

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

616A



FROM: RIVERSIDE COUNTY OFFICE ON AGING

SUBMITTAL DATE:
April 5, 2010

SUBJECT: Approval of the Office on Aging's 2010–2011 Update of the 2009–2012 Strategic Plan, "Bridging The Generations For The Future..."

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the attached 2010–2011 Strategic Plan Update of the 2009–2012 Strategic Plan, "Bridging The Generations For The Future..."
2. Authorize the Chairman of the Board of Supervisors to sign three (3) copies (must be original signatures) of the attached Transmittal Letter.
3. Return two (2) copies of the Transmittal Letter to the Office on Aging after approval by the Board of Supervisors. One (1) copy will be retained by the Clerk of the Board for filing.

BACKGROUND: Normally, every four years the Office on Aging, in coordination with the Advisory Council on Aging and the community, is mandated by the Older Americans Act and the Older Californians Act to develop a strategic plan that is updated annually. However, in May 2008 at a California Association of Area Agencies on Aging (C4A) Board meeting, the California Department of Aging (CDA) recommended, and the C4A accepted, the option of a one-time-only three-year plan cycle. On April 28, 2009 (Agenda #2.12), the Board of Supervisors approved the 2009-2012 Strategic Plan, "Bridging The Generations For The Future..." This is the first update of the 2009-2012 Strategic Plan. The CDA requires that each update reflects a history of the original 2009-2012 Strategic Plan, therefore, additions/corrections are noted in "red" font; deletions are identified by the "strikethrough" font; and the "Status" line indicates whether the objective is new, completed or continued. Please refer to the attached document, "Narrative of Relevant Changes" for a summary of the 2010-2011 Strategic Plan revisions.

Edward F. Walsh
Edward F. Walsh, Director

FORM APPROVED BY COUNTY COUNSEL
BY: NEAL R. KIPNIS
DATE: 4/13/10

| | | | | |
|-----------------------|-------------------------------|-----|-------------------------|-------|
| FINANCIAL DATA | Current F.Y. Total Cost: | -0- | In Current Year Budget: | No |
| | Current F.Y. Net County Cost: | -0- | Budget Adjustment: | No |
| | Annual Net County Cost: | -0- | For Fiscal Year: | 09/10 |

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

C.E.O. RECOMMENDATION: APPROVE
BY: *Lani Sioson*
Lani Sioson
County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Buster, seconded by Supervisor Benoit and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: May 4, 2010
xc: Office on Aging

Kecia Harper-Ihem
Clerk of the Board
By: *[Signature]*
Deputy

Prev. Agn. Ref.: 4/28/09 (#2.12) | **District:** All | **Agenda Number:**

2.9

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

Dept. Recomm.:
Per Exec. Ofc.:
Policy Policy
Consent Consent

AREA PLAN CHECKLIST

Enclose a copy of this checklist with your Plan

| Section | Three-Year Area Plan Components | 3-Year Plan | Annual Update |
|---------|---|--------------------------|-------------------------------------|
| | All Area Plan documents are on single-sided paper | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Original Area Plan and two copies are enclosed | <input type="checkbox"/> | <input type="checkbox"/> |
| | Transmittal Letter with Original signatures Approved by Board on –Insert Date – - – pending return of signed transmittal letter (to be submitted approx. 5/01/10) | <input type="checkbox"/> | <input type="checkbox"/> |
| 1 | Older Americans Act Assurances – original signed & dated | <input type="checkbox"/> | N/A |
| 2 | Description of the Planning and Service Area (PSA)* | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Description of the Area Agency on Aging (AAA)* | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Mission Statement | <input type="checkbox"/> | N/A |
| 5 | Organization Chart | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6 | Planning Process* | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Needs Assessment* | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Targeting | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9 | Public Hearings | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10 | Identification of Priorities* | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Goals and Objectives: | | |
| | Title III B Funded Program Development (PD) Objectives** | <input type="checkbox"/> | <input type="checkbox"/> |
| | Title III B Funded Coordination (C) Objectives | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | System-Building and Administrative Goals & Objectives** | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Title IIIB/VIIA Long-Term Care Ombudsman Objectives** | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Title VIIB Elder Abuse Prevention Objectives** | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 12 | Service Unit Plan (SUP) Objectives** | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 13 | Focal Points* | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14 | Priority Services* | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 15 | Notice of Intent to Provide | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16 | Request for Approval to Provide Direct Services | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17 | Governing Board* | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18 | Advisory Council* | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19 | Legal Assistance* | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | Multipurpose Senior Center (MPSC) Acquisition or Construction Compliance Review | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 21 | Title III E Family Caregiver Support Program | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

* Required during first year of the Area Plan Cycle. However, updates only need to be included if changes occur in subsequent years of the cycle.

** Objectives may be updated at any time and need not conform to a twelve month time frame.

^ If the AAA funds PD and/or C with Title III B.



Riverside County Office on Aging

Area Plan Update 2010 – 2011

**of the 2009-2012 Strategic Plan
*Bridging The Generations For The Future***

Riverside County Office on Aging
6296 River Crest Drive, Suite K
Riverside, California 92507-0738
(951) 867-3800 or 1-800-510-2020 (within the County)
Web Address: www.rcaging.org

RIVERSIDE COUNTY BOARD OF SUPERVISORS

| | | |
|--|---|--|
| Bob Buster John F. Tavaglione Jeff Stone Roy Wilson John J. Benoit Marion Ashley | District 1 District 2 District 3 District 4 District 4 District 5 | Vice Chairman Chairman Vice Chairman |
|--|---|--|

RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING

OFFICERS

| | |
|---------------------------|------------------------|
| Doris Morgan-Hayes | Chair |
| Erwin Fromm | Vice Chair |
| Mark Moran | Parliamentarian |

BOARD OF SUPERVISOR APPOINTED DISTRICT REPRESENTATIVES

| | |
|--------------------------|-------------------|
| Gary Kelley | District 1 |
| Alice B. Chandler | District 2 |
| Gloria Sanchez | District 3 |
| Mark Moran | District 4 |
| Lenwood Long | District 5 |

ADVISORY COUNCIL APPOINTED DISTRICT REPRESENTATIVES

| | |
|-----------------------|-----------------------------------|
| Carol Tong | Phyllis McGraw |
| Sonja Wilson | Leo Sullivan |
| Jerry Corrales | Frances Wellman |
| Ellis Swing | Venetta Maiden |
| Beverly Greer | Luella Thornton |
| Dianne Lewis | |

Riverside County Office on Aging

Planning and Service Area (PSA) 21 2010-2011 Area Update Plan



**Riverside County Office on Aging
6296 River Crest Drive, Suite K
Riverside, California 92507-0738
(951) 867-3800 or 1-800-510-2020 (within the County)
Web Address: www.rcaging.org**

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Note: This is an update to 2009 – 2012 Strategic Plan on Aging submitted. Additional information not include in this plan is available upon request or is located in the 2009 – 2012 Strategic Plan on Aging.

Text Color Key: ● = Advocacy-focused objectives; ● = Forums or events; ● = Key reports or guides; ● = Coordination funded objectives; ● = **2010-11 Update**; strikethroughs identify deleted text in order to show a history of changes to the 2009-2012 Plan (as mandated by the California Department on Aging)

ORIGINAL COPY

to Riverside County Clerk of the Board, Stop 1010
Post Office Box 1147, Riverside, Ca 92502-1147
Thank you!

TRANSMITTAL LETTER

Three-Year Area Plan 2009-2012

AAA Name: Riverside County Office on Aging

PSA Number 21

Check appropriate box: FY 2010-11 FY 2011-2012

This Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council, and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in this Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

R/V: [Signature]
KECIA HARPER-IHEM, Clerk
ATTEST:

1. (Type Name) Jeff Stone - Marion Ashley

[Signature: Marion Ashley]
Signature: Governing Board Chair¹

5-4-10
Date

2. (Type Name) Doris Morgan-Richards-Hayes

Signature: Advisory Council Chair

Date

3. (Type Name) Edward F. Walsh

Signature: Area Agency Director

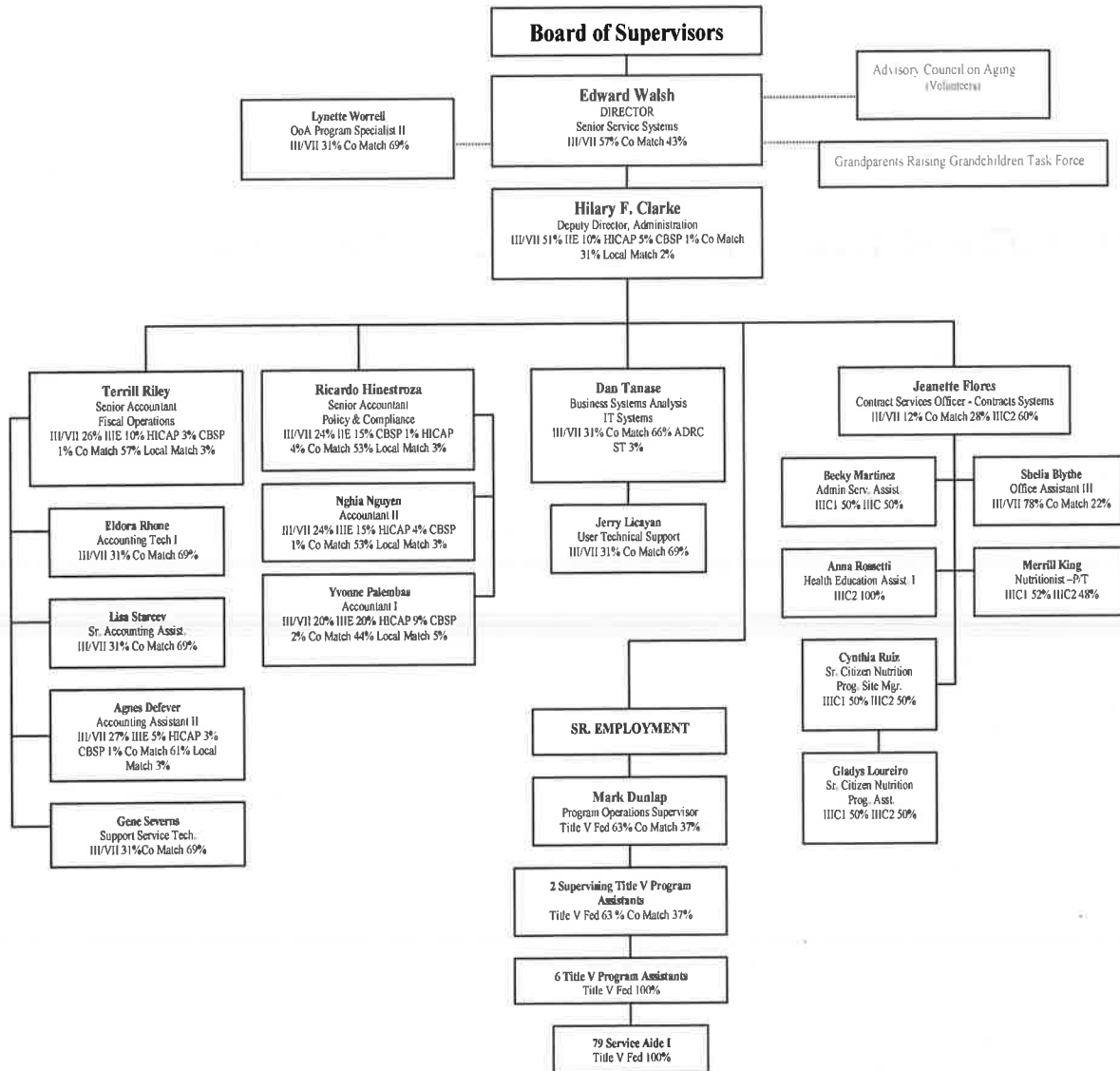
Date

FORM APPROVED COUNTY COUNSEL
BY: [Signature] DATE: 5-4-10
NEAL R. KIPNIS

¹ Original signatures or official signature stamps are required.

