

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



FROM : Office on Aging

SUBMITTAL DATE:
November 9, 2010

SUBJECT: Advisory Council on Aging 2009-2010 Year End Report

RECOMMENDED MOTION: Receive and file the attached Year End Report for the Advisory Council on Aging (Year: 7/1/2009 – 6/30/2010)

BACKGROUND: Seventeen volunteer community leaders (five appointed by the Board of Supervisors) comprise the Advisory Council on Aging in Riverside County. This Council is mandated under the provisions of the Older Americans Act and Older Californians Act to give planning and policy guidance to the Office on Aging and the Board of Supervisors and advocacy to seniors and disabled adults in Riverside County. The Advisory Council is also mandated to issue an annual report to the community on their activities and accomplishments. The attached annual Year End Report summarizes the scope and depth of their contribution during the last fiscal year (09-10) and is being submitted to the Board for information.

Hilary Clarke for Edward Walsh

Hilary Clarke, Deputy Director for
Edward F. Walsh, Director

FINANCIAL DATA

Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	NA
Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	NA
Annual Net County Cost:	\$ 0	For Fiscal Year:	10/11

SOURCE OF FUNDS: NA

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 Stone, seconded by Supervisor Tavaglione and duly carried by unanimous vote, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: November 30, 2010
xc: Office on Aging

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

Prev. Agn. Ref.:

ATTACHMENTS FILED WITH THE CLERK OF THE BOARD
District: All | Agenda Number:

2.16

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

Departmental Concurrence



Advocacy

Outreach

Riverside County Advisory Council on Aging

Volunteerism

Planning

Riverside County Advisory Council on Aging Mission Statement

The Riverside County Advisory Council on Aging is a group of seasoned and diverse community leaders committed to each other and the process of consensus building to meet the needs of older adults, persons with disabilities, and caregivers in Riverside County.

Leadership

Advisors

Liaisons

Partnerships

FY 2009 - 2010 Year End Report

Over 4600 combined volunteer hours served FY 2009 - 2010

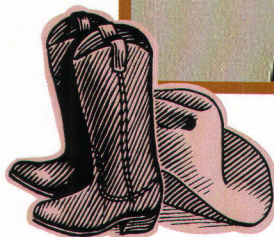
In Memory...



1930-2010
Dedicated to the
memory of
Lenwood Long,
Advisory Council
on Aging member
since 1997.



1935-2009
Dedicated to the
memory of
Supervisor Roy
Wilson, 4th
District Board of
Supervisor since
1994.



Letter from Advisory Council on Aging Chair



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

As advisors and advocates, the Council holds an important role in the development of the Office on Aging Strategic Plan on Aging.

In the planning process the Council identifies priority legislative and regulatory issues, and considers population trends, unmet needs, and emerging issues affecting seniors and adults with disabilities. In addition, the Council focuses on outcomes for individuals and communities and on performance measures for programs and services to gain a clearer understanding of how aging services are affecting the lives of people and communities.

As advocates for seniors and adults with disabilities, the Council Members are the eyes, ears, and voice for seniors and adults with disabilities in their communities. With this important role, comes the responsibility to raise issues, recommend changes, and advocate for those changes. Without Council leadership, opportunities to improve services would be fewer and negative attitudes of ageism would be stronger. Effective volunteer leaders in partnership with government and community liaisons will continue to make a difference for seniors and adults with disabilities in Riverside County.

On behalf of the Advisory Council I would like to thank the Riverside County Board of Supervisors and the Office on Aging for their ongoing support of the Council and their valued work to help Riverside County's Seniors and adults with disabilities to have a better quality of life.

Sincerely,

A handwritten signature in black ink that reads "Doris Morgan-Hayes". The signature is written in a cursive, flowing style.

Doris Morgan-Hayes, Chair

Advisory Council on Aging Operations

Advocacy

The Advisory Council is designated by the Older Californians Act and Older Americans Act as an advocacy body. As liaisons to their communities, Council Members have the responsibility to raise issues, recommend changes, and advocate for those changes. Many ongoing or large scale advocacy issues or initiatives are addressed locally with the Riverside County Executive Office, Board of Supervisors, Office on Aging, or through the County Legislative Platform. Emerging issues may be addressed through the Councils partnership with the Office on Aging or with a letter of support to the appropriate party or by the creation of an Advisory Council Ad Hoc Committee. Without Council leadership, opportunities to improve the quality of life of seniors and adults with disabilities would be fewer and negative attitudes of ageism would be stronger.

