Year Planning Cycle**

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

The CCR, Article 3, Section 7312, requires the AAA to 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>38</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 and the Percentage of Title III B Funds expended in/or to be expended in FY 2012-13 through FY 2015-16

**Access:**

Transportation, Assisted Transportation, Case Management, Information and Assistance, Outreach, Comprehensive Assessment, Health, Mental Health, and Public Information

12-13 **25.9%**    13-14 **25.9%**    14-15 **25.9%**    15-16 **25.9%**

**In-Home Services:**

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting

12-13 **6%**    13-14 **6%**    14-15 **6%**    15-16 **6%**

**Legal Assistance Required Activities:** <sup>39</sup>

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

12-13 **3.5%**    13-14 **3.5%**    14-15 **3.5%**    15-16 **3.5%**

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.

<sup>38</sup> Minimum percentages of applicable funds are calculated on the annual Title III B baseline allocation, minus Title IIIB administration and minus Ombudsman. At least one percent of the final Title IIIB 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>39</sup> Legal Assistance must include all of the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

**SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES**

**PSA \_21\_\_**

CCR Article 3, Section 7320 (a)(b) and 42 USC Section 3027(a)(8)(C)

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.

Check if not providing any of the below listed direct services.

Check applicable direct services

Check each applicable Fiscal Year

	<b>12-13</b>	<b>13-14</b>	<b>14-15</b>	<b>15-16</b>
<b>Title III B</b>				
<input checked="" type="checkbox"/> Information and Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Case Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Outreach	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Program Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Coordination	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Long-Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Title III D</b>	<b>12-13</b>	<b>13-14</b>	<b>14-15</b>	<b>15-16</b>
<input checked="" type="checkbox"/> Health Promotion	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Medication Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Title III E <sup>40</sup></b>	<b>12-13</b>	<b>13-14</b>	<b>14-15</b>	<b>15-16</b>
<input checked="" type="checkbox"/> Information Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Access Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Support Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Respite Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Supplemental Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Title VII A</b>	<b>12-13</b>	<b>13-14</b>	<b>14-15</b>	<b>15-16</b>
<input type="checkbox"/> Long-Term Care Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Title VIIB</b>	<b>12-13</b>	<b>13-14</b>	<b>14-15</b>	<b>15-16</b>
<input checked="" type="checkbox"/> Prevention of Elder Abuse, Neglect and Exploitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<sup>40</sup> Refer to PM 11-11 for definitions of Title III E categories.

Describe the methods to be used to ensure target populations will be served throughout the PSA.

The Riverside County Office on Aging (OoA) has been the direct service provider of the services indicated in the preceding list and will continue to do so in the coming fiscal year 2012-2013. The OoA assures that the targeted populations are served through various outreach efforts and partnerships with community based service organizations throughout the county, as detailed in the Objectives/Actions under the Goals section of the Plan. The OoA and its Advisory Council are constantly reviewing programs and making sure that targeted populations are reached. OoA staff and Advisory Council members attend community events and collaborative meetings to promote services.

**SECTION 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES**

**PSA 21**

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

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Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

Check box if not requesting approval to provide any direct services.

**Identify Service Category: Meals (Blythe)**

Check applicable funding source<sup>41</sup>:

- III B
- III C-1
- III C-2
- III E
- VII A
- HICAP

**Request for Approval Justification:**

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

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

- 2012-13       2013-14       2014-15       2015-16

**Justification:** Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service<sup>42</sup> :

**Unable to establish a contract provider for the Blythe area.**

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<sup>41</sup> Section 15 does not apply to Title V (SCSEP).

<sup>42</sup> For a HICAP direct services waiver, the managing AAA or HICAP services must document that all affected AAAs are in agreement.



**Identify Service Category: Comprehensive Assessment**

Check applicable funding source<sup>43</sup>:

- III B
- III C-1
- III C-2
- III E
- VII A
- HICAP

Request for Approval Justification:

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

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

- 2012-13       2013-14       2014-15       2015-16

**Justification:** Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service<sup>44</sup>:

**These services are not currently offered in all areas of the county by any other vendor or subcontractor. By providing this service directly, the AAA has the opportunity to develop a process that enhances the current regional infrastructure by eliminating any gaps in service and allowing for more comprehensive service delivery to clients.**

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<sup>43</sup> Section 15 does not apply to Title V (SCSEP).

<sup>44</sup> For a HICAP direct services waiver, the managing AAA or HICAP services must document that all affected AAAs are in agreement.

