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

ITEM
2.6
(ID # 6210)

MEETING DATE:
Tuesday, January 30, 2018

FROM : OFFICE ON AGING:

SUBJECT: OFFICE ON AGING (OoA): Riverside County Office on Aging 90-Day Status Report. [District: All]; [Total cost: $0]

RECOMMENDED MOTION: That the Board of Supervisors receive and file the Office on Aging 90-Day Status Report.

ACTION: Consent

Jewel Lee, Director of Office on Aging   1/18/2018

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes:	Jeffries, Tavaglione, Washington, Perez and Ashley
Nays:	None
Absent:	None
Date:	January 30, 2018
xc:	OoA

Kecia Harper-Ihem
Clerk of the Board,
By: _____
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 0	$ 0	$ 0	$ 0
NET COUNTY COST	$ 0	$ 0	$ 0	$ 0

SOURCE OF FUNDS: N/A	Budget Adjustment: N/A
	For Fiscal Year: 2017/18

C.E.O. RECOMMENDATION: Approve.

BACKGROUND:

Summary

The attached 90-day status report on the operations and progress of the Office on Aging (OoA) is submitted by the Director, appointed September 28, 2017.

On May 24, 2016, agenda item 3-12, the Board approved the department's 2016-2020 area plan on aging, "The Changing Face of Aging," which outlined OoA's four-year goals and objectives. As we approach February 2018, the department continues making progress on those goals and objectives.

In addition, despite future funding constraints, OoA remains committed to new opportunities for program innovation and more effective partnerships by focusing on the following internal goals:

- Goal 1 – Partnership
  - Inter-Agency Collaboration: Reducing service gaps and/or overlap by identifying partner agencies and departments with similar or complimentary services to achieve a near-seamless delivery system.
  - Resource Development: Promoting organizational stability through partnerships and joint funding initiatives for a diversified funding system that supplements local, state and federal resources.
- Goal 2 – Technology
  - Integrated Case Management Approach: Using tools and technology to design a more efficient communication system across the range of department services (from initial inquiry to final disposition).
  - Mobile Workers: Assigning mobile devices to field staff to reduce duplication of work and promote delivery of services within or from remote locations.
  - Technology-based Care Management: Piloting consumer-driven, supportive intervention through telephone, video consultation or e-mail, to enable efficient workload management.
- Goal 3 – Program Efficiency
  - Hotline: Reviewing and developing processes to optimize use of Cisco telephone technology and service call reporting, resulting in determination of staffing needs based on call volume and wait time.

o Service Data Reporting: Reviewing service intake documents and collecting data necessary to determine community needs, based on resource requests, referrals and workload.

The department anticipates implementing the strategies through a phased-in approach and is confident this will have a positive impact on senior communities.

Impact on Residents and Businesses
OoA provides in excess of 24 programs and services to Riverside County seniors, through direct service and contract providers. Each service helps older adults remain independent, in their homes/communities and are provided free of charge to qualifying seniors.

ATTACHMENTS:

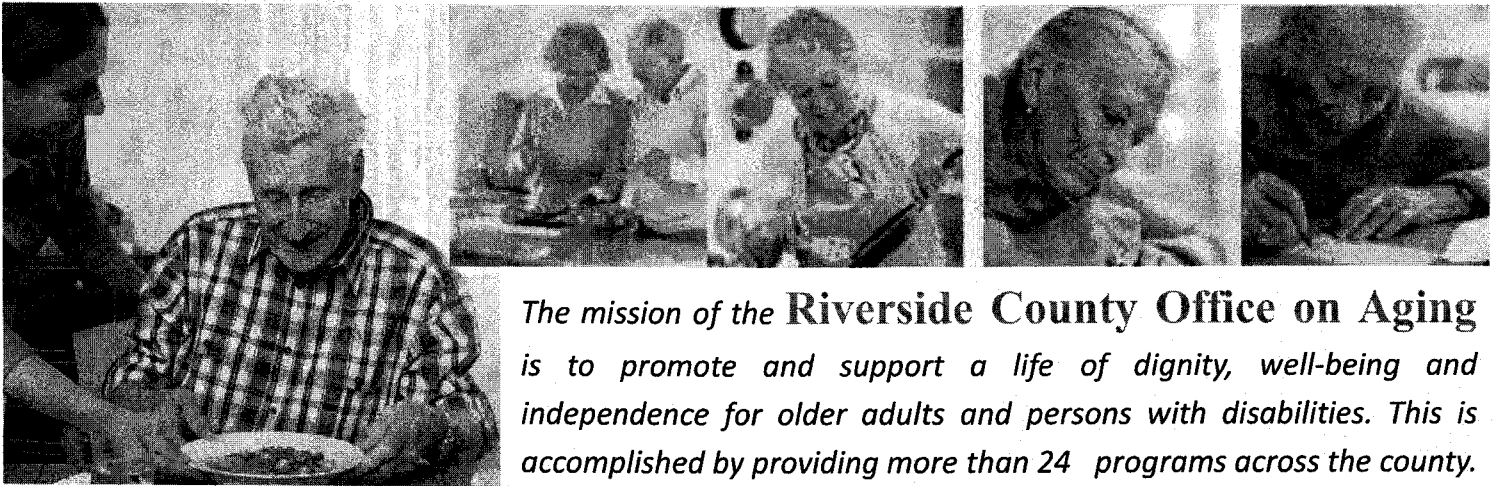**ATTACHMENT A.**   **Riverside County Office on Aging 90-Day Status Report**