- Letter of support to Governor Arnold Schwarzenegger to endorse the late Riverside County Board of Supervisor Roy Wilson's final request to appoint Senator John J. Benoit to fill the 4th District Board of Supervisors seat.
- Letter of support to On Lok PACE supporting a PACE site development in Riverside County.
- Letter of support to SCAN Foundation supporting the On Lok PACE Grant initiative in Riverside County Coachella Valley area. This initiative would establish a PACE site in the Coachella Valley area. PACE is a program of all inclusive care designed to help frail elders avoid institutionalization.
- Letter of support to Archstone Foundation supporting PACE development in Riverside County.
- David Ishida, Regional Manager Administration on Aging, presented to the Council an overview of the needed changes in the Older Americans Act and addressed the importance of advocacy.
- Letter of support to United States Administration on Aging and Department of Health and Human Services advocating changes to the Older Americans Act.
- California Commission on Aging Public Hearing on the Mental Health Services Act Update was hosted by the Council at the April 14, 2010 meeting.



Advisory Council Operations Continued...

Development

As an advocate body it is vital for the Council to remain informed on the programs and services, as well as, current and emerging needs and issues. The Council is responsible for understanding the needs and issues of seniors and adults with disabilities. To do this the Council hosts an annual development day with a different topic each year and also invites various speakers to present at the regular monthly meetings.



- Council members are invited to attend the Riverside County Office on Aging quarterly Leadership Advocacy Roundtable, which offers great information on various topics and also an opportunity to network with multiple community and government partners.
- Laura Trejo, General Manager, Los Angeles City facilitated a session on “Advocacy by Advisory Councils” for the 2009-10 Annual Development Day . In addition to strategies for providing advocacy, Council Members were encouraged to periodically re-evaluate both their personal and the Council’s advocacy goals.
- Council attendance at the Fall C4A (California Association of Area Agencies on Aging) Annual Meeting and Allied Conference included participation in workshops on Information on the APS Roundtable; Service Category and Unity Definition Project Workshop; California’s Older Adult Evidence Based Health Promotion Initiative; CalCareNet-A web based guide to LTC in California; Archstone Foundation Elder Abuse; and Neglect Initiative Workshop was shared at the following Council meeting.
- Margo Hamilton, Manager C.A.R.E. Team, developed a presentation related to scams and the Census that was presented at the monthly Council meeting and used at the Council’s Census outreach events.
- Council hosted a POLST and Five Wishes End of Life Care presentation by Anita Rufus, Partnership for End of Live Care.
- Weatherization Program overview presented to the Council by Renee Dar-Khan and Amanda Zeller, Office on Aging staff.
- Linda Barrack, Director SOS Operations, gave an overview of Roy’s Desert Resource Center.

Advisory Council Operations Continued...

Executive Committee - Doris Morgan Hayes, Chair

Composed of Advisory Council Officers and Chairs of the Advisory Council subcommittees to oversee the operational aspects of the Council.

**2009 George
Telisman Award
presented to Phyllis
Purcell**

- 2009-2010 Advisory Council Work Plan developed. Work Plan includes dates, times, locations of meetings, Council operations focus, strategic planning focus, and special Advisory Council activities.
- 2009-2010 Annual Advisory Council Development Day Advocacy Training by Laura Trejo, Los Angeles City Area Agency on Aging General Manager.
- 2009 George Telisman Award presented to long time community advocate and California Senior Legislature Assemblyperson, Phyllis Purcell at the December 8, 2009 County of Riverside Board of Supervisor meeting.



Bylaws Committee - Mark Moran, Chair

Chaired by Parliamentarian to review the Council's bylaws annually.