**Identify Service Category: Cash/Material Aid**

Check applicable funding source<sup>45</sup>:

- III B
- III C-1
- III C-2
- III E
- VII A
- HICAP

Request for Approval Justification:

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

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

- 2012-13
- 2013-14
- 2014-15
- 2015-16

**Justification:** Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service<sup>46</sup>:

**These services are not currently offered in all areas of the county by any other vendor or subcontractor. By providing this service directly, the AAA has the opportunity to develop a process that enhances the current regional infrastructure by eliminating any gaps in service and allowing for more comprehensive service delivery to clients.**

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<sup>45</sup> Section 15 does not apply to Title V (SCSEP).

<sup>46</sup> For a HICAP direct services waiver, the managing AAA or HICAP services must document that all affected AAAs are in agreement.

**GOVERNING BOARD MEMBERSHIP  
2012-2016 Four-Year Area Plan Cycle**

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CCR Article 3, Section 7302(a)(11)

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**Total Number of Board Members: 5**

<b>Name and Title of Officers:</b>	<b>Office Term Expires:</b>
<del>John Benoit (District 4)</del>	<del>01/06/15</del>
Jeff Stone (District 3) Chairman	01/03/17
<del>Jeff Stone (District 3)</del>	<del>01/03/17</del>
Marion Ashley (District 5) Vice-Chairman	01/06/15

<b>Names and Titles of All Members:</b>	<b>Board Term Expires:</b>
Kevin Jefferies (District 1)	01/03/17
John Tavaglione (District 2)	01/06/15
<del>Marion Ashley (District 5)</del>	<del>01/06/15</del>
John Benoit (District 4)	01/06/15

**District 1:**

Includes Lake Elsinore, Wildomar, Canyon Lake and most of the ~~areas within the~~ City of Riverside. The District also comprises unincorporated areas including Gavilan Hills, Good Hope, La-Cresta, Lake Hills Lake Mathews, Meadn Valley, Meadowbrook, Temescal Valley Woodcrest, Warm Springs De Luz, Santa Rosa Plateau, and Tanaja.

**District 2:**

Includes Corona, Norco, Eastvale, Jurupa Valley, and the wWestern hHalf of the City of Riverside. The District also includes the unincorporated areas of Coronita, El Cerrito, High Grove and Home Gardens. ; ~~and Jurupa Valley.~~

**District 3:**

Includes Canyon Lake, Hemet, San Jacinto, Temecula, and Murrieta. The District also includes the unincorporated areas of Anza, Aguanga, Idyllwild, Menifee Valley, Pinyon Pines, Valle Vista, Winchester, and Wine Country.

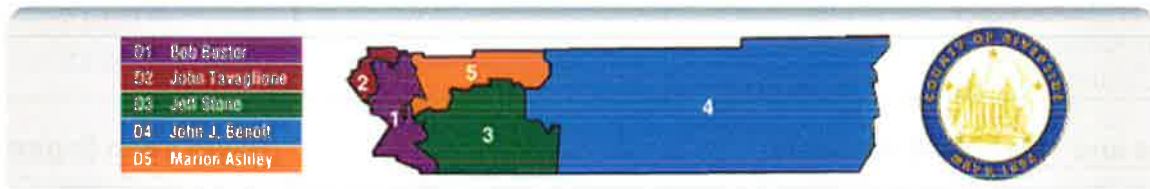
**District 4:**

Includes Blythe, Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs, and Rancho Mirage. The District also includes the unincorporated areas of Bermuda Dunes, Chiriaco Summit, Colorado River communities, Desert Center, Lake Tamarisk, Eagle Mountain, Desert Edge, Desert Palms, Indio Hills, Mecca, Mesa Verde, North Shore, Oasis, Ripley, Sky Valley, Thermal, Thousand Palms, Vista Santa Rosa.

**District 5:**

Includes Moreno Valley, Perris, Calimesa, Beaumont, Banning and ~~Desert Hot Springs, and northern Palm Springs~~. Unincorporated areas include Nuevo, Lakeview, Juniper Flats, Meadowbrook, ~~Good Hope~~, portions 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 the March Air Reserve Base.

