

MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



2.0

9:00 a.m. being the time set for the Human Resources 2010 Medical, Dental & Vision Plan Rates & Plan Changes for County Employees & Early Retirees Workshop, the Chairman called for the matter.

Ron Komers, Human Resources Director, presented an overview of County Healthcare programs, and costs:

Dr. Michael Wiley, Director of EPO explained:

- medical management
- "D2 Hawkeye"
- "Virtual Medical Record"

Supervisor Tavaglione gave comments.

Supervisor Benoit gave comments regarding integrated medical records v. privacy.

Supervisor Buster commented on healthcare and employee absences.

Ron Komers, Human Resources Director continued presentation:

- Lower mortality rates at various facilities and cost effectiveness
- Costs, health conditions
- Pharmaceuticals and mail systems
- Optimal health and wellness program
- Summary of D2 Haweye
- Data regarding illness v. productivity
- Absence management
- Centers of Excellence

Barbara Olivier, Assistant HR Director, presented:

- County Health care trends and costs
- "CALPERS Decision Past and Present"

Supervisor Benoit gave comments regarding cost of care and lifestyles

Supervisor Buster commented on system for incentives for well care, benefits County has made regarding retiree health care cost, local control, complex issues, and asked questions about the future.

Executive Officer, Bill Luna mentioned he wants to keep an eye on retiree health liability.

**Riverside County Office on Aging - Highlights of Service Units
Provided to Older Adults, Adults with Disabilities, and
Family Caregivers during FY 2008-2009**

ELDER ABUSE

Provided
1515 hours of elder
abuse prevention

VOLUNTEERS

PLACED- 260
RECRUITED-839

CAREGIVER TRAINING
AND RESPITE CARE
SERVICES

Provided
1073 contacts of
caregiver training &
5109 hours of respite
care

OUTREACH

2193 contacts to family
caregivers (Title IIIIE)

PREVENTIVE HEALTH &
MEDICATION
MANAGEMENT

Provided 2,142 hours of
physical fitness, 890 hours
of community education &
3,571 contacts of
medication management
outreach

HOME DELIVERED &
CONGREGATE MEALS

Provided 352,415
Home delivered meals
&
169,462 congregate
meals

ASSISTED
TRANSPORTATION

Provided
14,314 one 1-way trips of
assisted transportation

SENIOR COMMUNITY
SERVICE EMPLOYMENT
PROGRAM (SCSEP)

Provided 12
Unsubsidized placements

PERSONAL CARE &
HOMEMAKER

Provided
4,690 units of personal
care and 3,310 units of
homemaker services

INFORMATION &
ASSISTANCE

Provided over 30,690
contacts of information
& assistance

LEGAL ASSISTANCE

Provided
2915.2 hours of
Legal assistance



Our Purpose!



93 y.o. client who says he wouldn't be alive or in his own home without care management!

*you are
I guess!
I'm a 93 year old male
senior. Truly I wouldn't
be alive today nor
would I still be in my home
if not for Agnes her
genuine caring, her per-
sistence in meeting my
care needs) - would think we
were actually her own
parents - one in a million.*

From a daughter thanking Care Management for making her and her fathers life easier!

*Comments: I would personally like to thank
Mark in the Care
all the wonderful work she has done in
to make dad's life easier as well as mine. She
is a beautiful angel and we are blessed to
have her in our lives. Have a very Merry
Christmas.*

Thank You

College graduate with 30 years of experience grateful for assistance in locating a job!

*Comments: I am delighted with the assistance
from Robert Hill and Mark Penlap. They
located a temp job immediately and are
helping me find a permanent job.*

*I am a college graduate with 30 yrs of
business experience - I had no idea how
hard it would be to locate a job!
Robert & Mark have given me HOPE! Thanks!*

80 y.o. attributes her health to the Fit after 50 program!

*Comments: BETTY ROBINSON IS A WONDERFUL FITNESS
COORDINATOR. SHE IS DEDICATED TO HER CLASS OF
FIT AFTER 50'S. ON A PERSONAL NOTE, I DO NOT
FEEL I WOULD BE AS HEALTHY AS I AM WITHOUT THIS
CLASS.*

Blanca Chedon

Frail senior grateful for home delivered meal!

Reason for Contacting Office on Aging - (please include name of staff and/or program contacted):

*I needed "Meals on Wheels" at the time! (I may
"still" need help at present for staying with a friend
because I have to - I was discharged from the hosp 4 weeks ago)*

Method Used to Contact the Office on Aging:

Frail senior afraid of falling thankful for 9-1-1 Cell phone program!

*Comments: I would like to thank Arleen for all her
help and patience. She directed me to an
800 number for free telephone service.
My vision and hearing are both declining with
age and my fear of falling again frightens me.
I live alone and fell down a few months ago.
Thank God I was able to crawl to the phone +
call for help. Now with Arleen's help I ordered a
cell phone with emergency buttons. Thank you so very
much Arleen, now I feel safer at home because
of you*

To return this survey simply fold, tape or staple, and mail to the Office on Aging.

Senior no longer to work in her chosen profession do to disability gets training to learn new skills!

*Comments: I am very thankful this program is available to
me. It was very traumatic and stressful to face the fact
I could no longer work as a nurse and I needed the
extra income to make ends meet + stay "afloat" and then
I found this program. I'm very happy in my training
and being able to learn new skills. Thank you so much
for helping me.*

HelpLink helps senior find assisted living facility!

Comments: I called with one question - but Crystal was so helpful at kept thinking of more things to ask. She was so knowledgeable and informative. I called the Los Angeles area chapter of your association and they were courteous and polite but their level of service didn't compare. For example Crystal offered to mail helpful literature to me which I received promptly in the mail. The LA office suggested I go on line to the publisher to request the same pamphlet. *Thank you!*

Frail, hearing impaired senior receives much needed assistance with meals, cleaning, transportation, and a new phone for hearing impaired.!

Comments: Your staff provided excellent service, *and* Wheelbond, PCG cleaning, and transporting my father in-law and husband to being (cleaning) and cleaning supplies. Your participation Access Address to replace New phone for father in-law hearing problem still depth. Also vouchers given for nutrients from Farmers Market. *Thank you very much for help!*

Senior enjoys congregate meals in Blythe!

Comments: I appreciate the fine services I received at Blythe Senior lunches. The food is good also! *Thank You!*

Senior reports excellent customer service!

Comments: THE HELP & SERVICE THAT I HAVE RECEIVED HAS BEEN EXCELLENT. I COULD NOT HAVE ASKED FOR BETTER CARE & TREATMENT BY ANY OF THE STAFF. IN ADDITION MY SOCIAL WORKER, M.T., IS ONE OF THE KINDEST & HELPFUL PERSON I HAVE EVER KNOWN. I WOULD GLADLY RECOMMEND THIS OFFICE'S STAFF TO ANYONE WHO NEEDS CARE, HELP OR AD. *My Thank you to all the people at this office,*

100 y.o. elder reports care manager a "Grateful blessing"!

Comments: The comfort care & problem solving that has been given me has been a grateful blessing. You will have to excuse my writing. I've had several strokes & am closing in on 100 years. I have nothing but the highest praise for your organization & Ms. Connie Dawson.

Senior grateful for assistance locating a caregiver!

Comments: I have a wonderful caregiver, she takes good care of me. *Merry Christmas to All*



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