- Annual review of the Advisory Council Bylaw's required no changes or updates.
- Council Standing Rules were reviewed and updates included changes to the procedure for membership term renewal. Members are now required to participate in the application process the same as the general public to renew their term. This change in process will allow the public an opportunity to vie for a position, update application information of current members, and to re-evaluate adequate Riverside County Coverage.

**Standing Rules
change regarding
membership renewal
procedures**

Advisory Council Operations Continued...

Membership Connection - Vee Maiden, Chair

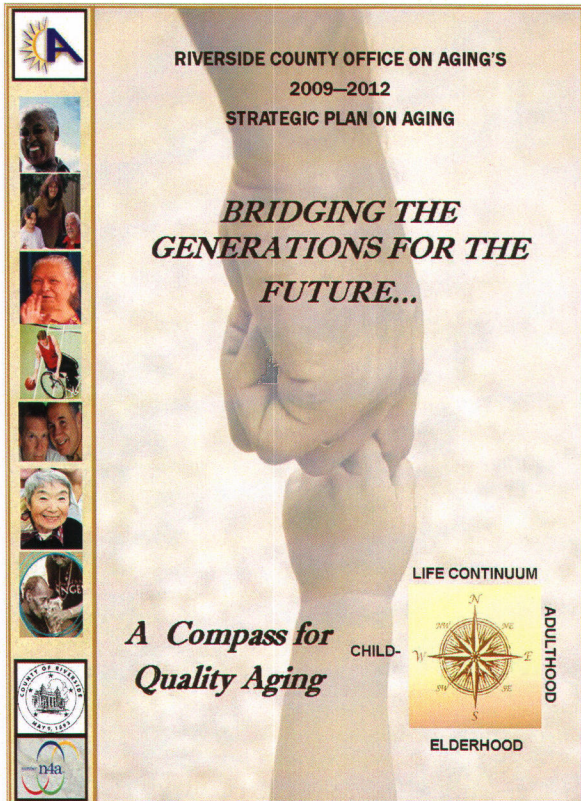
Members are appointed by the Advisory Council Chair to direct the application/interview process for vacant positions, provide orientation and mentoring to new members, and develop strategies for member's training/development needs.



- Advisory Council Handbook (2009 revised edition) was awarded Best Practice by the California Department of Aging.
- Office on Aging hosted a booth at the Annual Palm Spring Pride Festival in November 2009. Advisory Council members volunteered to distribute information at the booth.
- A performance letter created and policy implemented that will allow the Council chair and membership committee to notify a member when they are not meeting the minimum membership requirements necessary to continue serving on the Council.
- Changes to the Advisory Council Standing Rules in regards to the membership renewal process. In order to serve an additional three year term, all council members with terms ending (with exception of Board of Supervisor Appointees) will be required to follow the same application and interview process as all new applicants.
- Strategies implemented to increase diversity on the Council included expanded advertising and changes to the Standing Rules regarding the recruitment processes.
- Application and Interview questions reviewed and updated to allow the interview and selection process to determine applicants that will meet the leadership requirements of the Council.
- 2010 California Senior Legislature elections hosted with two Senior Senators and four Senior Assembly persons selected.
- Advisory Council members Sonja Wilson and Ellis Swing resignation accepted and both were thanked for their years of service on the Council.

**Strategies to
increase diversity
on the Council**

Strategic Plan on Aging Activities



As a "Compass for Quality Aging" the Strategic Plan on Aging is a document that maps the goals, objectives, and activities of the Office on Aging and Advisory Council based on priorities determined through legislation, community forums, surveys, and consumer and partnership feedback. The Council is charged with the responsibility to identify priority legislative and regulatory issues, consider population trends, unmet needs, and emerging issues to use in the development of the plan. In addition, the Council focuses on the outcomes of the Plan goals and on performance measures for programs and services to gain a clearer understanding of how aging services and funds are affecting the lives of seniors and adults with disabilities. Based on the outcomes, the Council recommends strategies and advocates for changes to better serve the community.