**DISTRICT MAP OF RIVERSIDE COUNTY**



Source: <http://www.rivcoconnection.com/RiversideCountyDistrictInfo/>

**ADVISORY COUNCIL MEMBERSHIP  
2012-2016 Four-Year Planning Cycle**

45 CFR, Section 1321.57  
CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies) 17

Number of Council Members over age 60 14

	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
<b>Race/Ethnic Composition</b>		
White	68.6 %	<del>58.8 %</del> 61%
Hispanic	19.7 %	<del>05.9 %</del> 6%
Black	04.7 %	<del>11.8 %</del> 6%
Asian/Pacific Islander	05.4 %	<del>11.8 %</del> 6%
Native American/Alaskan Native	00.6 %	<del>05.9 %</del> 6%
Other	04.9 %	<del>05.9 %</del> 6%

**Name and Title of Officers:**

**Office Term Expires:**

Gloria Sanchez, Chairperson, District V III Representative	2014
Gary Kelley, Vice Chairman, District I Representative	2014
Jerry Corrales, Parliamentarian, Member	2013

**Name and Title of other members:**

**Office Term Expires:**

<del>Barbara Brown, Member</del> Vacant, District III Representative	<del>2013</del>
Diana Camba, Member	2014
Alice Chandler, Member, District II Representative	2014
Erwin Fromm, Member	2012
Beverly Greer, Member	2012
Ann Kasper, Member	2014
Dianne Lewis, Member	2012
Vee Maiden, Member, <del>District V Representative</del>	2014
Sonja Martin, Member, District IV Representative	2017
Barbara Mitchell, Member	2016
Doris Morgan-Hayes, Member	2014

Eileen Packer, Member	
Patricia Smith	2017
Luella Thornton, Member	2013
<del>Carol Tong, Member</del>	<del>2013</del>

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

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

Explain any "No" answer(s): N/A

**Briefly describe the local governing board's process to appoint Advisory Council members:**

Twelve members of the Advisory Council are selected by the Council members. When there is a vacancy, the vacancy is advertised in the local papers and on the agency's website. There is also an email blast through collaborative partners and through local senior organizations. The applications are accepted and reviewed by the Membership Committee of the Advisory Council. The applicants that are approved are then scheduled for an interview at the Riverside County Office on Aging. A member is selected by the committee and presented to the Advisory Council as an action item on the agenda. After approval by the Advisory Council, a request for approval is submitted to the Board of Supervisors. Once approved, the applicant becomes a member of the Advisory Council.

Five members of the Advisory Council are selected by each of the Board of Supervisors to represent their district. Each Board of Supervisor performs his own application, interview, and selection process. Once a member has been selected, the BOS informs the Office on Aging of the selection.

### 2012-2016 Four-Year Area Planning Cycle

This section must be completed and submitted with the Four-Year Area Plan.  
 Any changes to this Section must be documented on this form and remitted with Area Plan Updates.<sup>47</sup>

1. Specific to Legal Services, what is your AAA's Mission Statement or Purpose Statement? Statement must include Title III B requirements: To enhance the quality of life across generations preventing elder abuse through community awareness, education, and providing access to legal services.
2. Based on your local needs assessment, what percentage of Title III B funding is allocated to Legal Services? A minimum of 3.5% of Title III B funding will be allocated to Legal Services.
3. Specific to legal services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years). There have been several changes in local needs in the past four years, including:

**Family Law:** Seniors have continued to become primary custodians of their grandchildren and the need for guardianships has continued to be strong. There is very limited free legal assistance available to assist seniors, and the need is greater in the rural areas.

**Consumer Law:** The number of seniors experiencing legal issues seems to be largely in two areas – consumer finance and foreclosures. As to consumer finance much of the focus involves credit card debt. Since issuers are permitted to make wholesale changes to terms without any express consent required by the cardholder seniors often see major interest rate and payment increases. When seniors default creditors are increasingly relying on litigation to try and collect. With foreclosures, many seniors were lured into negative amortization loans or ARMS that are now resetting to much higher payments.

**Consumer/Health Law:** As the senior population continues to increase, seniors who enter nursing homes and do not understand the coverage end up with significant debt and also have to sign themselves out.

**Need for In-Home Supportive Assistance** has been drastically reduced in the last four years; with most seniors unable to afford long term care, many are being cared for by family members who need more education about how to care for seniors especially for seniors who are suffering from diminished mental faculties.

There has also been a slight increase in Elder Financial Abuse over the past four years.

4. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Discussion: The targeted senior population are those seniors in the greatest social or economic need who do not have supportive resources to assist them with their personal business matters such as resolving a dispute with an insurance company or in dealing with family members or others who are being financially abusive. In person appointments are the most effective but also the most costly. Conducting an initial telephone intake to screen for

<sup>47</sup> For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or COkwuosa@aging.ca.gov

eligibility followed up by timely contact by a legal advocate or a scheduled appointment at a senior center near their area of residence has also been effective.