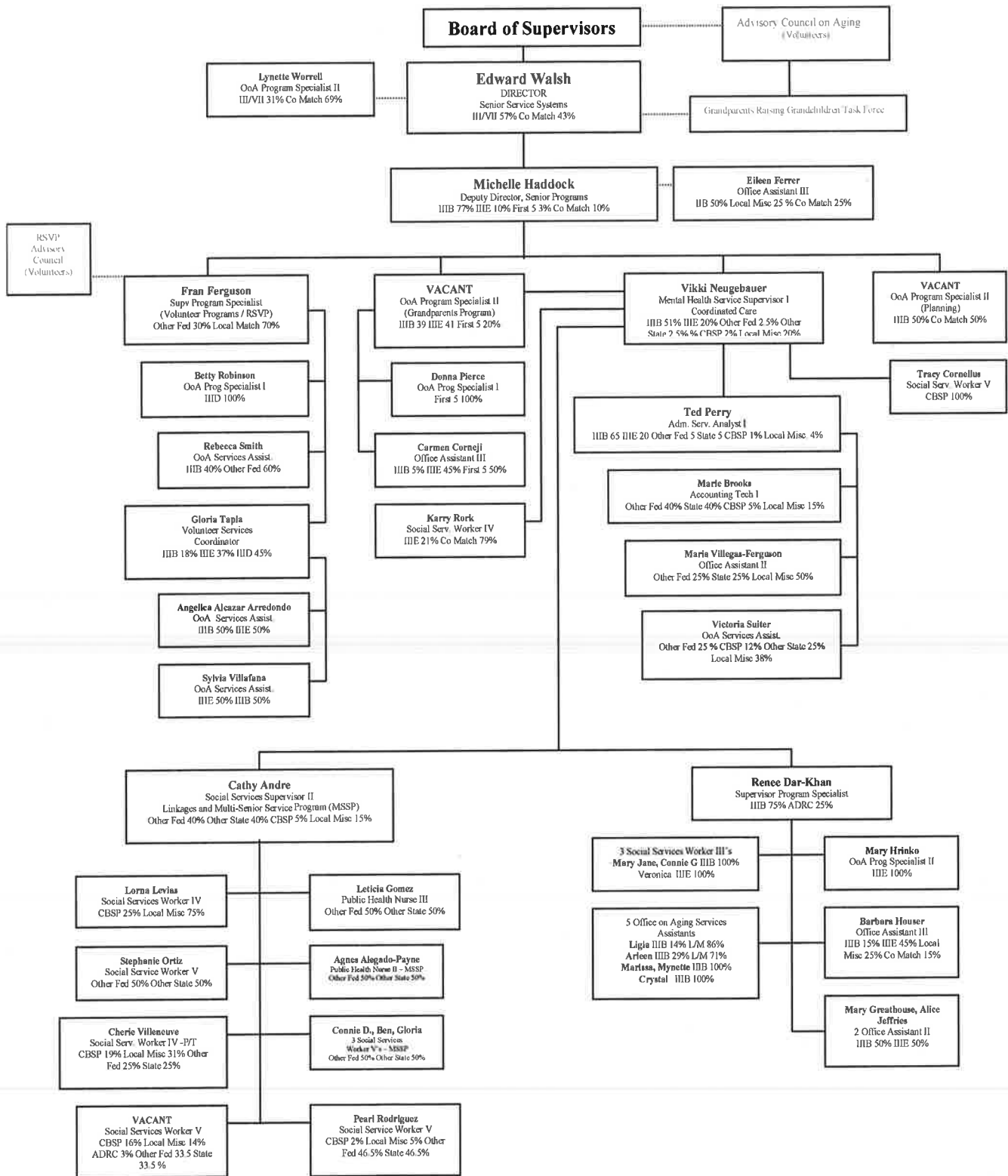
MAY 04 2010 2.9

ADMINISTRATION DIVISION ORGANIZATION CHART¹



¹ An updated organizational chart is pending County Fiscal Year 2010-2011 budget approval.

SENIOR SERVICES DIVISION ORGANIZATION¹



¹ An updated organizational chart is pending County Fiscal Year 2010-2011 budget approval.

PREFACE

Office on Aging's 2009 – 2012 Strategic Plan, *Bridging the Generations for the Future*, is a three-year living document that is the end product of over a year-long planning process mandated by the federal Older Americans Act (OAA) and the Older Californians Act. The planning activities are intended to help eliminate fragmentation of service systems, improve service delivery, and insure that maximum benefits are obtained through efficient delivery of services to those most in need. Most in need include, low income minority individuals; those with limited English-speaking ability; those who are frail, isolated, neglected, and exploited; those dealing with the problems of dementia or cognitive impairment; and those with caregiver responsibilities. Additional targeted populations include grandparents raising grandchildren, individuals with disabilities, Lesbian, Gay, Bisexual, and Transgendered; and aging Boomers. The Office on Aging views its Strategic Plan as an educational and marketing tool for elders, families, caregivers, individuals with disabilities, and the public at large, as well as an internal management tool.

The **four (4) priority goals** identified and agreed upon for the Riverside County Office on Aging are listed below:

Goal I: Improve Service Delivery Systems and Strengthen Infrastructure

Goal II: Coordination and Community Integration

Goal III: Life Care Planning

Goal IV: Improve Health and Quality of Life

The success of this Strategic Plan relies on Riverside County receiving its fair share of Federal and State dollars under the Older Americans Act funding formula and assumes limited decrease in County funding match. In addition, it relies on existing grant funding and the attainment of new revenue sources. Moreover, the Strategic Plan is updated annually, or as circumstances dictate, in order to incorporate changing and emerging needs and to assure the most effective strategies for implementing change.

NARRATIVE OF RELEVANT CHANGES

1. The significant accomplishments for Riverside County are listed below by the four established Priority Goal areas of the 2009-2012 Strategic Plan, *Bridging The Generations For The Future*: Improve Service Delivery systems and Strengthen Infrastructure (I), Coordination and Community Integration (II), Life Care Planning (III), and Improve Health and Quality of Life (IV). The significant service unit plan accomplishments have been included at the end of Section I in a diagram format. The significant accomplishments of Preventive Health (III D) and Medication Management related objectives are included under Section IV and Program Development and Coordination related objectives are included under Section V of this report (per CDA guidelines).
2. The approximate annual budget of the AAA for the fiscal year 2010-2011 is estimated to be \$10.6 million. Revenues are received from Older Americans Act funding the California Department of Aging and the County of Riverside. Of the AAAs budget, \$4.2 million is contracted to community service providers. Highlights of Service Units provided to older adults, adults with disabilities, and family caregivers include elder abuse prevention, caregiver training and respite care services, out reach contacts to family caregivers (Title III E), assisted transportation, information and assistance, home delivered and congregate meals, personal care and homemaker services, preventative health and medication management, senior community service employment program, legal assistance and volunteers placed and recruited.
3. Since the State General Funding of the Linkages Program was eliminated on October 1, 2010, the direct service care management continuum of care coordination has been impacted. In response to the lack of funding for this critical element of the care coordination continuum, the Office on Aging has created a hybrid program, CareLink to provide a minimal, reduced capacity of services while seeking alternative sources of funding. The Respite Purchase of Service Program formerly managed through the Linkages Program is no longer sustainable with the elimination of state funding.
4. The elimination of funding for the Older Californians Act Community Based Service Programs has impacted the capacity of contracted service providers to meet the growing need for supportive services in the community. Specifically, older adults and their families will no longer have access to the Alzheimer's Day Care Resource Centers or the Brown Bag Program.
5. The Health Assessment Resource Center (HARC) is currently in the field collecting data from the residents of Eastern Riverside County (spans from Calimesa to Blyth). The questions for the survey were developed by five Ad Hoc teams representing the 35 Steering Committee members. The Office On Aging participated on the Senior Ad Hoc team, sharing input as to what questions should be in the survey. As in 2007, HARC will develop a Senior Section, highlighting the demographics of those who participated in the survey and how they answered the question. The data extrapolated from the survey will be accessible to the Riverside County Office On Aging for planning purposes, both in the published report, and any special data runs that are felt to be pertinent.

6. The Office on Aging convenes providers, policy makers, consumer representatives, and community leaders for quarterly Leadership/Advocacy Roundtables to encourage partnerships to improve both quality and efficiency of services to older adults and adults with disabilities, to address emerging issues, share updates on breakthrough programs, and policy changes through the county, state, and federal level. The past years roundtables focused trends in Life Care Planning, Medicare and Medicaid and improving palliative care.
7. Estimated Number of Low-Income Minorities and Older Individuals Residing in Rural Areas (306)(a)(4)(A)(iii)(I) of the OAA: Based on Department of Finance (DOF) 2009¹ projections, there are an estimated 95,883 minority older adults.
8. The Office on Aging worked with the CA Commission on Aging to conduct a Countywide Senior Center Forum, *Crafting a Vision for the Future*, with keynote speaker Manoj Pardasani, nationally recognized expert on Senior Centers. Dr. Pardasani is committed to raising greater awareness of senior centers, enhancing their image and to providing staff and administrators with strategic ideas for development and growth. During the Countywide Senior Center Forum, concerns regarding a statewide senior center survey that addressed a call to advocacy and focused on the recent state cuts programs and services for seniors and persons with disability. Senior center representatives had a chance to work with their peers in drafting the beginnings of a framework of a mission and vision to position for the next generation of seniors. The OoA and Advisory Council on Aging are committed to provide a strong network of senior centers serving as focal points that become vibrant contact points of communication with and among seniors in local communities and neighborhoods.
9. Through a grant from the SCAN Foundation Riverside County Office on Aging is collaborating with On Lok, Inc. to explore the development of a rural PACE site in the Coachella Valley. The Office on Aging and its network of partners and collaborators have provided a valuable resource in identifying potential stakeholders. The OoA supports the development of a PACE site in Riverside County as it will add another choice in the home and community based care continuum and provide another viable alternative to institutional long-term care. In December the OOA and On Lok facilitated a successful Community Stakeholder Meeting, and an exciting plan to develop two PACE sites simultaneously in rural Riverside emerged. The OOA and the Advisory Council on Aging will continue to work with On Lok moving towards the establishment of the first PACE site in Riverside County.

¹ State of California, Department of Finance, *Race/Ethnic Population with Age and Sex Detail, 2000–2050*. Sacramento, CA, July 2007.

**Riverside County – PSA 21
Area Plan
Goals and Objectives**

STRATEGIC PLAN PRIORITY GOALS AND OBJECTIVES

Goal I: Improve Service Delivery Systems and Strengthen Infrastructure

To provide responsive service delivery systems and strengthen infrastructure through legislative, administrative, and advocacy actions, promote aging friendly communities and respond to the diverse needs of Riverside County’s residents.

Rationale:

- Implementation of state and federal regulations at the local level may result in administrative policies which inhibit movement toward integration/coordination.
- Revenue insufficiencies have implications on the infrastructure and its related service delivery system.
- Riverside County’s elder population continues to grow and become more diverse with migration trends in the County and aging of Boomers.
- A lack of knowledge of and sensitivity to the aging process and unique needs of diverse cultural populations, including Lesbian, Gay, Bisexual, and Transgendered (LGBT) impacts service delivery and progress toward an aging and culturally friendly community.