- Advisory Council Strategic Plan Goals and Objectives were reviewed and progress updated.
- March 10, 2010 the Council hosted the 2009-2012 Strategic Plan on Aging Public Hearing on the proposed 2010-2011 Strategic Plan on Aging updates.
- Council approved the Strategic Plan on Aging 2010-11 updates for Board of Supervisor approval and submittal to the California Department on Aging.
- The Office on Aging Out and Gray report distributed to Council members and partners.
- Michele Wilham, Office on Aging Deputy Director, gave the Council an overview of the results of the May 27, 2010 Caregiver Transition Conference assessment survey to be utilized for the 2011-2012 Strategic Plan Update development.

Strategic Plan on Aging Activities Continued...

Community Engagement Committee - Carol Tong, Chair

Committee is responsible for strengthening partnerships with senior centers; informing and empowering individuals in the community; broadening partnerships to include the business community and other stakeholders; informing and empowering individuals to be self advocates, and advocating for intergenerational learning programs in the community.

2010 Census Outreach to 18 senior centers

- Outreach to strengthen the partnerships with senior centers included Council members disseminating information via information tables, meetings with senior center directors or staff, and assisting with outreach events scheduled at the senior center.
- Information on Flu/Pneumonia vaccinations distributed and Council members encouraged to educate their families, friends, and communities.
- Council members participated on the Country Village October 2010 Health fair planning and coordinating committee.
- Census Bureau was a partner in the 2010 Census outreach efforts to seniors and adults with disabilities in Riverside County. Census Bureau staff gave the Council an overview of the 2010 Census Outreach campaign plans; participated in a brainstorming session with the Council to determine the most efficient and effective method to reach seniors; and was available for support and information distribution at outreach events.
- Tour of Blythe and Colorado River senior centers to learn the unique needs of persons in this very rural community.
- Participated in County Wide Senior Center Forum “Crafting a Vision for the Future” at the Braille Institute in Rancho Mirage. The purpose of the forum was to convene Riverside County’s Senior Center Directors to discuss the future direction of senior centers and craft a mission/vision statement.
- Senior center surveys developed by Dr. Manoj Pardasani were distributed to Riverside County’s senior center directors



Strategic Plan on Aging Activities Continued...

and committee recommended an analysis of the completed and returned surveys to determine unmet needs.

**Community Focal
Point recognitions
throughout the
County**

- Definition of a Community Focal Point developed. Definition: *A pathway helping older adults improve their quality of life through services and activities that reflect their skills and experience, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage involvement in their community.*
- Community Focal Point recognition plaque and the Board of Supervisors proclamation presented in partnership with the respective District Board of Supervisor to recognize the identified focal points in Riverside County.
- Assisted Info Van staff to distribute information at various events across Riverside County.
- 2010 Census Outreach provided to eighteen senior centers. Outreach events included a presentation from the C.A.R.E. Team on scams related to the census. Census Bureau staff were available to answer questions and distribute fliers and information. In addition to the outreach, members followed up with cities and other entities to encourage support and outreach of the importance of participation in the Census.
- Margo Hamilton, C.A.R.E. Team Manager, was invited to give a presentation to Advisory Council on scams related to the Census.
- Coordinated with Community Access Center to distribute kits for vision impaired persons in Blythe.



- Recognition of Info Van staff: Anna Rossetti, Silvyia Villafana-Morales, Angelica Alcazar for their support and assistance with Advisory Council outreach.
- Participated on the planning committee for the June 2010 Wildomar Senior Information Fair.

Strategic Plan on Aging Activities Continued...

Grandparents Raising Grandchildren Task Force - Phyllis McGraw, Chair

The goal of the Task Force is to partner with local officials, county departments, and community networks to address the multiple complex issues faced by grandparents raising their grandchildren through education, program development, and advocacy and to promote access to customer friendly support services.