5. How many legal assistance service providers are in your PSA? Complete table below.

Fiscal Year	# of Legal Assistance Services Providers
2012-2013	1
2013-2014	1
2014-2015	1
2015-2016	

6. Does your PSA have a hotline for legal services? Inland Counties Legal Services (ICLS) has a Housing Law Services Center that serves both Riverside and San Bernardino Counties which has a Housing Hotline component staffed by program paralegals who conduct client intake exclusively on housing cases.

Additionally, the ICLS Riverside Branch Office conducts Seniors Telephone Intake on the full range of civil legal problems handled by ICLS.

7. What methods of outreach are providers using? Discuss: During 2011-2012, ICLS paralegals conducted outreach through scheduled appointments at 8 senior citizen centers throughout Riverside County: 1 monthly, 4 every two months and 3 quarterly.

ICLS has published a Legal Guide for Seniors handbook with the last update in May, 2010; the Guide is widely disseminated by advocates to their clients and is also posted on the ICLS website.

8. What geographic regions are covered by each provider? Complete table below.

Fiscal Year	Name of Provider	Geographic Region covered
2012-2013	a. Inland Legal Services b. c.	a. All of Riverside County b. c.
2013-2014	a. Inland Legal Services b. c.	a. All of Riverside County b. c.
2014-2015	a. Inland Legal Services b. c.	a. All of Riverside County b. c.
2015-2016	a. b. c.	a. b. c.



9. Discuss how older adults access Legal Services in your PSA: Older adults access legal services through outreach intake at senior citizen centers as well as through the telephone.
  
10. Identify the major types of legal issues that are handled by the TIII-B legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area): Major types of legal issues include: Housing; Family; Elder Abuse; Consumer; Benefits; Health; Simple wills.  
  
Older Adults continue to take in their grandchildren and have a need for guardianships. Older Adults are increasingly being taken care of by their adult children who seek assistance with conservatorships. Financial Elder Abuse continues to be a serious problem with a perceived increase as the economy has worsened.
  
11. In the past four years, has there been a change in the types of legal issues handled by the TIII-B legal provider(s) in your PSA? Discuss: In the past four years, there has been an increase in Elder Abuse, Consumer Debt, Housing and Benefits legal problems as the economy has worsened.
  
12. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. Discuss: The lack of adequate transportation, lack of sufficient legal staffing, and limited funding are barriers to accessing legal assistance in the PSA.
  
13. What other organizations or groups does your legal service provider coordinate services with? Discuss: The expectation is for the PSA's legal service providers to provide, at a minimum, a coordinated system of care through linkages with the Ombudsman program and the Health Insurance Counseling and Advocacy Program (HICAP).

**SECTION 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW**<sup>48</sup>

**PSA 21**

CCR Title 22, Article 3, Section 7302(a)(15)  
**20-year tracking requirement**

No. Title III B funds not used for Acquisition or Construction.

Yes. Title III B funds used for Acquisition or Construction. **Complete the chart below.**

Title III Grantee and/or Senior Center	Type Acq/Const	III B Funds Awarded	% of Total Cost	Recapture Period		Compliance Verification (State Use Only)
				MM/DD/YY Begin	MM/DD/YY Ends	
Name: Address:						
Name: Address:						
Name: Address:						
Name: Address:						

<sup>16</sup> Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as a Multipurpose Senior Center.

**SECTION 20. FAMILY CAREGIVER SUPPORT PROGRAM**

**PSA 21**

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

**2012–2016 Four-Year Planning Cycle**

Based on PSA review of current support needs and services for **family caregivers** and **grandparents** (or other older relative of a child), indicate what services the AAA **intends** to provide using Title III E and/or matching FCSP funds for both family caregivers and grandparents/older relative caregivers.

Check YES or NO for each of the services\* identified below and indicate if the service will be provided directly or contracted. Check only the current year and leave the previous year information intact. If the AAA will **not** provide a service, a justification for each service is required in the space below.

**Family Caregiver Services**

<b>Category</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2014-2015</b>	<b>2015-2016</b>
Family Caregiver Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
Family Caregiver Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Respite Care	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
Family Caregiver Supplemental Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract

## Grandparent Services

Category	2012-2013	2013-2014	2014-2015	2015-2016
Grandparent Information Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Access Assistance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Support Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Respite Care	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Supplemental Services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract

\*Refer to PM 11-11 for definitions for the above Title III E categories.