Goal I, Objective A:

Participate in local, state, and national policy organizations, committees and networks.

| Actions | Lead(s) |
|--|---|
| <p>1. Attend and/or participate in local, state, and national conferences, summits, committees and networks in order to be kept current on aging, disabled, and caregiver related programs/policies, and advocate for change as necessary.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Applicable to all Executive and Management Leadership Team members (aka LT)</p> <p>→ Advisory Council on Aging Chair (AcoA Chair)</p> |

Goal I, Objective A – continued:

| | |
|--|--|
| <p>2. Coordinate with Riverside County agencies and cities within Riverside County to address issues related to elders, disabled, and family caregivers and provide input as appropriate to civic and county leaders for local planning initiatives including the county and general plans. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Deputy Director, Senior Services (DD, Sr Svcs) → Aging and Disability Resource Connection Coordinator (ADRC Coord)</p> |
| <p>3. Establish a local caregiver coalition and maintain an active role in the California Caregiver Coalition.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Social Service Supervisor – I & A/Care Management (SSS-I & A) → Deputy Director, Senior Services (DD, Sr Svcs)</p> |
| <p>4. Network with Board of Supervisor appointed Veterans Advisory Committee members to advocate for the needs of Veterans.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ACoA Chair</p> |
| <p>5. Explore other funding opportunities centered on community-based initiatives in order to leverage existing and potential future services.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ LT</p> |

^c Identifies Actions that are categorized as coordination (IIIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal I, Objective B:

Advocate through legislative and collaborative networks for restored service levels and adequate funding and pursue on an ongoing basis other opportunities for service funding.

| Actions | Lead(s) |
|--|---|
| <p>1. Collaborate with associations, such as the California Association of Area Agencies on Aging (C4A), National Association of Area Agencies on Aging (N4A), Triple-A Council of California (TACC), etc. to develop an advocacy plan for restored service levels and adequate service funding, as necessary.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs → AcoA Chair</p> |
| <p>2. Review and appropriately respond as possible to reductions in service levels for at-risk populations.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ DD, Admin → DD, Sr Svcs</p> |
| <p>3. Collaborate on major advocacy to stop the cuts to elder programs.</p> <p>Start/End: July 2009 – June 2010 2011 Status: Continued</p> | <p>→ AcoA Chair</p> |
| <p>4. Advocate for a reduced vote percentage needed for budget approval.</p> <p>Start/End: July 2009 – June 2010 2011 Status: Continued</p> | <p>→ AcoA Chair</p> |

Goal I, Objective C:

Promote an aging friendly environment responsive to the needs of diverse cultural, social, and economic elder, disabled, and caregiver populations.

| Actions | Lead(s) |
|--|--|
| <p>1. Review and modify as necessary methods of reaching targeted populations, such as low income elders, LGBT, limited English speaking, those residing in rural areas, family caregivers, individuals with disabilities, and others who are underserved or have unmet needs.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs</p> |
| <p>2. Promote an aging and culturally friendly work environment, addressing issues in the workplace that may arise, and provide a leadership model for our partners.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin</p> |
| <p>3. Provide ongoing sensitivity training to staff on the unique needs of diverse populations such as limited English speaking and LGBT.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs</p> |
| <p>4. Expand information, referral, and assistance services to include disabled children being raised by their grandparents.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → SPS – I & A</p> |

Goal I, Objective C – continued:

| | |
|--|---|
| <p>5. Outreach to other County agencies and key community partners to share LGBT sensitivity training DVDs and other sensitivity training materials.</p> <p>Start/End: July 2009 – June 2010 2012 Status: Continued</p> | <p>→ DD, Sr Svcs</p> |
| <p>6. Coordinate with community partners through the ADRC Stakeholder Advisory Group (SAG), a subcommittee of the Leadership Advisory Resource Team (LART) to develop and distribute to key community partners a report on “Boomers,” to identify their expected impact on the service delivery systems within Riverside County, and provide recommendations for actions. ^c</p> <p>Start/End: July 2009 – June 2010 Status: Completed</p> | <p>→ ADRC Coord → DD, Sr Svcs → AcoA SAG Chair</p> |
| <p>7. Coordinate with coalitions and networks to address the significant lack of geriatric competent health care professions, and promote opportunities and pathways for such professions. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Sr Svcs</p> |
| <p>8. Advocate for an elder’s right to positive and healthy aging.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair</p> |

^c Identifies Actions that are categorized as coordination (IIIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal I, Objective D:

Act in accordance with local, state, and federal statutes and regulations.

| Actions | Lead(s) |
|---|--|
| 1. Keep abreast of local, state, and federal statutes and regulations and comply with reporting requirements/mandates, including but not limited to, year end reports, strategic plan updates, financial reporting, etc. Start/End: July 2009 – June 2012 Status: Continued | → Director → DD, Admin → DD, Sr Svcs |

Goal I, Objective E:

Maximize operational efficiencies through enhanced quality improvement initiatives and maintain an effective and responsive leadership team.

| Actions | Lead(s) |
|---|--|
| 1. Leadership Team will meet minimally on a monthly basis to review agency operations and programs, make decisions as necessary to be responsive to occurring priority needs, and ensure the most efficient delivery of services, especially related to high priority needs. Start/End: July 2009 – June 2012 Status: Continued | → Director → DD, Admin → DD, Sr Svcs |
| 2. Apply techniques and outcome measures routed in the continuous quality improvement (CQI) paradigm to enhance CQI initiatives. Start/End: July 2009 – June 2012 Status: Continued | → DD, Sr Svcs → CC Manager |

Goal I, Objective E – continued:

| | |
|--|---|
| <p>3. Provide opportunities for consumers to give feedback on program operations and customer service, and make appropriate improvements as necessary.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs</p> |
| <p>4. Provide an opportunity for staff to evaluate their roles/satisfaction with the agency on an annual basis and make improvements as necessary.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs</p> |
| <p>5. Provide growth and enrichment opportunities for Leadership Team members via bi-annual professional seminars, in-service, etc.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs</p> |

Goal I, Objective F:

Support employee professional development and succession planning.

| Actions | Lead(s) |
|--|---|
| <p>1. Support employee professional development by encouraging continued education at schools of higher learning, attendance at in-service trainings, and participation in conferences, etc. when funding permits.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD, Admin → DD, Sr Svcs</p> |

Goal I, Objective F – continued:

| | |
|---|--|
| <p>2. Provide opportunities for certification and/or re-certification of HELPLINK and Info Van employees through the California Association of Information and Referral Systems (CAIRS) program as a means of enhancing staff's capability of providing information and assistance.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → Manager/Program Director – Volunteer Systems (Prog Dir Vol Sys) → SPS – I & A</p> |
| <p>3. Provide opportunities for employee participation on Motivation and Morale (M & M) Team to enhance employee leadership and effectiveness in the organization.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director</p> |

Goal II: Coordination and Community Integration

To engage new partners and strengthen existing alliances, increase awareness, provide information and assistance, and streamline access to services through collaboration and community integration.

Rationale:

- Services are fragmented, duplicative, and program eligibility requirements may be confusing and/or too restrictive.
- Competing priorities exist between public and private sectors and cities and counties due to silos, limited funding, and lack of collaboration.
- An awareness of community-wide resources and how to access services continues to be a challenge.

Goal II, Objective A:

Develop a streamlined system of providing consumers, caregivers, and providers with information, assistance and counseling.

| Actions | Lead(s) |
|---|--|
| <p>1. Convene meetings of public benefits programs to determine efficacy of streamlining local processes for eligibility to long term care programs.</p> <p>Start/End: September 2009 – June 2010 2011 Status: Continued</p> | <p>→ ADRC Coord/ SPS – I & A → SSS – I & A</p> |
| <p>2. Identify mechanisms for improving consumer access, eligibility, and referral processes.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord/ SPS – I & A → SSS – I & A</p> |
| <p>3. Develop and implement an ongoing monitoring system to evaluate efficacy of new streamlined processes for eligibility to long term care.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord/ SPS – I & A → SSS – I & A</p> |

Goal II, Objective A – continued:

| | |
|---|---|
| <p>4. Facilitate consumers transitioning from one service provider to the next through the establishment of referral protocols and by prioritizing high risk individuals in coordination with key partners. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord / SPS – I & A → SSS – I & A → DD, Sr Svcs</p> |
|---|---|

Goal II, Objective B:

Collaborate with local stakeholders and provide leadership to improve coordination of services and provide a more seamless system of access for at-risk populations, especially via critical pathway providers.

| Actions | Lead(s) |
|--|---|
| <p>1. Promote increased coordination of Office on Aging contracted service providers and provide technical assistance as necessary.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Contracts & Services Officer</p> |
| <p>2. Identify and implement mechanisms to coordinate critical pathways for at-risk populations through development of long term care support options.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord → Leadership Advisory Resource Team (LART) Chair → Director → DD, Sr Svcs</p> |

^c Identifies Actions that are categorized as coordination (IIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal II, Objective B – continued:

| | |
|---|---|
| <p>3. Assess the need of adult day care (ADC) in identified communities where no service is presently offered and identify alternative options for adult day care service delivery for resource and referrals.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → DD Sr Svcs → SPS – I & A</p> |
| <p>4. Collaborate with existing ADC providers and local volunteer organizations and explore the development of a service model to include a volunteer escort program for caregivers to enhance visitation of existing adult day programs.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → SPS – I & A → CC Mgr</p> |
| <p>5. Collaborate with for-profits as well as non-profits to provide education and resources for the care giving community.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → DD, Sr Svcs → SPS – I & A</p> |

Goal II, Objective B – continued:

| | |
|--|---|
| <p>6. Coordinate with local and statewide associations, coalitions, workgroups, and committees such as Riverside County Department of Mental Health's Older Adult System of Care Committee and the California Mental Health Directors Association Older Adult System of Care Committee to promote system redesign to increase access to and effectiveness of service delivery related to the unique mental health issues and needs of elders and individuals with disabilities. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → CC Mgr → AcoA Chair</p> |
| <p>7. Strengthen partnerships with senior centers by establishing site visits in the role of ambassador to the OoA.</p> <p>Start/End: July 2009 – June 2010-2012 Status: Continued</p> | <p>→ AcoA Chair</p> |
| <p>8. Convene quarterly Leadership Roundtable Sessions to educate community partners about aging issues/trends.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director</p> |
| <p>9. Actively participate in committees/ organizations that deal with elder, disabled, and/or caregiver issues.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair</p> |

^c Identifies Actions that are categorized as coordination (IIIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal II, Objective B – continued:

| | |
|---|--|
| <p>10. Coordinate with transportation providers and community partners to promote improved transportation options for elders and disabled. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ DD, Sr Svcs → AcoA Chair</p> |
|---|--|

Goal II, Objective C:

Build on an existing web-based long-term support information system to provide a comprehensive, easy-to-use website which will give consumers an opportunity to direct their own services.

| Actions | Lead(s) |
|--|--|
| <p>1. Coordinate with the CA Department of Health and Human Services to beta test the CalCareNet pilot project for improved coordination and community integration.</p> <p>Start/End: July 2009 – June 2012 January 2010 Status: Completed</p> | <p>→ ADRC Coord / SPS I & A → SSS – I & A</p> |
| <p>2. Coordinate with public and private community agencies/businesses to promote the use of Network of Care (NOC) and CalCare Net with an emphasis on reaching diverse cultural, socio-economically at risk, and isolated populations. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord / SPS I & A → SSS – I & A → AcoA Chair → DD, Sr Svcs</p> |

^c Identifies Actions that are categorized as coordination (IIIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal II, Objective D:

Encourage individuals to be active participants in their communities and to be self-prepared in the event of an emergency/disaster.

| Actions | Lead(s) |
|--|---|
| <p>1. Coordinate with county departments, contract agencies, social service, and faith based organizations to develop an innovative, coordinated public/private disaster response system to effectively leverage financial, volunteer, and service resources across agencies and geographic areas in the event of a disaster. ^c</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ DD, Admin</p> |
| <p>2. Inform and empower individuals in the community through the use of the Info Vans and other outreach and education methods about the importance of being self-prepared for an emergency/disaster.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Prog Dir – Vol Sys → SSS – I & A → SPS – I & A → DD, Sr Svcs → AcoA Chair</p> |

^c Identifies Actions that are categorized as coordination (IIIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal III: Life Care Planning

To help elders, individuals with disabilities, family caregivers, and community partners to better understand and plan for short and long term care needs, including financial sustainability, planning for aging in place, palliative care, and end of life.