Jennifer Sargent, Principal Management Analyst   1/23/2018

Office on Aging

AGING & DISABILITY RESOURCE CONNECTION

The mission of the **Riverside County Office on Aging** *is to promote and support a life of dignity, well-being and independence for older adults and persons with disabilities. This is accomplished by providing more than 24 programs across the county.*

Services for seniors, those with a disability, and family caregivers include: service coordination; personal care; caregiver support; healthy nutrition; resource counseling; employment services; wellness programs; social and fitness activities; community engagements; and community outreach and education.

Who We Serve - Population Projection

Age Group	2010 Census Count [1]	2060 Projections [2]
All Ages, Total Population	2,189,641	3,602,352
Working Age (25-64 years)	1,082,211	1,689,888
Young Retirees (65-74 years)	140,598	429,322
Mature Retirees (75-84 years)	85,796	341,494
Seniors (85+ years)	32,192	265,947

301% growth from 2010

According to the Department of Finance Population Projections, by 2060 almost **1 of 3** (or 29%) of Riverside County residents will be 65 years or older. Referred to as young retirees, mature retirees, and seniors, this group is expected to quadruple by 2060.

Although those 85 years and older will comprise only 7% of the total county population in 2060, it is projected that seniors will experience the most drastic increase at 726% over the next 40 years. They will also be the most vulnerable due to cognitive decline and multiple co-occurring medical conditions typically present later in life. Currently, about one-third (or 32%) of people age 85 and older have Alzheimer's disease; while 81% of people who have Alzheimer's disease are age 75 or older.

SOURCE: (1) American FactFinder. Census 2010 Demographic Profile, https://factfinder.census.gov/faces/tableservices/jsf/pages/productview, 01/09/2018. (2) P-2: County Population Projections 2010 - 2060 by Age Group (5-year Increments). California Department of Finance, Demographic Research Unit, 2016. http://www.dof.ca.gov/Forecasting/Demographics/Projections/,12/19/2017.

2016-2020 Area Plan

Goal I	Goal II	Goal III	Goal IV
Access is Key	*Be Strong, Live Long*	*Aging on Your Terms*	*Working Beyond Partnerships*
Enhanced community-based services	Health and wellness campaign	Independent person-centered care	Integrated system of care

The Riverside County 2016-2020 Area Plan (AP) describes the department's service strategies over a 4-year period. The AP describes our efforts to assess and identify the needs of older adults, adults with disabilities, and their caregivers; our service targets and goals to address the needs; and lastly, our plan for developing coordinated and accessible community-based systems of care.