**Justification:** For each service category checked “no”, explain how it is being addressed within the PSA. The justification must include the following:

- Provider name and address of agency
- Description of the service
- Where the service be provided (entire PSA, certain counties, etc.)
- Information that influenced the decision not to provide the service (research, feedback from needs assessment, survey of senior population in PSA, etc.)
- How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds

Grandparents raising grandchildren ages 0-5 who qualify under the First 5 contract receive respite to take care of errands, medical appointments, and other needs. Those grandparents who do not fall in this category are referred to in-house respite services through the Office on Aging or other agencies that provide this service. Supplemental services are offered and available to grandparents through services and programs with the Office on Aging. The social worker with the Grandparents Raising Grandchildren program is able to make referrals for these services if needed and if the grandparents qualify for this type of assistance.

## Grandparent Services

Category	2012-2013	2013-2014	2014-2015	2015-2016
Grandparent Information Services	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Access Assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Support Services	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Respite Care	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract
Grandparent Supplemental Services	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract

\*Refer to PM 11-11 for definitions for the above Title III E categories.

**Justification:** For each service category checked "no", explain how it is being addressed within the PSA. The justification must include the following:

- Provider name and address of agency
- Description of the service
- Where the service be provided (entire PSA, certain counties, etc.)
- Information that influenced the decision not to provide the service (research, feedback from needs assessment, survey of senior population in PSA, etc.)
- How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds

**SECTION 21 - ORGANIZATION CHART (Samples follow)**

**Office on Aging Executive Team**



Michele ~~Haddock~~ ~~Wilham~~,  
Director



Rachelle Roman  
Deputy Director, Administrative Services

(Vacant),  
Deputy Director, Senior Services

**And  
~~Management~~ Leadership Team Members**

Caregiver Program Manager

Mary Hrinko

Contracts and Services Officer

Nadine Hayes ~~Jeff Meyers~~

Coordinated Care Programs Manager

(Vacant)

Grandparents Raising Grandchildren Program Manager

Stephen Geist

I&A Supervising Program Specialist and ADRC Coordinator

Renee Dar-Khan

~~Planner~~

Jamiko Bell

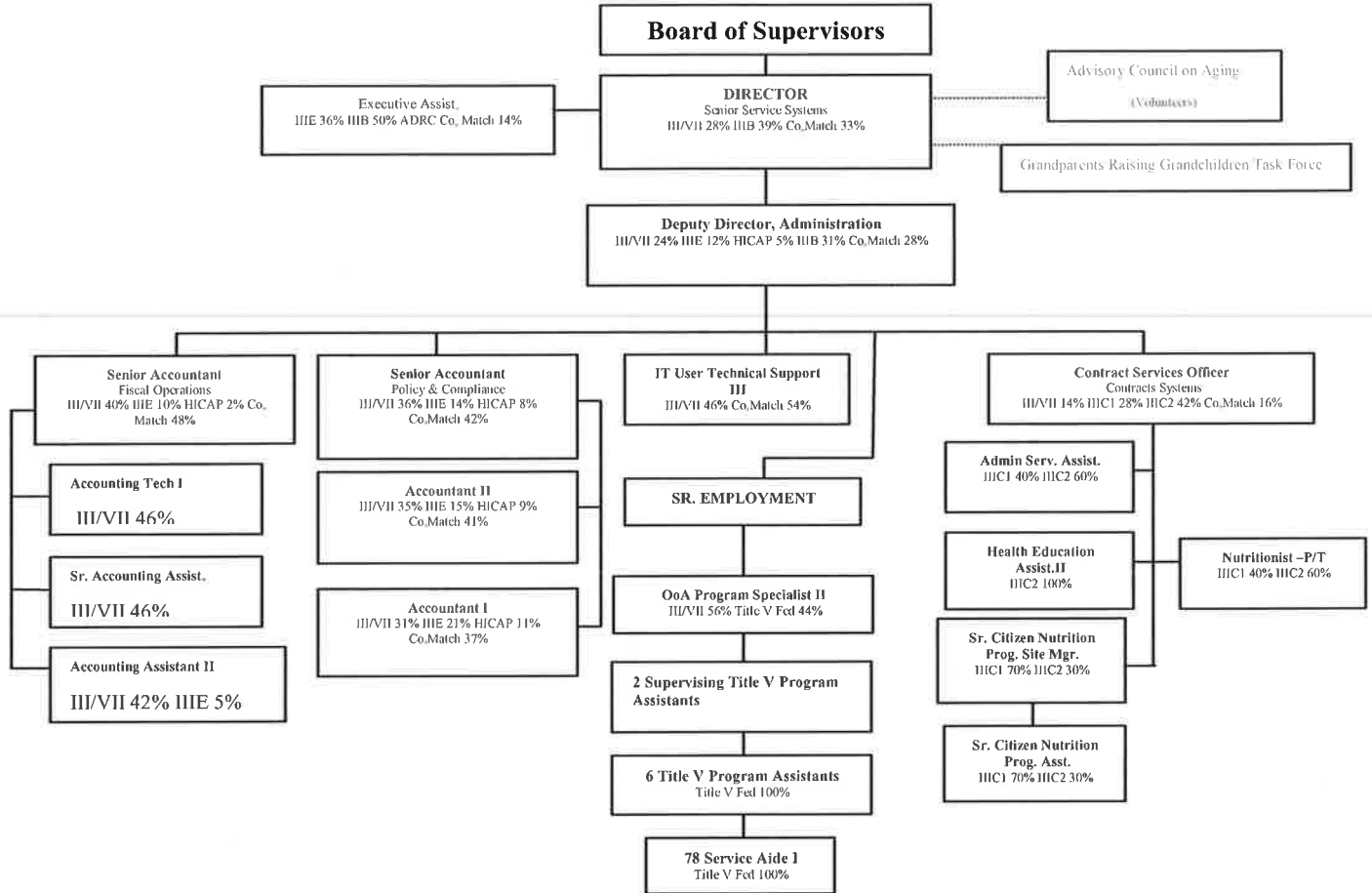
Senior Employment Program Operation Manager