Rationale:

- There is a misconception by a large majority of the American public that the government will provide long term care when needed. "For every dollar that supports a person through the Aging Network the government spends about \$270 supporting a person in a nursing home." (Source: Planning for Eldercare – Misconceptions About Who Pays for Long Term Care, August 2008.)
- "Three in ten adults surveyed thought it likely that they would see their health insurance coverage reduced or lost over the course of the next 12 months. That same number feared losing employment over the next year." (Source: AARP April 2008 survey)
- Over half (57.3%) of the respondents who participated in the 2008 "Riverside County Employee Assessment: Identifying Demographic and Social Trends" indicated that it is "likely" in the next year that their income won't keep up with the cost of living.
- Many seniors nearing retirement have found themselves looking for new employment instead – 326,000 adults age 65 or older were unemployed in December 2008 (Source: Richard W. Johnson, Retirement Policy Program of the Urban Institute - December 2008 fact sheet.)
-

Goal III, Objective A:

Develop and implement an outreach/marketing plan to educate elders, disabled, caregivers, and the community, including identified target populations, such as limited English speaking, Lesbian, Gay, Bisexual, Transgendered (LGBT) and Boomers about the Office on Aging and its Aging and Disability Resource Connection (ADRC) program and long-term services and supports.

Goal III, Objective A – continued:

| Actions | Lead(s) |
|---|---|
| <p>1. Develop communication and marketing products under Resource Connections fFor You (RC4U), the ADRC outreach umbrella, for distribution to our partners and the county’s service delivery providers.</p> <p>Start/End: July 2009 – June 2010 2012 Status: Completed</p> | <p>→ ADRC Coord</p> |
| <p>2. Enhance current Office on Aging services with the development of new program components and partnerships that will expand awareness of healthy aging from birth through the lifespan and provide information resources to assist individuals, families, and communities to plan for aging, and manage chronic disease and plan for future treatment and care options with an emphasis on independence and choice.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord → DD, Sr Svcs</p> |
| <p>3. Outreach to caregivers and provide in-service training on the benefits of adult day care and other community-based support services in order to increase caregiver use of such facilities.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → SPS – I & A → CC Mgr</p> |
| <p>4. Market Office on Aging “Aging in America” video to increase awareness of OoA programs and services and promote long term care options.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → SPS – I & A → Prog Dir – Vol Sys</p> |

Goal III, Objective B:

Empower elders, individuals with disabilities, and family caregivers to make informed decisions about, and to be able to easily access, existing health and long-term care options.

| Actions | Lead(s) |
|--|---|
| <p>1. Develop a service model which will include identifying caregivers who are experiencing grief and depression, providing training on anticipatory grief, and developing a resource list of agencies that can support caregivers during this period including, but not limited to, hospice services, in order to help caregivers anticipating end of caregiver role.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → CC Mgr</p> |
| <p>2. Promote and increase broadening partnerships to include the business community and other stakeholders; invite businesses and other stakeholders to share information regarding long term care options and other pertinent aging related topics with the Advisory Council on Aging.</p> <p>Start/End: July 2009 – June 2010 2011 Status: Continue</p> | <p>→ AcoA Chair → ADRC Coordinator</p> |
| <p>3. Inform and empower individuals and caregivers to be self advocates for emotional/health management and long term care including palliative care and end of life care planning and decision making.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair → Director → DD, Sr Svcs</p> |

Goal III, Objective C:

Provide opportunities for Office on Aging staff to cross train with local independent living center staff in order to increase OoA's knowledge about individuals with disabilities, long term care and deinstitutionalization.

| Actions | Lead(s) |
|---|---|
| 1. Coordinate with Community Access Center to arrange for opportunities for cross training of Information and Assistance Specialists and sharing of resources. ^c Start/End: July 2009 – June 2010 2011 Status: Continue | → ADRC Coord / SPS – I & A → SSS – I & A → DD, Svcs |

Goal III, Objective D:

Coordinate with County Human Resources Department and community partners to expand/enhance mature worker employment opportunities.

| Actions | Lead(s) |
|--|--|
| 1. Coordinate with County Human Resources Department's ENCORE Program to address employment opportunities/issues for mature workers. ^c Start/End: July 2009 – June 2012 Status: Continued | → Mature Workers Program Manager |
| 2. Coordinate with private and public businesses/agencies to promote employment opportunities that promote and sustain the value and contribution of mature workers/volunteers and improve recruitment and retention policies and initiatives. ^c Start/End: July 2009 – June 2012 Status: Continued | → Mature Workers Program Manager → Prog Dir – Vol Sys → DD, Admin → Director |

^c Identifies Actions that are categorized as coordination (IIIB funded) as defined in Title 22 and the Code of Federal Regulations (CFR).

Goal IV: Improve Health and Quality of Life

To improve the health and quality of life of elders, individuals with disabilities and family caregivers throughout the life cycle by providing choices in settings that promote community integration, and encourage preventive health/wellness, socialization, and life-long learning

Rationale:

- Estimates of the frequency of elder abuse and neglect range from 2% to 10% of seniors. For every case reported to authorities, an estimated 5 more instances go unreported. (Source: National Center on Elder Abuse "Elder Abuse Prevalence and Incidence" 2005.)
- Demand for home and community based services and for those who provide such services continue to increase rapidly as the population of elders and individuals with disabilities rise in total numbers and life span.
- There continues to be a large segment of elders, individuals with disabilities, and caregivers who are unaware of essential community services available to them or aren't sure how to access the services.
- Almost 7,000 or 3% of seniors age 55 or older in Eastern Riverside County reported they are not getting adequate nutrition on a daily basis. (Source: HARC Eastern Riverside County Health Monitor 2007.)
- Total cost of fall injuries among people 65+ in 2000 was estimated to be \$19 billion. Projected Medicare costs for hip fractures alone may exceed \$240 billion by 2040. (Source: National Council on Aging fall prevention fact sheet 2008.)
- Approximately 34 million family care givers provided care at any one point in time during 2007 [in U.S.]. The economic value of family caregiving exceeded total Medicaid spending for long-term care in all states and was more than three times as high in 36 states. However, costs to family caregivers go beyond accounting for the hourly value of the services provided. They include direct out-of-pocket expenses, economic insecurity caused by changes in work patterns, and health effects. (Source: Older Americans Report, Vol. 32, No. 16, December 19, 2008.)

Goal IV, Objective A:

Enable elders and individuals with disabilities to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services and support.

| Actions | Lead(s) |
|--|--|
| <p>1. Collaborate with acute care and other long term care facilities to build a strong care management interface with community based care with the location of a liaison from community based care management systems in targeted facilities.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ CC Mgr → ADRC Coordinator</p> |
| <p>2. Advocate for affordable/accessible housing for elders and individuals with disabilities.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair</p> |
| <p>3. Advocate for sustained funding for existing rideshare and escort transportation programs, such as the Transportation Reimbursement and Information Project (TRIP).</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair</p> |
| <p>4. Promote “Clinical Protocols for Intergenerational Aging” May 2008 Forum DVD with community partners to provide current trends in obesity/diabetes, stroke recovery, Alzheimer disease, mental health, and alternative long term care resident options.</p> <p>Start/End: July 2009 – June 2010 Status: Completed</p> | <p>→ DD, Sr Svcs → AcoA Chair</p> |

Goal IV, Objective A– continued:

| | |
|---|----------------------------------|
| <p>5. Incorporate the Eric Coleman Care Transitions Intervention Model (a consumer empowerment model designed to stimulate change in practice and care delivery systems to improve transitions from one care setting to another) into the CAL ADRC.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord → CC Mgr</p> |
|---|----------------------------------|

Goal IV, Objective B:

Encourage healthy aging through the promotion of elder abuse awareness, proper nutrition, disease prevention, medication management, fall prevention, and importance of socialization.

| Actions | Lead(s) |
|---|---|
| <p>1. Provide medication management outreach to elders, disabled, and family caregivers via the OoA Info Vans, community presentations, and mailings, with the focus on the proper use of a medication management tool, such as a Health Guide to track medications/health information.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Prog Dir – Vol Sys</p> |
| <p>2. Provide nutrition education to congregate and home delivered meal participants and the community in general via the Nutrition Info Van.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Contracts & Services Officer</p> |

Goal IV, Objective B – continued:

| | |
|--|--|
| <p>3. Educate clients on ways to prevent falls, manage chronic disease, and provide opportunities to improve overall health and wellness through Fit After 50 strength and balance program, Info Van outreach, and Care Coordination programs.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ CC Mgr → Prog Dir – Vol Sys</p> |
| <p>4. Participate in community collaborations that address elder abuse prevention, issues of elder abuse and neglect, and provide community outreach/education, such as, the CARE Team, Clinical MDT, Elder Death Review Committee, etc.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ DD, Sr Svcs → CC Mgr</p> |
| <p>5. Encourage elders, individuals with disabilities, and caregivers to educate themselves about ways to keep safe and healthy in relation to elder abuse, falls, and home safety and healthy behaviors/wellness activities.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair → SSS – I & A → SPS – I & A</p> |
| <p>6. Advocate for intergenerational learning programs in the community.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ AcoA Chair</p> |

Goal IV, Objective C:

Sustain/improve support systems for caregivers and grandparents raising grandchildren to enhance family stability.

| Actions | Lead(s) |
|---|---|
| <p>1. In coordination with local officials, County departments, Grandparents Raising Grandchildren Task Force (GRGTF), the Riverside County Youth Commission, Child Protective Services, Adult Protective Services, and community networks to address changing/emerging needs and make appropriate influences on the service delivery system, including educating public social workers and mental health workers about the unique issues, barriers and challenges facing grandparents raising grandchildren.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ Director → DD Sr Svcs → CC Mgr → AcoA GRGTF Chair</p> |
| <p>2. Provide care management services to assess needs of grandparents and link them to necessary resources and support systems; convening monthly Multi-Disciplinary Team (MDT) meetings to assist grandparents with more complex situations that require outside intervention from other county departments and community agencies.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ CC Mgr</p> |

Goal IV, Objective C – continued:

| | |
|--|---|
| <p>3. Develop and distribute quarterly a GRG newsletter to inform grandparents about health and wellness resources, legal system links, financial resources as well as upcoming trainings and workshops.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ CC Mgr</p> |
| <p>4. GRG Program and Public Relations Committee will organize and coordinate a countywide series of regionalized training seminars and/or collaborative expert resource fairs related to issues facing grandparents raising grandchildren.</p> <p>Start/End: July 2009 – June 2010 2011 Status: Continued</p> | <p>→ CC Mgr → AcoA GRGTF Chair</p> |
| <p>5. GRG Legislative Committee will partner with Riverside County Office on Education (RCOE) to better assist grandparents with school issues and work with state and county representatives on legal and financial issues.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ CC Mgr → AcoA GRGTF Chair</p> |
| <p>6. Expand existing framework to be inclusive of children with disabilities in conjunction with our community partners of Community Access Center, the Multiple Disciplinary Team, and Office on Aging Grandparents Raising Grandchildren program.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ ADRC Coord → CC Mgr</p> |