**Featured on
local CNN
news edition**

- Grandparents Raising Grandchildren featured in the local edition of CNN Headline News. Five minute interviews were broadcasted in the last five minutes of the CNN news headline segment.
- Sensitivity training workshop “Trading Ages”, sponsored by SCAN Health Plan, provided participants the opportunity to gain an increased understanding and appreciation for older adults and adults with disabilities.
- Riverside County’s Youth in Government Day observed on October 2010. A Youth Advisory Council member toured the Office on Aging and learned about programs and services available.
- Grandparents Raising Grandchildren Newsletter was distributed Quarterly.
- Participated in a 2009 Child Protective Services Adoption Celebration at Castle Park in Riverside.
 - Donations from Riverside County Board of Supervisors 3rd District Supervisor Jeff Stone, 2nd District Supervisor John Tavaglione, and 1st District Supervisor Bob Buster and Riverside County Information Technology, allowed grandparents raising grandchildren and their families to enjoy a holiday dinner and gifts.
- Two Disaster Preparedness Workshops for caregivers and grandchildren raising grandchildren hosted with valuable information and starter kits distributed to participants.
- Legislative Systems Change Committee developed a needs assessment survey for



Continued next page...

Strategic Plan on Aging Activities Continued...

grandparents raising grandchildren in Riverside County to be used to plan future workshops and goals.

- Ann Kasper, HICAP Manager, gave a presentation that included a general overview of HICAP, medication resources, and cost comparison tables to help select the right provider.
- Grandparents Raising Grandchildren Program was showcased for the California Commission on Aging and the Metro Region's Family to Family Program Community Partners Meeting demonstrating the innovative programming being offered in Riverside County.



Healthy Living Committee - Leo Sullivan, Chair

Advocates for an elder's right to positive and healthy aging and to promote the "Clinical Protocols for Intergenerational Aging" May 2008 Forum DVD "Awareness of Elder Abuse, Falls, and Home Safety".



- Progress of the National Health Care Reform was analyzed with updates reported to the Council monthly.
- DVD's of the "Clinical Protocols for Intergenerational Aging" conference distributed along with a survey to determine the benefits of the training /information.
- Advocacy efforts to introduce a PACE Site in Coachella Valley included an overview by On Lok staff Gretchen Brickson, of On Lok PACE, building consensus with community partners; scheduled tours of established PACE sites in San Diego, Los Angeles, and San Francisco; and a letter of support for the initiative.
- Moderated the Family Caregivers Transition Conference "Change Happens - Mastering Caregiver Transitions" on May 27, 2010.

**PACE Initiative
in Coachella
Valley supported**

Aging and Disability Resource Connection



Aging and Disability Resource Connection Leadership Advisory Resource Team - Gloria J. Sanchez, Chair

Government and community leaders convened to identify and provide strategic direction to move toward an integrated system of connecting services, information, and programs to the public at large, by expanding the existing framework to be inclusive of children with disabilities; convening meetings of public benefits programs to determine efficacy of streamlining local process for eligibility to long term care programs; identifying mechanisms for improving customer access; developing and implementing ongoing monitoring system to evaluate efficacy of new streamlined process; facilitating consumers transitioning from one service provider to the next; identifying and implementing mechanisms to coordinate critical pathways for at-risk populations; coordinating with public and private community agencies/businesses to promote the use of Network of Care and CalCareNet; and developing communication and marketing products under Resource Connections for You.

- The consensus statement “A Consensus to Improve Access to Long Term Services and Support” which outlines the Aging and Disability Resource Connections recommended goals, was developed and signed by all Team members and approved by the Board of Supervisors.
- A universal definition to identify and prioritize “at-risk” individuals was finalized. Definition: An “at-risk” individual is anyone who has cognitive and/or physical limitations, whose well being, independence and safety are threatened due to a lack of support and/or life sustaining resources. At-risk individuals are those in immediate jeopardy of losing their job, home, income, at-risk for premature or unnecessary institutionalization or from natural disaster.
- Universal Referral Form being explored to help eliminate the need for clients to give duplicate information with each program or service application/referral.
- Practical Resource Guide created to be used by professionals to guide consumers on the requirements of public benefits programs. Roll out of the Resource Guide is expected in Fall 2010.

**“A Consensus
to Improve
Access to Long
Term Services
and Support”**

Aging and Disability Resource Connection Continued...



Aging and Disability Resource Connection Stakeholder Advisory Group - Erwin Fromm, Chair

This group consists of County service providers, non profit and for profit community organizations, and consumers to provide input into publicizing and improving the service delivery.