Lynette Worrell ~~Mark Dunlap~~

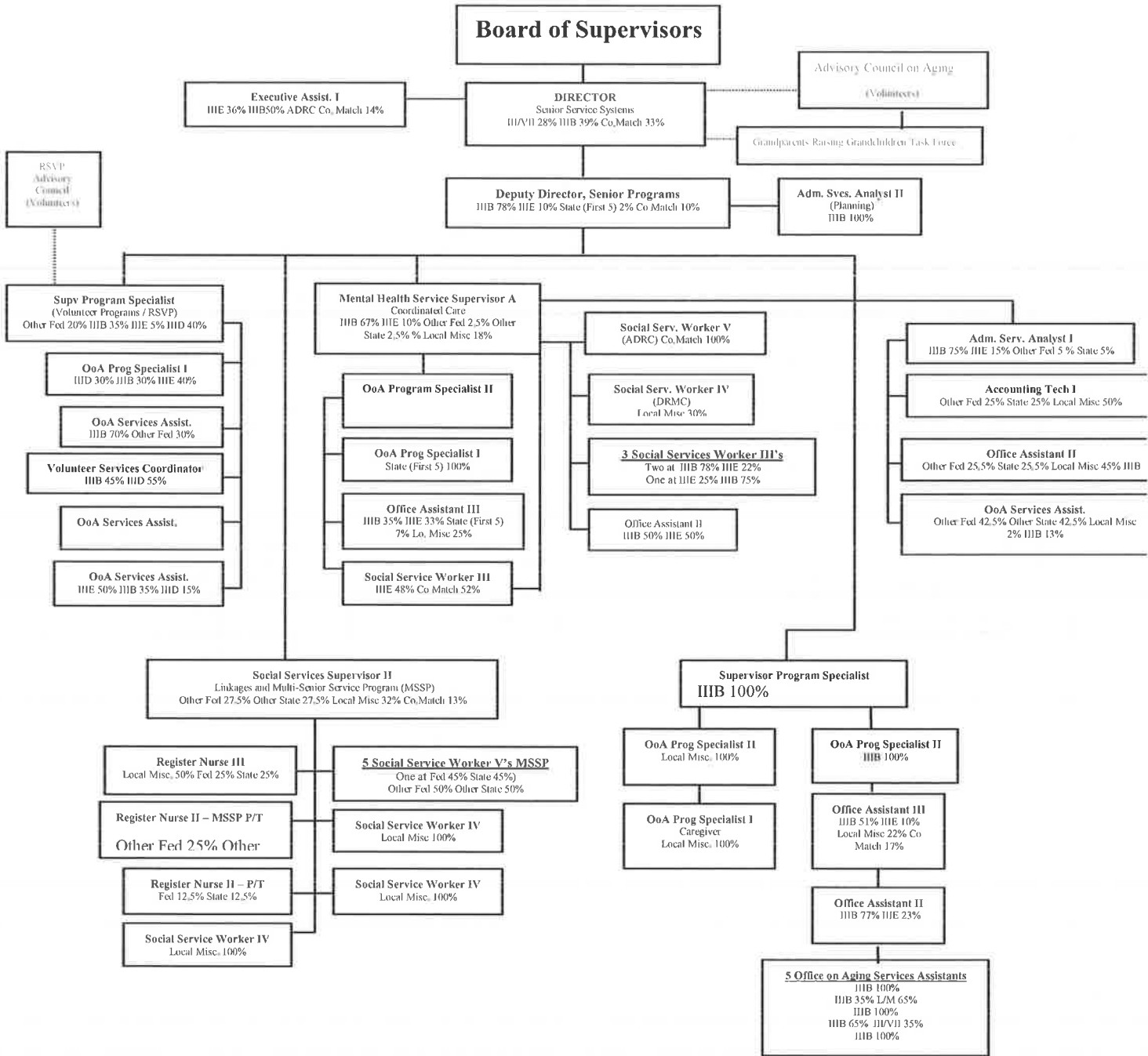
Volunteer Systems and Health Promotion Program Manager