Goal IV, Objective C – continued:

| | |
|--|--|
| <p>7. Develop caregiver education components and provide information in various formats (including webinar) on topics of health (such as managing chronic disease), nutrition and financial literacy.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → CC Mgr</p> |
| <p>8. Offer Webcasts of specialists in fields pertinent to caregivers targeting hard to serve populations such as, working caregivers and rural caregivers.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → CC Mgr</p> |
| <p>9. Increase accessibility to and promote use of caregiver library web-site.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → CC Mgr</p> |
| <p>10. Convene a summit in collaboration with community partners for caregivers and professionals covering such topics as: The Implications of Caregiving on Teen Caregivers and When the Caregiving Role Ends.</p> <p>Start/End: July 2009 – June 2010 2011 Status: Continued</p> | <p>→ SSS – I & A → CC Mgr</p> |
| <p>11. Provide support to leaders/facilitators (volunteers and professionals) of local caregiver and GRG support groups.</p> <p>Start/End: July 2009 – June 2012 Status: Continued</p> | <p>→ SSS – I & A → CC Mgr → DD, Sr Svcs → SPS- I & A</p> |

Goal IV, Objective D:

Promote civic engagement in Riverside County communities through coordination with community partners.

| Actions | Lead(s) |
|---|--|
| 1. Infuse volunteer information into the caregiving program and identify the needs of the caregiver who is transitioning out of a caregiver role. Start/End: July 2009 – June 2012 Status: Continued | → SSS – I & A → Prog Dir – Vol Svcs → CC Mgr |
| 2. Promote “Tutors For Our Tomorrow” program developed through the RSVP program in partnership with the Office on Aging to bring elder and/or baby boomer volunteers into classrooms to tutor school aged children with an outcome of instilling self-assurance in a child’s academic pursuits and providing rewarding opportunities for the volunteers. Start/End: July 2009 – June 2012 Status: Continued | → Prog Dir – Vol Svcs |

TITLE III/VII SERVICE UNIT PLAN OBJECTIVES

2009–2012 Three-Year Planning Period

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service, as defined in PM 97-02. For services not defined in NAPIS, refer to Division 4000 of the Management Information Systems (MIS) Manual. Report units of service to be provided with **ALL funding sources**.

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

1. Personal Care (In-Home)

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 3,394 5185 | IV | |
| 2010-2011 | 5,185 | | |

2. Homemaker

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2009-2010 | 3,585 | IV | |
| 2010-2011 | 3,585 | | |

3. Chore

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | N/A | | |
| 2010-2011 | N/A | | |

4. Adult Day Care/Adult Day Health

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 11,044 | III & IV | |
| 2010-2011 | 10,262 | | |

5. Case Management

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 2,640 | IV | |
| 2010-2011 | 2,640 | | |

6. Congregate Meal**Unit of Service = 1 meal**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 193,375 | IV | |
| 2010-2011 | 175,154 | | |

7. Home-Delivered Meal**Unit of Service = 1 meal**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 317,096 | IV | |
| 2010-2011 | 306,901 | | |

8. Nutrition Education**Unit of Service = 1 session per participant**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 1324 | | |
| 2010-2011 | 1324 | | |

9. Nutrition Counseling**Unit of Service = 1 session per participant**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | N/A | | |
| 2010-2011 | N/A | | |

10. Assisted Transportation**Unit of Service = 1 one-way trip**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 14,999 | II, IV | |
| 2010-2011 | 11,500 | | |

11. Transportation**Unit of Service = 1 one-way trip**

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | N/A | | |
| 2010-2011 | N/A | | |

12. Legal Assistance

Unit of Service = 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|---------------------------|--------------|-----------------------------------|
| 2009-2010 | 1,936 | III | |
| 2010-2011 | 1,936 | | |

13. Information and Assistance

Unit of Service = 1 contact

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2009-2010 | 30,900 | I, III | |
| 2010-2011 | 27,678 | | |

14. Outreach

Unit of Service = 1 contact

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers(if applicable) |
|-------------|---------------------------|--------------|----------------------------------|
| 2009-2010 | 2,043 | II,III, IV | |
| 2010-2011 | 2,373 | | |

NAPIS Service Category 15 – “Other” Title III Services

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

Title III D, Disease Prevention/Health Promotion

Service Activity: Physical Fitness

Units of Service: 1 hour

| Fiscal Year | Proposed Units of Service | Program Goal Number | Objective Numbers (required) |
|-------------|---------------------------|---------------------|------------------------------|
| 2009-2010 | 1,620 | IV | B.3. |
| 2010-2011 | 2295 | | |

Title III D, Disease Prevention/Health Promotion

Service Activity: Community Education/Information

Units of Service: 1 hour

| Fiscal Year | Proposed Units of Service | Program Goal Number | Objective Numbers (required) |
|-------------|------------------------------|------------------------|------------------------------|
| 2009-2010 | 4,700-317 | III | A.2. |
| 2010-2011 | 317 | | |

Title III D, Medication Management

Service Activity: Outreach

Units of Service: 1 contact

| Fiscal Year | Proposed Units of Service | Program Goal Number | Objective Numbers (required) |
|-------------|------------------------------|------------------------|------------------------------|
| 2009-2010 | 1,700 | IV | B.1. |
| 2010-2011 | 1,700 | | |

Title III B, Other Supportive Services

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

Units of Service and Activity: 1 hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|------------------------------|--------------|-----------------------------------|
| 2009-2010 | 1,300 | III, IV | |
| 2010-2011 | 1,300 | | |

Title III B, Other Supportive Services

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

Units of Service and Activity: 1 placement

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|------------------------------|--------------|-----------------------------------|
| 2009-2010 | 150 | III, IV | |
| 2010-2011 | 150 | | |

Title III B, Other Supportive Services Service Category: Community Services/Senior Center Support – Income Support/Material Aid

Units of Service and Activity: 1 client

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|------------------------------|--------------|-----------------------------------|
| 2009-2010 | \$61,970 | IV | |
| 2010-2011 | \$61,970 | | |

Title III B, Other Supportive Services

Service Category: Community Services/Senior Center Support Staffing

Units of Service and Activity: 1 staff hour

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|------------------------------|--------------|-----------------------------------|
| 2009-2010 | 5,736 | IV | |
| 2010-2011 | 5,736 | | |

Title III B, Other Supportive Services

Service Category: Information Services– Community Education

Units of Service and Activity: 1 activity

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|-------------------------------------|--------------|-----------------------------------|
| 2009-2010 | 16 | IV | |
| 2010-2011 | 17 | | |

Title III B, Other Supportive Services

Service Category: Information Services – Public Information

Units of Service and Activity: 1 activity

| Fiscal Year | Proposed Units of Service | Goal Numbers | Objective Numbers (if applicable) |
|-------------|-------------------------------------|--------------|-----------------------------------|
| 2009-2010 | 42 | II, III, IV | |
| 2010-2011 | 34 | | |

**TITLE IIIB AND TITLE VIIA:
LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES
2009–2012 Three-Year Planning Period**

As mandated by the Older Americans Act, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of enhancing the quality of life and care of residents.

Baseline numbers are obtained from the local LTC Ombudsman Program’s FY 2006-2007 National Ombudsman Reporting System (NORS) data as reported in the State Annual Report to the Administration on Aging (AoA).

Targets are established jointly by the AAA and the local LTC Ombudsman Program Coordinator. Use the baseline as the benchmark for determining FY 2009-2010 targets. For each subsequent FY target, use the previous FY target as the benchmark to determine realistic targets and percentage of change given current resources available. Refer to your local LTC Ombudsman Program’s last three years of NORS data for historical trends and take into account current resources available to the program. Targets should be reasonable and attainable.

Complete all Measures and Targets for Outcomes 1-3.

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

Measures and Targets:

A. Complaint Resolution Rate (AoA Report, Part I-E, Actions on Complaints)
The average California complaint resolution rate for FY 2006-2007 was 73%.

| |
|--|
| 1. FY 2006-2007 Baseline Resolution Rate: <u>41%</u> Number of complaints resolved <u>399</u> + Number of partially resolved complaints <u>178</u> divided by the Total Number of Complaints Received <u>1,399</u> = Baseline Resolution Rate <u>41</u> % |
| 2. FY 2009-2010 Target: Resolution Rate <u>56</u> % |
| 3. FY 2010-2011 Target: Resolution Rate <u>66</u> % |
| 4. FY 2011-2012 Target: Resolution Rate <u>76</u> % |
| Program Goals and Objective Numbers: II, IV |

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

1. FY 2006-2007 Baseline: 97 number of meetings attended

2. FY 2009-2010 Target: number 107 and % increase 10 or % decrease ____

3. FY 2010-2011 Target: number 118 and % increase 10 or % decrease ____

4. FY 2011-2012 Target: number 118 and % increase 0 or % decrease ____

Program Goals and Objective Numbers:
II, IV

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

1. FY 2006-2007 Baseline: number of meetings attended 3

2. FY 2009-2010 Target: number 6 and % increase 100 or % decrease ____

3. FY 2010-2011 Target: number 6 and % increase 0 or % decrease ____

4. FY 2011-2012 Target: number 7 and % increase 10 or % decrease ____

Program Goals and Objective Numbers:
II, IV

D. Consultation to Facilities (AoA Report, Part III-D, #4)

1. FY 2006-2007 Baseline: number of consultations 1,009

2. FY 2009-2010 Target: number 1,009 and % increase 0 or % decrease ____

3. FY 2010-2011 Target: number 1,009 and % increase 0 or % decrease ____

4. FY 2011-2012 Target: number 1,009 and % increase 0 or % decrease ____

Program Goals and Objective Numbers:
II, IV

E. Information and Consultation to Individuals (AoA Report, Part III-D, #5)

| |
|--|
| 1. FY 2006-2007 Baseline: number of consultations <u>6,186</u> |
| 2. FY 2009-2010 Target: number <u>6,186</u> and % increase <u>0</u> or % decrease ____ |
| 3. FY 2010-2011 Target: number <u>6,186</u> and % increase <u>0</u> or % decrease ____ |
| 4. FY 2011-2012 Target: number <u>6,186</u> and % increase <u>0</u> or % decrease ____ |
| Program Goals and Objective Numbers: II, IV |

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

| |
|--|
| 1. FY 2006-2007 Baseline: number of sessions <u>476</u> |
| 2. FY 2009-2010 Target: number <u>476</u> of sessions and % increase <u>0</u> or % decrease ____ |
| 3. FY 2010-2011 Target: number <u>476</u> of sessions and % increase <u>0</u> or % decrease ____ |
| 4. FY 2011-2012 Target: number <u>476</u> of sessions and % increase <u>0</u> or % decrease ____ |
| Program Goals and Objective Numbers: II, IV |

G. Systems Advocacy

1. FY 2009-2010 Activity: In narrative form, please provide at least one systemic advocacy effort that the local LTC Ombudsman Program will engage in during the fiscal year.

(Examples: Work with LTC facilities to improve pain relief, increase access to oral health care, work with law enforcement to improve response and investigation of abuse complaints, collaborate with other agencies to improve quality of care and quality of life, participate in disaster preparedness planning, conduct presentations to legislators and local officials regarding quality of care issues, etc.)

Enter information in the box on the next page.

Systemic Advocacy Effort(s)

The local Ombudsman Program will continue to collaborate with the CARE team in order to improve the quality of life and to expedite investigations of abuse in the County. The Ombudsman Program will continue to meet regularly with Operational Area Planning Committee and VOAD, in preparation for a disaster in the County.