Fiscal Year 2016-17 Nutrition Programs

- **587,980** total meals served in congregate sites, or delivered to homes

- **60%** of recipients live at, or below, the federal poverty level*

Fiscal Year 2016-17 Service Programs

- **12,971** total hours of personal care and support services** delivered

- **13,357** total case management hours delivered

- **55%** of clients live at, or below, the federal poverty level*

* Federal poverty level is $16,240 annual income for a family of two.
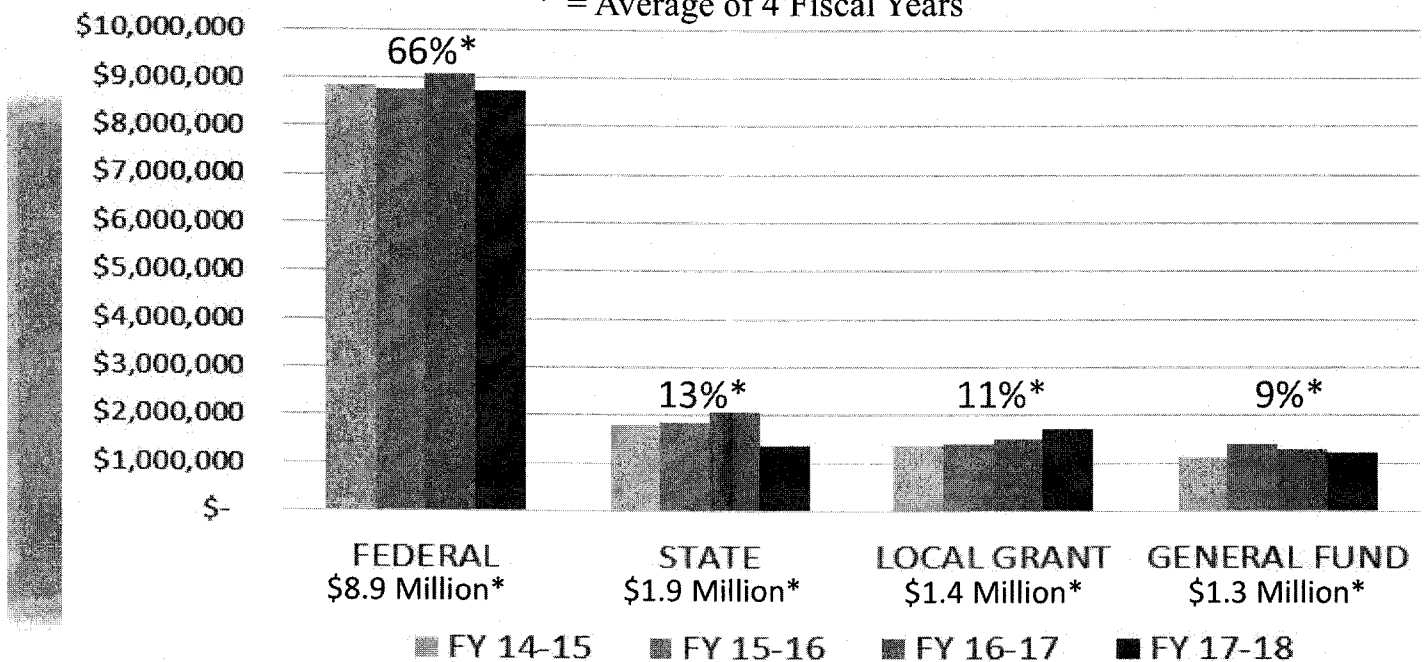** Supportive services include personal care, homemaker support, and respite.

Funding

The Riverside County Office on Aging administers funds authorized under the Older Americans Act, the Older Californians Act, and Medi-Cal programs. The department's primary funding source is Federal (66%), with the remaining third coming from State (13%), County (9%), and local grant awards (11%). Over the last four fiscal years, since July 2014, the Department's budget has remained steady at an average $13.5 million, with 91% of expenditures allocated to direct services.

Funding Source Comparison by Fiscal Year

* = Average of 4 Fiscal Years

	FEDERAL $8.9 Million*	STATE $1.9 Million*	LOCAL GRANT $1.4 Million*	GENERAL FUND $1.3 Million*
	66%*	13%*	11%*	9%*

■ FY 14-15   ■ FY 15-16   ■ FY 16-17   ■ FY 17-18

# FY 2017-18 Budget $13,334,124

Service Programs

91% of the department's budget is allocated to direct services.

- **32%** Nutrition and Meals
- **32%** Service Coordination
- **16%** Outreach and Education
- **12%** Resource Counseling
- **1%** Wellness
- 9% Administration