Lori Weathers

## Riverside County Office on Aging Organization Chart 20143/20154



## Riverside County Office on Aging Organization Chart 20143/20145





## SECTION 22 - ASSURANCES

Pursuant to the Older Americans Act Amendments of 2006 (OAA), the Area Agency on Aging assures that it will:

### A. Assurances

#### 1. OAA 306(a)(2)

Provide an adequate proportion, as required under OAA 2006 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

#### 2. OAA 306(a)(4)(A)(i)(I-II)

(I) provide assurances that the area agency on aging will -

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;

(II) include proposed methods to achieve the objectives described in (aa) and (bb) of subclause (I);

#### 3. OAA 306(a)(4)(A)(ii)

Include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area;

#### 4. OAA 306(a)(4)(A)(iii)

With respect to the fiscal year preceding the fiscal year for which such plan is prepared—

- (I) identify the number of low-income minority older individuals in the planning and service area;
- (II) describe the methods used to satisfy the service needs of such minority older individuals; and
- (III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

5. OAA 306(a)(4)(B)

Use outreach efforts that —

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

- (I) older individuals residing in rural areas;
- (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (IV) older individuals with severe disabilities;
- (V) older individuals with limited English proficiency;
- (VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
- (VII) older individuals at risk for institutional placement; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance;

6. OAA 306(a)(4)(C)

Ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

7. OAA 306(a)(5)

Coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

8. OAA 306(a)(9)

Carry out the State Long-Term Care Ombudsman program under OAA 2006 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

9. OAA 306(a)(11)

Provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including—

- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

10. OAA 306(a)(13)(A-E)

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

Not give preference in receiving services to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

12. 306(a)(15)

Funds received under this title will be used—

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in OAA 2006 306(a)(4)(A)(i); and

(B) in compliance with the assurances specified in OAA 2006 306(a)(13) and the limitations specified in OAA 2006 212;

B. Additional Assurances:

Requirement: OAA 305(c)(5)

In the case of a State specified in subsection (b)(5), the State agency; and shall provide assurance, determined adequate by the State agency, that the area agency on aging will have the ability to develop an area plan and to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area.

Requirement: OAA 307(a)(7)(B)

(i) no individual (appointed or otherwise) involved in the designation of the State agency or an area agency on aging, or in the designation of the head of any subdivision of the State agency or of an area agency on aging, is subject to a conflict of interest prohibited under this Act;

(ii) no officer, employee, or other representative of the State agency or an area agency on aging is subject to a conflict of interest prohibited under this Act; and

(iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

Requirement: OAA 307(a)(11)(A)

- (i) enter into contracts with providers of legal assistance, which can demonstrate the experience or capacity to deliver legal assistance;
- (ii) include in any such contract provisions to assure that any recipient of funds under division (i) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and
- (iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

Requirement: OAA 307(a)(11)(B)

That no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the area agency on aging makes a finding, after assessment, pursuant to standards for service promulgated by the Assistant Secretary, that any grantee selected is the entity best able to provide the particular services.