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

Measures and Targets:

A. Facility Coverage (other than in response to a complaint),
(AoA Report, Part III-D, #6)

Number of Nursing Facilities visited (unduplicated) at least once a quarter not in response to a complaint (based on current resources available to the program).

1. FY 2006-2007 Baseline: 100 %

Number of Nursing Facilities visited at least once a quarter not in response to a complaint 53 divided by the number of Nursing Facilities 53.

2. FY 2009-2010 Target: % increase 0 or % decrease

3. FY 2010-2011 Target: % increase 0 or % decrease

4. FY 2011-2012 Target: % increase 0 or % decrease

Program Goals and Objective Numbers:
II, IV

B. Facility Coverage (other than in response to a complaint) (AoA Report, Part III-D, #6)

Number Board and Care Facilities (RCFEs) visited (unduplicated) at least once a quarter not in response to a complaint (based on current resources available to the program).

1. FY 2006-2007 Baseline: 100 %

Number of RCFEs visited at least once a quarter not in response to a complaint 461 divided by the number of RCFEs 461.

2. FY 2009-2010 Target: % increase 0 or % decrease

3. FY 2010-2011 Target: % increase 0 or % decrease

4. FY 2011-2012 Target: % increase 0 or % decrease

Program Goals and Objective Numbers:
II, IV

C. Number of Full-Time Equivalent (FTE) Staff (AoA Report Part III. B.2. - Staff and Volunteers)
 (One FTE generally equates to 40 hours per week or 1,760 hours per year)
 Verify number of staff FTEs with Ombudsman Program Coordinator.

| |
|---|
| 1. FY 2006-2007 Baseline: FTEs <u>7.5</u> |
| 2. FY 2009-2010 Target: number of FTEs <u>8</u> and % increase <u>.8</u> or % decrease <u>___</u> |
| 3. FY 2010-2011 Target: number of FTEs <u>8</u> and % increase <u>0</u> or % decrease <u>___</u> |
| 4. FY 2011-2012 Target: number of FTEs <u>8</u> and % increase <u>0</u> or % decrease <u>___</u> |
| Program Goals and Objective Numbers: II, IV |

D. Number of Certified LTC Ombudsman Volunteers (AoA Report Part III. B.2. - Staff and Volunteers)
 Verify numbers of volunteers with Ombudsman Program Coordinator.

| |
|---|
| 1. FY 2006-2007 Baseline: Number of certified LTC Ombudsman volunteers as of June 30, 2007 <u>21</u> |
| 2. FY 2009-2010 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2010 <u>25</u> and % increase <u>9</u> or % decrease <u>___</u> |
| 3. FY 2010-2011 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2011 <u>25</u> and % increase <u>0</u> or % decrease <u>___</u> |
| 4. FY 2011-2012 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2012 <u>25</u> and % increase <u>0</u> or % decrease <u>___</u> |
| Program Goals and Objective Numbers: II, IV |

Outcome 3. Ombudsman representatives report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]

Measures and Targets:

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

1. FY 2006-2007 Baseline number of NORS Part I, II, III or IV training sessions completed 2

Please obtain this information from the local LTC Ombudsman Program Coordinator.

2. FY 2009-2010 Target: number of NORS Part I, II, III or IV training sessions planned 2

3. FY 2010-2011 Target: number of NORS Part I, II, III or IV training sessions planned 2

4. FY 2011-2012 Target: number of NORS Part I, II, III or IV training sessions planned 2

Program Goals and Objective Numbers:
II, IV

PSA #21

**TITLE VIIB ELDER ABUSE PREVENTION
SERVICE UNIT PLAN OBJECTIVES
2009–2012 Three-Year Planning Period**

Units of Service: AAA must complete at least one category from the Units of Service below.

A Unit of Service may include public education sessions, training sessions for professionals, training sessions for caregivers served by Title III E Program, educational materials developed, educational materials distributed or other hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

| Fiscal Year | Total # of Public Education Sessions |
|-------------|--------------------------------------|
| 2009-10 | 48 |
| 2010-11 | 34 |

| Fiscal Year | Total # of Training Sessions for Professionals |
|-------------|--|
| 2009-10 | n/a |
| 2010-11 | n/a |

| Fiscal Year | Total # of Training Sessions for Caregivers served by Title III E |
|-------------|---|
| 2009-10 | n/a |
| 2010-11 | n/a |

| Fiscal Year | Total # of Hours Spent Developing a Coordinated System |
|-------------|--|
| 2009-10 | n/a |
| 2010-11 | n/a |

| Fiscal Year | Total # of Educational Products to be Developed | Description of Educational Products |
|-------------|---|---|
| 2009-2010 | 1 | Consumer's Guides to Fraud Prevention and Protection |
| 2010-2011 | 1 | Consumer's Guides to Fraud Prevention and Protection-Spanish |

| Fiscal Year | Total # of Copies of Educational Materials or Products to be Distributed | Description of Educational Materials or Products |
|-------------|--|---|
| 2009-2010 | 1600 | Consumer's Guides to Fraud Prevention and Protection |
| 2010-2011 | 800 | Consumer's Guides to Fraud Prevention and Protection |

TITLE III E SERVICE UNIT PLAN OBJECTIVES

2009–2012 Three-Year Planning Period

CCR Article 3, Section 7300(d)

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

For Direct Services

| CATEGORIES | 1 | 2 | 3 |
|---|---|------------------------------|-----------------------------------|
| Direct III E Family Caregiver Services | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
| Information Services | # of activities and Total est. audience for above | | |
| 2009-2010 | # of activities: 272 Total est. audience for above: 20,720 | III, IV | |
| 2010-2011 | # of activities: 50 Total est. audience for above: 10,500 | | |
| Access Assistance | Total contacts | | |
| 2009-2010 | 3,426 | III, IV | |
| 2010-2011 | 3,137 | | |
| Support Services | Total hours | | |
| 2009-2010 | 2,280 | IV | |
| 2010-2011 | 1,890 | | |
| Respite Care | Total hours | | |
| 2009-2010 | 1,012 | IV | |
| 2010-2011 | 1,152 | | |
| Supplemental Services | Total occurrences | | |
| 2009-2010 | 4 | IV | |
| 2010-2011 | 10 | | |

| Direct III E Grandparent Services | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
|--------------------------------------|---|------------------------------|-----------------------------------|
| Information Services | # of activities and Total est. audience for above | | |
| 2009-2010 | # of activities: 8 Total est. audience for above: 160 | IV | |
| 2010-2011 | # of activities: 8 Total est. audience for above: 160 | | |
| Access Assistance | Total contacts | | |
| 2009-2010 | 300 | IV | |
| 2010-2011 | 400 | | |
| Support Services | Total hours | | |
| 2009-2010 | 24 | IV | |
| 2010-2011 | 24 | | |
| Respite Care | Total hours | | |
| 2009-2010 | | | |
| 2010-2011 | | | |

| | | | |
|-----------------------|--------------------------|--|--|
| Supplemental Services | Total occurrences | | |
| 2009-2010 | | | |
| 2010-2011 | | | |

For Contracted Services

| Contracted III E Family Caregiver Services | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
|---|---|------------------------------|-----------------------------------|
| Information Services | # of activities and total est. audience for above: | | |
| 2009-2010 | # of activities: Total est. audience for above: | | |
| 2010-2011 | # of activities: Total est. audience for above: | | |
| Access Assistance | Total contacts | | |
| 2009-2010 | | | |
| 2010-2011 | | | |
| Support Services | Total hours | | |
| 2009-2010 | 1,807 | IV | |
| 2010-2011 | 1670 | | |
| Respite Care | Total hours | | |
| 2009-2010 | 7,272 | IV | |
| 2010-2011 | 7390 | | |
| Supplemental Services | Total occurrences | | |
| 2009-2010 | | | |
| 2010-2011 | | | |

| Contracted III E Grandparent Services | <i>Proposed</i> Units of Service | <i>Required</i> Goal #(s) | <i>Optional</i> Objective #(s) |
|--|--|------------------------------|-----------------------------------|
| Information Services | # of activities and Total est. audience for above | | |
| 2009-2010 | # of activities: Total est. audience for above: | | |
| 2010-2011 | # of activities: Total est. audience for above: | | |
| Access Assistance | Total contacts | | |
| 2009-2010 | | | |
| 2010-2011 | | | |
| Support Services | Total hours | | |
| 2009-2010 | | | |
| 2010-2011 | | | |
| Respite Care | Total hours | | |
| 2009-2010 | | | |
| 2010-2011 | | | |
| Supplemental Services | Total occurrences | | |
| 2009-2010 | | | |
| 2010-2011 | | | |

TITLE V/SCSEP SERVICE UNIT PLAN OBJECTIVES

2009–2012 Three-Year Planning Period

CCR Article 3, Section 7300(d)

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

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

| Fiscal Year (FY) | CDA Authorized Slots | National Grantee Authorized Slots (If applicable) | Objective Numbers (If applicable) |
|------------------|----------------------|---|-----------------------------------|
| 2009-2010 | 92 | | Goal III |
| 2010-2011 | 92 | N/A | |

COMMUNITY BASED SERVICES PROGRAMS

SERVICE UNIT PLAN (CBSP) OBJECTIVES

2009-2012 Three-Year Planning Period

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) follows the instructions for layouts provided in PM 98-26 (P) and updated in PM 00-13 (P). The related funding is reported in the annual Area Plan Budget (CDA 122). Report units of service to be provided with **ALL** funding sources. For services that will not be provided, check the Not Applicable box

Alzheimer's Day Care Resource Center –**Program Funding Eliminated**

1. Goals and Objectives:

| Fiscal Year | Goal Numbers | Objective Numbers (If applicable) |
|-------------|--------------|-----------------------------------|
| 2009-2010 | III, IV | |
| 2010-2011 | 0 | |

2. In-Service Training Sessions for Staff (A minimum of 6 sessions required per year)

| Fiscal Year | In-Service Training Sessions |
|-------------|------------------------------|
| 2009-2010 | 120 |
| 2010-2011 | 0 |

3. Professional/Intern Educational Training Sessions (A minimum of 4 sessions required per year)

| Fiscal Year | Professional/Intern Educational Training Sessions |
|-------------|---|
| 2009-2010 | 220 |
| 2010-2011 | 0 |

4. Caregiver Support Group Sessions (A minimum of 12 sessions required per year)

| Fiscal Year | Caregiver Group Support Sessions |
|-------------|----------------------------------|
| 2009-2010 | 150 |
| 2010-2011 | 0 |

5. Public/Community Education Training Sessions (A minimum of 1 session required per year)

| Fiscal Year | Public/Community Education Training Sessions |
|-------------|--|
| 2009-2010 | 40 |
| 2010-2011 | 0 |

6. List of ADCRC sites in your PSA:

| Name of Center | Street Address (Street, City, Zip Code) |
|--|--|
| 1. Care Connexus, Inc. | 4130 Adams Street, Ste B Riverside, CA 92504 |
| 2. Eisenhower Medical Center Five Star Club | 42-201 Beacon Hill, Ste A Palm Desert, CA 92211-5152 |
| 3. Family Service Association of Western Riverside County | 21250 Box Springs Road, Ste 212 Moreno Valley, CA 92557 |
| 4. | |
| 5. | |
| 6. | |
| 7. | |