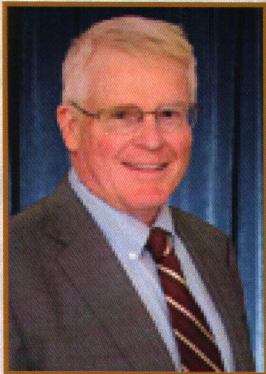
- To better understand the services available and the gaps in services the Group hosted presentations from various partners or service providers. Presentations in 2009-2010 included IEHP; Office on Aging Nutrition and Contracts Services on ARRA funding; Community Action Partnership on racial equality and economic security; PACE Initiative; IHSS changes in 09/10; HICAP; and Life Care Planning.
- Group members attended the Older Adult System of Care Conference on December 1 and 2, 2009 to gather information on mental health services for older adults.
- The consensus statement “A Consensus to Improve Access to Long Term Services and Support” which outlines the Aging and Disability Resource Connections recommended goals was developed and signed by all Leadership Advisory Resource Team members and approved by the Board of Supervisors.
- Researched and developed a universal definition to identify and prioritize “at-risk” individuals. Definition: An “at-risk” individual is anyone who has cognitive and/or physical limitations, whose well being, independence and safety are threatened due to a lack of support and/or life sustaining resources. At-risk individuals are those in immediate jeopardy of losing their job, home, income, at-risk for premature or unnecessary institutionalization or from natural disaster.
- Universal Referral Form is in development to help eliminate the need for clients to give duplicate information with each program or service application/referral.
- Practical Resource Guide created to be used by professionals to guide consumers on the requirements of benefits programs. Roll out of the Resource Guide is expected in Fall 2010.

**Universal
definition of “at
risk” individuals
determined**

Riverside County Board of Supervisors

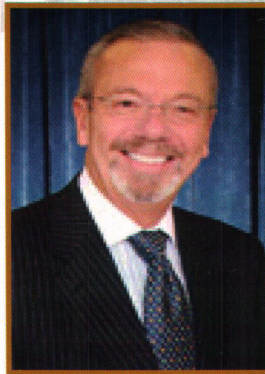
A special thank you to the Riverside County Board of Supervisors for their ongoing support of the Council and for their commitment to seniors and adults with disabilities in Riverside County.

District I
Supervisor Bob Buster

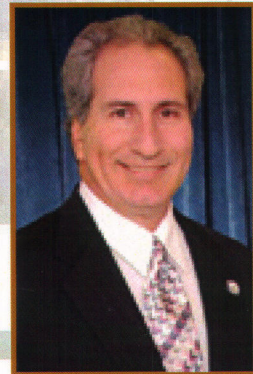


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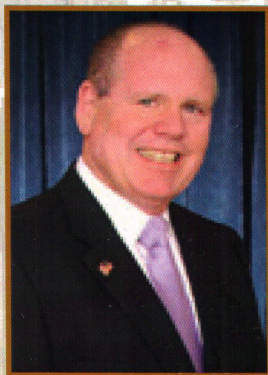
District II
Supervisor John Tavaglione



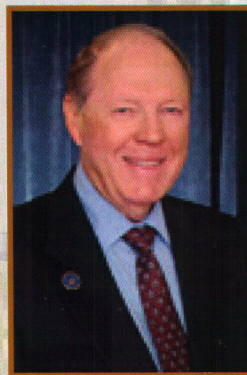
District III
Supervisor Jeff Stone



District IV
Supervisor John J. Benoit



District V
Supervisor Marion Ashley



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**The Council would also like to thank
Office on Aging for their support.**

Advisory Council Membership June 30, 2010

Officers: Doris Morgan-Hayes, Chair; Erwin Fromm, Vice Chair;
Mark Moran, Parliamentarian

Board of Supervisor Appointees: Gary Kelley, District I; Alice B. Chandler,
District II; Gloria J. Sanchez, District III; Mark Moran District IV;
Vee Maiden, District V

Advisory Council Appointees: Barbara Brown; Jerry Corrales; Beverly
Greer; Dianne Lewis; Phyllis McGraw; Ed Sagmeister; Leo Sullivan;
Luella Thornton; Carol Tong; Vacant



Riverside County Office on Aging
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