Department Goals

The Riverside County Office on Aging continues to effectively facilitate and meet our state-approved Area Plan for services to seniors and individuals with disabilities. Efforts are now underway to build upon the department's infrastructure to effectively support the County priorities around community development and direct services. As part of the plan until 2020, the Office on Aging shall take bold steps to continue to leverage resources through partnerships and enhance innovation through technology, to achieve a standard of service that is both efficient and responsive.
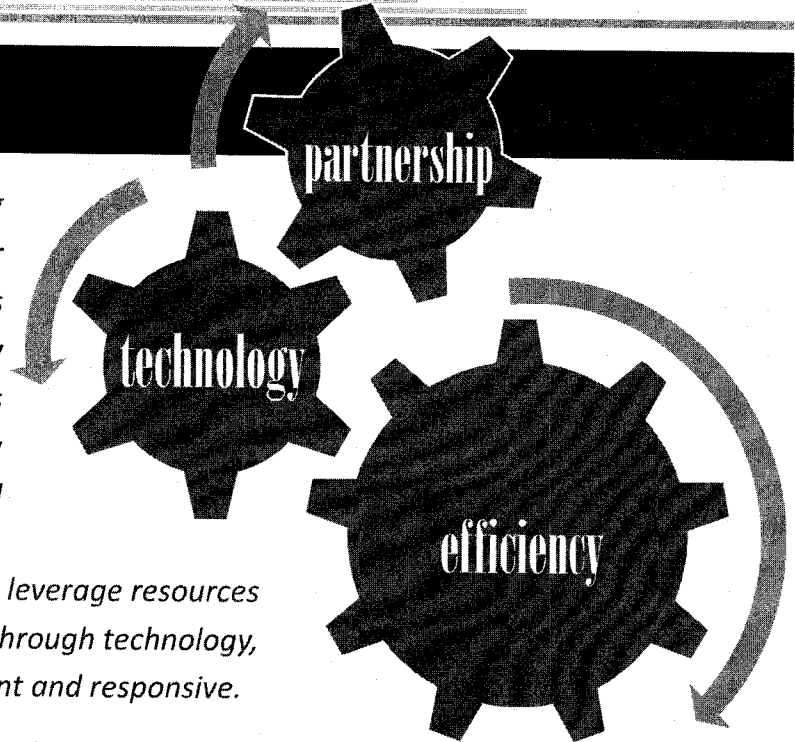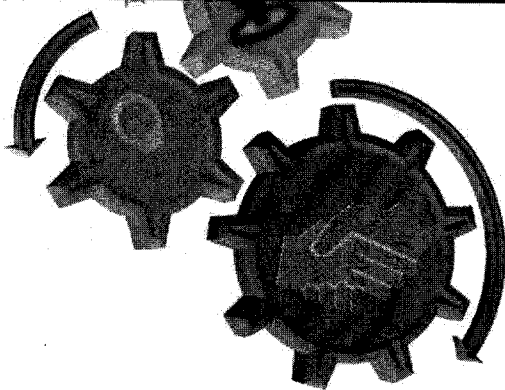
Goal 1: Partnership

The Office on Aging's long-standing relationship with community-based experts is the primary system through which we are able to achieve the very diverse and multi-faceted service goals identified in the Area Plan. The strength of the department lies in our ability to increase capacity by sharing and mobilizing resources for the benefit of mutual clientele. Office on Aging will continue to take an active role in creating and optimizing opportunities that augment services for our clients, through strategies that foster a more integrated service network.

- **Inter-Agency Collaboration** Reduce service gaps and/or overlap by identifying partner agencies and departments that have similar or complimentary services to achieve a more seamless delivery system. Efforts will focus on integrating Office on Aging Caregiver Support services and Coordinated Case Management for Seniors within the service delivery models of other department agencies.

- **Resource Development** Promote organizational stability through partnership and joint funding initiatives to support a more diversified funding system that will supplement local, state, and federal resources.

Department Goals

Goal 2: Technology

The Office on Aging's primary goals of improved efficiency and collaboration will be supported through technology enhancements. As the department's partnerships expand, it is crucial that the department invests in updated tools that offer flexibility and adaptability for both the workforce and future service innovations. The department will focus on the technology objectives below:

- **Integrated Case Management Approach** Use of tools and technology to design a more efficient communication system across the full scope of the department's services (from initial inquiry to final disposition). Efforts will be geared at enhancing continuity of care through more effective data sharing within, and across, partner organizations.

- **Mobile Workers** Installation of mobile devices to field staff to reduce duplication of work and promote delivery of services to and from remote locations.

- **Technology-based Care Management** Pilot of consumer-driven supportive intervention through the use of telephone, video consultation, and e-mail, allowing for more efficient workload management.