Brown Bag – Program Funding Eliminated

| Fiscal Year | Goal Numbers |
|-------------|--------------|
| 2009-2010 | IV |
| 2010-2011 | 0 |
| 2011-2012 | |

| Fiscal Year | Estimated # of Unduplicated Persons to be Served |
|-------------|--|
| 2009-2010 | 9,352 |
| 2010-2011 | 0 |
| 2011-2012 | |

| Fiscal Year | Estimated Pounds of Food to be Distributed |
|-------------|--|
| 2009-2010 | 370,350 |
| 2010-2011 | 0 |
| 2011-2012 | |

| Fiscal Year | Estimated # of Volunteers |
|-------------|---------------------------|
| 2009-2010 | 1,455 |
| 2010-2011 | 0 |
| 2011-2012 | |

| Fiscal Year | Estimated # of Volunteer Hours |
|-------------|--------------------------------|
| 2009-2010 | 7,561 |
| 2010-2011 | 0 |
| 2011-2012 | |

| Fiscal Year | Estimated # of Distribution Sites |
|-------------|-----------------------------------|
| 2009-2010 | 16 |
| 2010-2011 | 0 |
| 2011-2012 | |

Linkages- (Created hybrid, CareLink see Narrative of Relevant Changes on page 5)

1. Goals and Objectives:

| Fiscal Year | Goal Numbers | Objective Numbers (Optional) |
|-------------|--------------|------------------------------|
| 2009-2010 | III, IV | |
| 2010-2011 | | |

2. Unduplicated Clients Served

| Fiscal Year | Number of Unduplicated Clients Served (Include Targeted Case Management and Handicapped Parking Revenue) |
|-------------|---|
| 2009-2010 | 150 |
| 2010-2011 | 75 |

3. Active Monthly Caseload

| Fiscal Year | Active Monthly Caseload (Include Targeted Case Management and handicapped parking revenue) |
|-------------|---|
| 2009-2010 | 100 |
| 2010-2011 | 50 |

Senior Companion N/A

| Fiscal Year | Goal Numbers |
|-------------|--------------|
| 2009-2010 | |
| 2010-2011 | |

| Fiscal Year | Volunteer Service Years (VSYS) |
|-------------|--------------------------------|
| 2009-2010 | |
| 2010-2011 | |

| Fiscal Year | Volunteer Hours |
|-------------|-----------------|
| 2009-2010 | |
| 2010-2011 | |

| Fiscal Year | Senior Volunteers |
|-------------|-------------------|
| 2009-2010 | |
| 2010-2011 | |

| Fiscal Year | Seniors Served |
|-------------|----------------|
| 2009-2010 | |
| 2010-2011 | |

Respite Purchase of Service- Program Funding Eliminated

| 2009-2010 | | Goal # | Objective # (if applicable): |
|--|---------------|---------------|-------------------------------------|
| Adult Day Care (ADC) | hours: | | |
| Adult Day Health Care (ADHC) | hours: 11,044 | III, IV | |
| Respite In-Home | hours: 215 | | |
| Respite-Out of Home | | | |
| Skilled Nursing Facility | hours: | | |
| Residential Care Facility | hours: | | |
| Other: | hours: | | |
| Alzheimer's Day Care Resource Center (ADCRC) | days: | | |
| POS Transportation | 1-way trips: | | |
| Other: | #occurrences: | | |

| 2010-2011 | | Goal # | Objective # (if applicable): |
|--|---------------|---------------|-------------------------------------|
| Adult Day Care (ADC) | hours: | | |
| Adult Day Health Care (ADHC) | hours: | | |
| Respite In-Home | hours: 0 | | |
| Respite-Out of Home | | | |
| Skilled Nursing | hours: | | |
| Residential Care Facility | hours: | | |
| Other: | hours: | | |
| Alzheimer's Day Care Resource Center (ADCRC) | days: | | |
| POS: Transportation | 1-way trips: | | |
| Other: | #occurrences: | | |

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM

(HICAP) SERVICE UNIT PLAN _2009-2012 Three-Year Planning Period CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses definitions that can be found at www.aging.ca.gov. After connecting with the Home Page, select “AAA” tab, then “Reporting”, then select “Reporting Instructions and Forms”, and finally select “**Health Insurance Counseling and Advocacy Program**” to find current instructions, definitions, acronyms, and reporting forms. HICAP reporting instructions, specifications, definitions, and forms critical to answering this SUP are all centrally located there. If you have related goals in the Area Plan to Service Unit Plan, please list them in the 3rd column.

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

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

IMPORTANT NOTE REGARDING FEDERAL PERFORMANCE TARGETS: The Centers for Medicare and Medicaid Services (CMS) requires all State Health Insurance and Assistance Programs (SHIP) meet certain targeted performance measures. These have been added in Section 4 below. CDA will annually provide AAAs, via a Program Memo, with individual PSA targets in federal performance measures to help complete Section 4.

Section 1. Three Primary HICAP Units of Service

| State Fiscal Year (SFY) | Total Estimated Persons Counseled Per SFY (Unit of Service) | Goal Numbers |
|-------------------------|--|--------------|
| 2009-2010 | 1,300 | |
| 2010-2011 | 925 | |
| State Fiscal Year (SFY) | Total Estimated Number of Attendees Reached in Community Education Per SFY (Unit of Service) | Goal Numbers |
| 2009-2010 | 4,500 | |
| 2010-2011 | 4,940 | |

| State Fiscal Year (SFY) | Total Estimated Number of Community Education Events Planned per SFY (Unit of Service) | Goal Numbers |
|--------------------------------|---|---------------------|
| 2009-2010 | 85 | |
| 2010-2011 | 85 | |

Section 2. Three HICAP Legal Services Units of Service (if applicable) N/A

| State Fiscal Year (SFY) | Total Estimated Number of Clients Represented Per SFY (Unit of Service) | Goal Numbers |
|--------------------------------|--|---------------------|
| 2009-2010 | | |
| 2010-2011 | | |

| State Fiscal Year (SFY) | Total Estimated Number of Legal Representation Hours Per SFY (Unit of Service) | Goal Numbers |
|--------------------------------|---|---------------------|
| 2009-2010 | | |
| 2010-2011 | | |

| State Fiscal Year (SFY) | Total Estimated Number of Program Consultation Hours per SFY (Unit of Service) | Goal Numbers |
|--------------------------------|---|---------------------|
| 2009-2010 | | |
| 2010-2011 | | |

Section 3. Two HICAP Counselor Measures

| State Fiscal Year (SFY) | Planned Average Number of Registered Counselors for the SFY |
|--------------------------------|--|
| 2009-2010 | 23 |
| 2010-2011 | 23 |

| State Fiscal Year (SFY) | Planned Average Number of Active Counselors for the SFY |
|--------------------------------|--|
| 2009-2010 | 21 |
| 2010-2011 | 21 |

Section 4. Eight Federal Performance Benchmark Measures

| Fiscal Year (FY) | 4.1 - Beneficiaries Reached Per 10k Beneficiaries in PSA |
|------------------|--|
| 2009-2010 | 566.0 |
| 2010-2011 | 566.0 |

Note: This includes counseling contacts and community education contacts.

| Fiscal Year (FY) | 4.2 - One-on-One Counseling Per 10k Beneficiaries in PSA |
|------------------|--|
| 2009-2010 | 325.0 |
| 2010-2011 | 325.0 |

| Fiscal Year (FY) | 4.3 - Beneficiaries with Disabilities Contacts Reached Per 10k Beneficiaries with Disabilities in PSA |
|------------------|---|
| 2009-2010 | 50.0 |
| 2010-2011 | 50.0 |

Note: These are Medicare beneficiaries due to disability and not yet age 65.

| Fiscal Year (FY) | 4.4 - Low Income Contacts Per 10k Low Income Beneficiaries in PSA |
|------------------|---|
| 2009-2010 | 50.0 |
| 2010-2011 | 50.0 |

Note: Use 150% Federal Poverty Line (FPL) as Low Income.

| Fiscal Year (FY) | 4.5 - All Enrollment and Assistance Contacts Per 10k Beneficiaries in PSA |
|------------------|---|
| 2009-2010 | 68.00 |
| 2010-2011 | 68.00 |

Note: This includes all enrollment assistance, not just Part D.

| Fiscal Year (FY) | 4.6 - Part D Enrollment and Assistance Contacts Per 10k Beneficiaries in PSA |
|------------------|--|
| 2009-2010 | 18.0 |
| 2010-2011 | 18.0 |

Note: This is a subset of all enrollment assistance in 4.5.

| Fiscal Year (FY) | 4.7 - Total Counselor FTEs Per 10k Beneficiaries in PSA |
|------------------|---|
| 2009-2010 | 194.0 |
| 2010-2011 | 194.0 |

| Fiscal Year (FY) | 4.8 - Percent of Active Counselors That Participate in Annual Update Trainings |
|------------------|--|
| 2009-2010 | 150% |
| 2010-2011 | 150% |

RIVERSIDE COUNTY FOCAL POINTS

2009-2012 Three-Year Planning Cycle COMMUNITY FOCAL POINTS LIST

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c), OAA 2006 306(a)

Provide below is an updated list of designated community focal points and their addresses. This information will match the National Aging Program Information System (NAPIS) SPR 106, as required:

| | |
|---|---|
| Ageless Reflections - Blythe Community Center 445 North Broadway Blythe, CA 92225 | Eddie Dee Smith Senior Center 5888 Mission Boulevard Rubidoux, CA 92509 |
| Albert A. Chatigny Senior Community Recreation Center 1310 Oak Valley Parkway Beaumont, CA 92223 | Golden Rainbow Senior Center 32150 Candlewood Drive Cathedral City, CA 92234 |
| Banning Senior Center 769 North San Gorgonio Avenue PO Box 998 Banning, CA 92220 | Idyllwild Community Center 25380 Franklin Drive Idyllwild, CA 92549 |
| Coachella Senior Center 1540 Seventh Street Coachella, CA 92236 | Indio Senior Center 45-700 Aladdin Street Indio, CA 92201 |
| Colorado River Senior Community Center HCR 20, Box 3408 – Rio Loco Blythe, CA 92225 | James A. Venable Community Center 50-390 Carmen Avenue Cabazon, CA 92230 |
| Corona Senior Center 921 South Belle Street Corona, CA 92882-4132 | James Simpson Memorial Center 305 East Devonshire Avenue Hemet, CA 92543 |
| Dales Senior Center 3936 Chestnut Street Riverside, CA 92501 | Janet Goeske Center 5257 Sierra Street Riverside, CA 92504 |
| Desert Hot Springs Senior Center 11-777 West Drive Desert Hot Springs, CA 92240 | Joslyn Senior Center 73-750 Catalina Way Palm Desert, CA 92260 |
| Kay Cenicerros Senior Center 29995 Evans Road Sun City, CA 92586 | Perris Senior Center 100 North "D" Street Perris, CA 92570 |
| La Quinta Senior Center PO Box 1504 La Quinta, CA 92247 | Riverside-San Bernardino County Indian Health 11555 ½ Potrero Road Banning, CA 92220 |
| Lake Elsinore Activity Center 420 East Lakeshore Drive Lake Elsinore, CA 92530 | Ruth H. Lewis Community Center at Reid Park 701 North Orange Street Riverside, CA 92501 |

| | |
|--|---|
| La Sierra Senior Center 5215 La Sierra Riverside, CA 92505 | San Jacinto Community Center 625 South Pico Avenue San Jacinto, CA 92583 |
| Mary Phillips Senior Center 41845 Sixth Street Temecula, CA 92590 | Stratton Community Center at Bordwell Park 2008 Martin Luther King Boulevard Riverside, CA 92507 |
| Mead Valley Community Center 21091 Rider Street Perris, CA 92570 | The Community Center of Tierra Del Sol 68-727 East Palm Canyon Drive Cathedral City, CA 92234 |
| Mizell Senior Center 480 South Sunrise Way Palm Springs, CA 92262 | Thermal Senior Center 87-225 Church Street PO Box 254 Thermal, CA 92274 |
| Moreno Valley Senior Center 25075 Fir Avenue Moreno Valley, CA 92553 | Ysmael Villegas Community Center 3091 Esperanza Street Riverside, CA 92503 |
| Murrieta Senior Center 41717 Juniper Street Murrieta, CA 92562 | <p style="text-align: center;"><i>“Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has.”</i></p> |
| Norco Senior Center 2690 Clark Avenue PO Box 428 Norco, CA 92860 | |
| Norton Younglove Community Center 459 W. Center Street Riverside, CA 92507 | |
| Norton Younglove Community Center 908 Park Street PO Box 1190 Calimesa, CA 92320-0919 | |

PRIORITY SERVICES
2009-2012 Three-Year Planning Cycle
Funding for Access, In-Home Services, and Legal Assistance

The **CCR, Article 3, Section 7312**, requires that the AAA allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds¹ listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

Category of Service & Percentage of Title III B Funds
 Expended in/or To Be Expended in FY 2009-10 through FY 2011-12

Access:

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

09-10 **25.9%** 10-11 **25.9%** 11-12 %

In-Home Services:

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

09-10 **6%** 10-11 **6%** 11-12 %

Legal Assistance Required Activities²:

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

09-10 **3.5%** 10-11 **3.5%** 11-12 %

¹ Minimum percentages of applicable funds are calculated on the annual Title III B baseline allocation, minus Title III B administration and minus Ombudsman. At least one percent of the final Title III B calculation must be allocated for each “Priority Service” category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

² Legal Assistance must include all of the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

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

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES

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

If an AAA plans to provide direct services **other** than those specified in Section 15, a **separate Section 16 must be completed for EACH type of service provided.** The submission for CDA approval may be for multiple funding sources for a specific service. If not requesting approval to provide any direct services in Section 16, check this box .