Requirement: OAA 307(a)(11)(D)

To the extent practicable, that legal assistance furnished under the plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals; and

Requirement: OAA 307(a)(11)(E)

Give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

Requirement: OAA 307(a)(12)(A)

In carrying out such services conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for -

- (i) public education to identify and prevent abuse of older individuals;
- (ii) receipt of reports of abuse of older individuals;
- (iii) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
- (iv) referral of complaints to law enforcement or public protective service agencies where appropriate.

Requirement: OAA 307(a)(15)

If a substantial number of the older individuals residing in any planning and service area in the State are of limited English-speaking ability, then the State will require the area agency on aging for each such planning and service area -

- (A) To utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability.
- (B) To designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include:

- (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
- (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effective linguistic and cultural differences.

Requirement: OAA 307(a)(18)

Conduct efforts to facilitate the coordination of community-based, long-term care services, pursuant to Section 306(a)(7), for older individuals who -

- (A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
- (B) are patients in hospitals and are at risk of prolonged institutionalization; or
- (C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

Requirement: OAA 307(a)(26)

That funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the State agency, or an area agency on aging, to carry out a contract or commercial relationship that is not carried out to implement this title.

Requirement: OAA 307(a)(27)

Provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care.

#### C. Code of Federal Regulations (CFR), Title 45 Requirements:

CFR [1321.53(a)(b)]

(a) The Older Americans Act intends that the area agency on aging shall be the leader relative to all aging issues on behalf of all older persons in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the Planning and Service Area. These systems shall be designed to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.

(b) A comprehensive and coordinated community-based system described in paragraph (a) of this section shall:

- (1) Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue;
- (2) Provide a range of options;
- (3) Assure that these options are readily accessible to all older persons: The independent, semi-dependent and totally dependent, no matter what their income;
- (4) Include a commitment of public, private, voluntary and personal resources committed to supporting the system;
- (5) Involve collaborative decision-making among public, private, voluntary, religious and fraternal organizations and older people in the community;

- (6) Offer special help or targeted resources for the most vulnerable older persons, those in danger of losing their independence;
- (7) Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community;
- (8) Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person;
- (9) Have a unique character which is tailored to the specific nature of the community;
- (10) Be directed by leaders in the community who have the respect, capacity and authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

CFR [1321.53(c)]

The resources made available to the area agency on aging under the Older Americans Act are to be used to finance those activities necessary to achieve elements of a community based system set forth in paragraph (b) of this section.

CFR [1321.53(c)]

Work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate.

CFR [1321.53(c)]

Assure access from designated focal points to services financed under the Older Americans Act.

CFR [1321.53(c)]

Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with or access to other services and opportunities for the elderly from the designated community focal points.

CFR [1321.61(b)(4)]

Consult with and support the State's long-term care ombudsman program.

CFR [1321.61(d)]

No requirement in this section shall be deemed to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122.

CFR [1321.69(a)]

Persons age 60 and older who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part.

## CONCLUSION

“Focusing on a Healthy Tomorrow” is the overarching theme of the Riverside County Office on Aging’s 2012-2016 Strategic Plan and is reflected in our stated goals and objectives. As we look forward to the next four years, there is no doubt that the need for timely, diverse, and person-centered services will increase dramatically as a result of the aging Boomers and increasing diversity in the population that we serve. Static or non-growth funding that does not keep pace with inflation can only reduce our ability to meet the increasing needs of our aging population. Given this reality, we are challenged to find creative ways to pursue alternative funding, allocate existing resources more efficiently, and develop new dynamic programs that help meet the needs of older adults and adults with disability. Although we have planned activities based on the current demographic analysis and needs assessment, we are continuing ongoing trending analysis to develop responsive activities based on newly identified needs.

Through the provision of home and community based services, older adults are able to remain healthy and socially active, prolonging their ability to live independently in their own homes within their community. The alternatives are reduced quality of life and premature institutional care. Failure to provide funding for Older Americans and Older Californians Act programs that is commensurate with the increasing demand for service will come at great personal and financial cost to our County’s elders, disabled, their families, and to the community as a whole.







RIVERSIDE COUNTY  
OFFICE ON AGING



Riverside County Office on Aging  
Aging and Disability Resource Connection  
6296 River Crest Drive, Suite K  
Riverside, CA 92507-0738

Telephone: (951) 867-3800  
(800) 510-2020 (within Riverside County)  
(951) 697-4699 (TDD)

Website: [www.rcaging.org](http://www.rcaging.org)

Plan Update Prepared by:  
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Riverside County Office on Aging  
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