Goal 3: Program Efficiency

The Office on Aging is committed to enhancing service access through more streamlined business processes that reduce duplication and prioritize timely delivery of service. While social service programs will be bolstered through innovated partnerships and technology, the department's administration will focus on the program objectives below to enhance operational efficiencies.
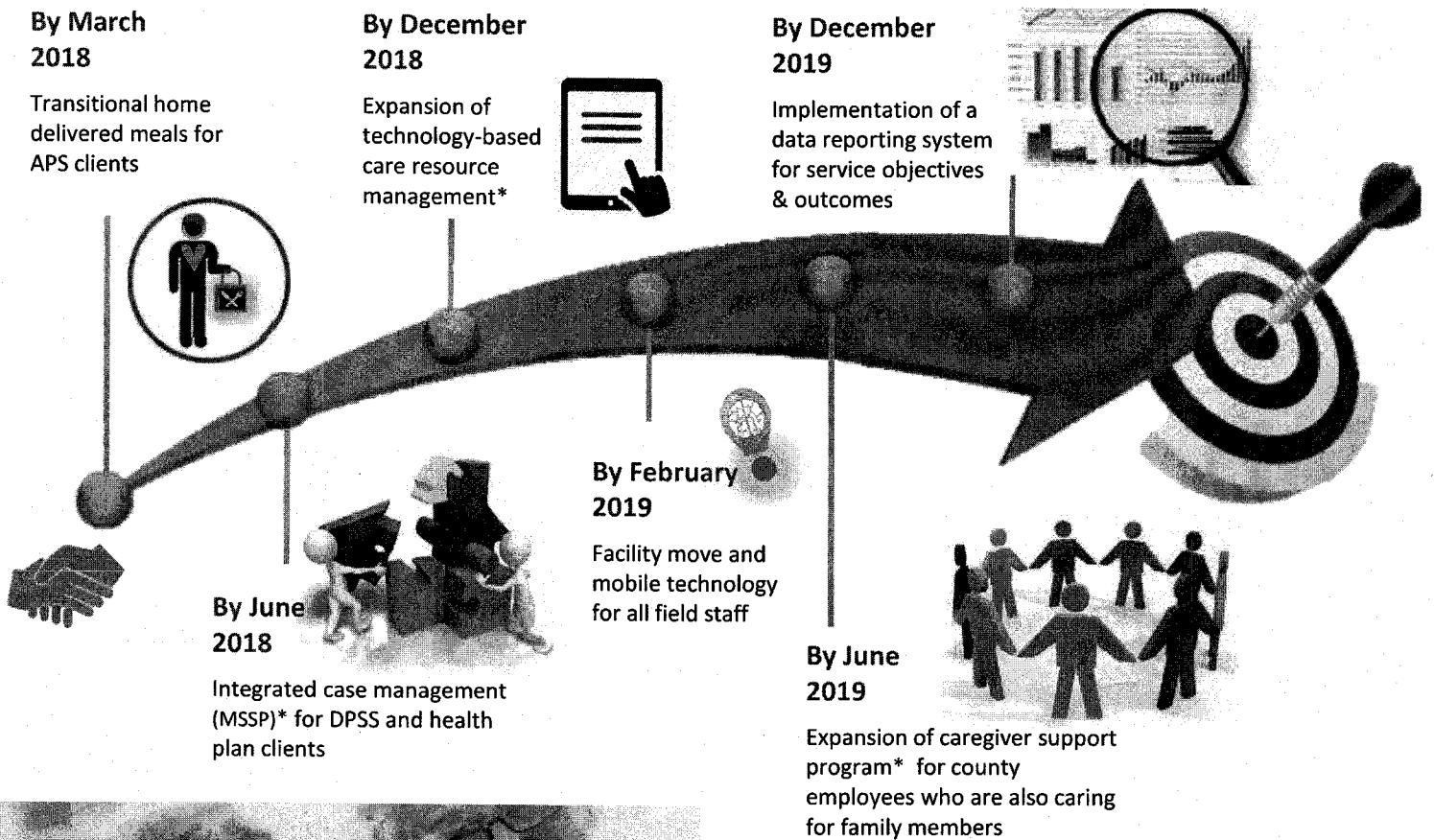
- **Hotline** Review and develop processes that optimize utilization of Cisco telephone technology and service call reporting to better determine staffing level needs based on call volume and caller wait time.

- **Service Data Reporting** Review of the department's service intake and documentation and collect the appropriate data elements that will better inform of community needs based on resource requests (for example, transportation, utility, homemaker services) and resulting referral and linkage workload.

Road Map to 2020

The Riverside County Office on Aging *looks forward to the next 24 months with enthusiasm. The department is galvanized and committed to new opportunities for program innovation and more effective partnerships, despite future funding constraints. Over the past three months, significant efforts were dedicated to engage key informants, service delivery partners, and staff to evaluate the department's needs and strengths. Feedback and ideas have been integrated into the department road map below. The Office on Aging is confident and anticipates that the strategies, which will be implemented in phases, will positively impact and further develop our senior communities.*

By March 2018

Transitional home delivered meals for APS clients

By December 2018

Expansion of technology-based care resource management*

By December 2019

Implementation of a data reporting system for service objectives & outcomes

By June 2018

Integrated case management (MSSP)* for DPSS and health plan clients

By February 2019

Facility move and mobile technology for all field staff

By June 2019

Expansion of caregiver support program* for county employees who are also caring for family members

* Office on Aging program description:
  – Multipurpose Senior Services Program (MSSP) is long-term case management for adults with complex medical needs
  – Benjamin Rose Institute (BRI) on Aging is an evidence-based, personalized coaching program for caregivers
  – Care Pathways program is a 12-week support group for family members who provide caregiving services