Identify Service Category: Meals (Blythe)

Check applicable funding source.³

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

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

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Meals (Blythe)

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

Justification: In the space below and/or through additional documentation, **AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.**

Unable to establish a contract provider for the Blythe area.

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Community Services/Senior Center Staffing (Blythe)

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

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

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

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

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

Justification: In the space below and/or through additional documentation, **AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.**

These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

¹Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

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

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

Justification: In the space below and/or through additional documentation, **AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.**

These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Information Services – Community Education

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

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

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Information Services – Public Information

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

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

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Linkages

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

Justification: In the space below and/or through additional documentation, **AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.**

These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Respite Purchase of Services

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

Justification: In the space below and/or through additional documentation, **AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.**

These services are currently not offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Respite Care

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

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

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Supplemental Services – Caregiving
Emergency Cash/Material Aid

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

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

¹ Section 16 does not apply to Title V (SCSEP).

REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES (cont.)

Identify Service Category: Medication Management

Check applicable funding source:¹

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

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

HICAP

Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Service, OR

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

Check each applicable Fiscal Year(s)

If the AAA intends to provide this service for three years, check all boxes. If all boxes are not checked and the AAA intends to provide this service in subsequent years then this Section must be submitted yearly.

FY 2009-10

FY 2010-11

FY 2011-12

Justification: In the space below and/or through additional documentation, AAAs must provide a cost-benefit analysis that substantiates any requests for direct delivery of the above stated service.

These services are currently no offered countywide; affords the opportunity to create systems to enhance the current community infrastructure.

¹ Section 16 does not apply to Title V (SCSEP).

NOTICE OF INTENT TO PROVIDE DIRECT SERVICES
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. If not providing any of the direct services below, check this box .

Check applicable direct services
Year(s)

Check each applicable Fiscal

Title III B

Information and Assistance

FY 2009-10 FY 10-11 FY 11-12

Title III B

Case Management

FY 2009-10 FY 10-11 FY 11-12

Title III B

Outreach

FY 2009-10 FY 10-11 FY 11-12

Title III B

Program Development

FY 2009-10 FY 10-11 FY 11-12

Coordination

FY 2009-10 FY 10-11 FY 11-12

Title III B

Long-Term Care Ombudsman

FY 2009-10 FY 10-11 FY 11-12

Title III D

Disease Prevention and
Health Promotion

FY 2009-10 FY 10-11 FY 11-12

Title III E - Information Services

FY 2009-10 FY 10-11 FY 11-12

Title III E - Access Assistance

FY 2009-10 FY 10-11 FY 11-12

Title III E - Support Services

FY 2009-10 FY 10-11 FY 11-12

Title VIII a

Long-Term Care Ombudsman

FY 2009-10 FY 10-11 FY 11-12

Title VIIB

Prevention of Elder Abuse, Neglect and Exploitation

FY 2009-10 FY 10-11 FY 11-12

Describe the methods that will be used to assure that target populations will be served throughout the PSA. Refer to Objectives/Actions under Goals section beginning on page 46 of the Strategic Plan.

PSA #21

**MULTIPURPOSE SENIOR CENTER (MPSC) ACQUISITION OR CONSTRUCTION
COMPLIANCE REVIEW**

**2009-2012 Three-Year Area Planning Cycle
CCR Title 22, Article 3, Section 7302(a)(15)
20-year tracking requirement**

No, Title III B funds have not been used for MPSC Acquisition or Construction.

Yes, Title III B funds have been used for MPSC Acquisition or Construction.

If yes, 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 | Ends | |
| Name: Address: | | | | | | |
| Name: Address: | | | | | | |
| Name: Address: | | | | | | |
| Name: Address: | | | | | | |

FAMILY CAREGIVER SUPPORT PROGRAM

Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services

**Older Americans Act Section 373(a) and (b)
2009–2012 Three-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), does the AAA intend to use Title III E and/or matching FCSP funds to provide each of the following federal Title III E services for both family caregivers and grandparents?

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

FAMILY CAREGIVER SUPPORT PROGRAM for FY 2009-12

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

and

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

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

Justification: For each above service category that is checked “no”, explain how it is being addressed within the PSA: Grandparents raising grandchildren ages 0-5 who qualify under the First 5 contract receive respite to take care of errands, medical appointments, etc. 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.

PUBLIC HEARINGS

Conducted for the 2009-2012 Planning Period
 CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308; OAA 2006 306(a)

| Fiscal Year | Date | Location | Number of Attendees | Presented in languages other than English? ¹ Yes or No | Was hearing held at a Long-Term Care Facility? ² Yes or No |
|-------------|---------|-------------|---------------------|--|--|
| 2009-10 | 2/18/09 | Riverside | 24 | No | No |
| 2010-11 | 3/10/10 | Palm Desert | 34 | No | No |
| 2011-12 | | | | | |

Below items must be discussed at each planning cycle's Public Hearings

1. Discuss outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals. In addition to the above public hearing, Office on Aging convened 8 external focus groups, during plan development, to seek input from the community. The focus groups included individuals from rural areas, those with limited English speaking ability (translators were provided), Lesbian, Gay, Bisexual, and Transgendered, long term care facility residents, elders, caregivers, individuals with disabilities, grandparents raising grandchildren, and service providers.

2. Proposed expenditures for Program Development (PD) and Coordination (C) must be discussed at a public hearing. Did the AAA discuss PD and C activities at a public hearing?

Yes Not Applicable if PD and C funds are not used

No, Explain:

3. Summarize the comments received concerning proposed expenditures for PD and C, if applicable.
No comments received.

4. Were all interested parties in the PSA notified of the public hearing and provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services?

Yes No, Explain:

¹ A translator is not required unless the AAA determines a significant number of attendees require translation services.
² AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services. No comments received.
6. Summarize other major issues discussed or raised at the public hearings. No major issues were discussed or raised. Comments/questions pertained mainly to clarification of items and some minor additions (see comments/responses below). The proceeding was recorded.
7. List major changes in the Area Plan resulting from input by attendees at the hearings. N/A

Comments/Questions and Responses:

Question –Does changing the name (Linkages to CareLink), did it give different resources to get money?

Response – No. It is important for the community and other provider service networks because if we continue to provide at a reduced capacity and serving some clients or using Title IIIB funds clients with different age: before we were serving clients 18-64. If we use certain types of funding there will be restrictions for criteria and eligibility. If we continue with the name Linkages, which we can, it will be confusing o the community at large.

Question – What does Linkages cost?

Response – As of September 30th, the governor eliminated funding for all community based services, HICAP is excluded, \$270,000 per year for the program. Linkages was designed as a gap filler program with very little astringent eligibility criteria. Had to create a new name due to where the funding is coming from. A proposal was submitted for alternative funding.

Question- But if we could restore that \$270,000?

Response- That would be wonderful; we're working on something too.

Question- What kind of training do you do? (Mental Health Partnership, Caregiver Proposal)

Response- We're designing a workshop series, where participants will be targeted in certain communities in Western and Mid-County. We will use facilitators, basically psycho education, and some of it is peer support. It will have a facilitator and it is a 10 curriculum course, which includes topics on stress, burnout, when then care giving role ends, legal issues, techniques and coping strategies for taking care of oneself, and a lot of self advocacy.

Questions-Are you doing anything on grief? (Goal III, Objective B.1)

Response-Yes, we are working with partners on providing a specific end of life, and complicated grief-on page 17 is around that.

Question-How are we doing on job creations?

Response-We lost and then we gained. We lost funding and gained ARRA stimulus. We are forecasting for our service units the same number of placements. The Federal budget has been approved for Federal fiscal year 2010, showed a 42% increase in senior employment in funding. But the budget proposed for the President for fiscal year 2011 shows a 40% decrease in senior employment- a net gain of 2%. So for one year they'll be able to place more individual for work.

Question-What kind of training is offered to older people? What areas?

Response- One of the areas is partnering with a couple of College's, Salvation Army and Smart Riverside, which is a computer literacy and computer curriculum. Older adults are being trained in the community through that mechanism. Modification of the program with your approval is instead of all the job fairs and job seeking we are honing in on training and the skills of the trainee with emphases on advanced learning and learning computer skills.

Question Are they going to be doing workshop (disaster planning and emergency preparedness planning)?

Response- Our public relations committee met and some community members that attend the task force have definitely expressed interest and we'll explain in a report later. We have resources that we're going to provide to the community once they have attended and obtained the education and training, kits and information for the people.

TARGETING

The Older Americans Act defines a number of “target populations” which Area Agencies on Aging should make special efforts to include in the planning and delivery of community-based services. These targeted groups consist of older individuals who are in the greatest social and economic need, with special emphasis on those who are frail, isolated, neglected, and/or exploited, low-income minorities, limited English speaking, and those residing in rural areas. In response to this policy, the California Department of Aging (CDA) has developed a cumulative formula, the Intrastate Funding Formula, to distribute funding to Area Agencies on Aging.

Intrastate Funding Formula:

- 1 point for each non-minority older adult (sixty years and older¹)
- 2 points for each ethnic minority older adult
- 2 points for each low-income older adult
- 1.5 points for each older adult residing in a rural area²

Office on Aging also considers the unique needs of caregivers, grandparents raising grandchildren, LGBT individuals, individuals with disabilities, and baby boomers in the planning and delivery of community based services.

¹ Except for the National Family Caregiver Support Program where funds are allocated under a seventy years and older population-based Intrastate Funding Formula.

² Rural areas are defined by the Federal Government during the United States Census process.

CONCLUSION

During these difficult economic times targets have been pushed back or eliminated due to reductions in local funding and the elimination of State General funds for the Community Based Service Programs. Such funding restrictions have tremendously impacted direct and contracted services resulting in either elimination of program services or significantly reducing service capacity. Although the goal of the agency is to meet objectives, its ability has been weakened due to staffing reductions and furloughs. Agency efforts to meet objectives include, but are not limited to, reorganization following staffing reductions, the pursuit of alternative funding and the continued provision of some services in a very limited capacity.