

*Riverside County Office on Aging*

**2020-2024**

*Area Plan on Aging*

# **The Path Ahead**

**2022-2023 Update**



## **MESSAGE FROM THE DIRECTOR**

As a condition of state and federal funding, the Riverside County Office on Aging (RCOoA) is required to complete a community assessment and develop an Area Plan outlining specific service goals and objectives over a four-year period. I am pleased to submit RCOoA's **2022-2023 Update** to the Area Plan on Aging for July 2020 to June 2024. The original 2020-2024 Area Plan on Aging was developed through an 18-month assessment process that involved the combined efforts of over 30 partners including the Advisory Council on Aging, contracted providers, senior centers, and other community-based organizations.

The initial 2020-2024 Area Plan included an array of safety net services to address the timely and emergent issues that were impacting older adults in Riverside County prior to the onset of the COVID-19 pandemic. Since the Area Plan is updated annually, we remain committed to pursuing strategic development opportunities that are guided by several key initiatives and legislative priorities, including: the California Master Plan for Aging; 2020 Census results; Assembly Bill 1287, which mandates universal assessment and "No Wrong Door" client access; and Riverside County's new Integrated Service Delivery Initiative designed to streamline access and delivery of services across all human and social service departments by 2040.

In addition to alignment with these priorities, the 2022/2023 Update promotes innovative strategies and engages new resources that enhance our communities' resilience to the health and economic burdens many still experience. During these difficult times, we remain committed to seeking out new ways to engage and re-connect with older adults as they reemerge and reengage with community services and supports, often in novel ways.

To assess changing needs due to COVID-19, RCOoA reengaged previous focus group participants to evaluate the impact of COVID on the provision of services and changes in the needs of their organizations and clients. The 2022-2023 Update reflects that feedback; while the overall goals remain the same, changes to several of the strategies are reflected herein. The 2020-2024 Area Plan on Aging goals are:

1. **Supporting the Development of Age-Friendly Communities** through participation in discussions, coalitions, collaborations, and initiatives that focus on developing *age- and disability-friendly communities* that support older adults and persons with disabilities, allowing them to remain in the homes and communities of their choice.
2. **Developing Engaging Programs and Environments for Older Adults** by supporting and assisting in the expansion of *engaging programs and environments* for older adults through enhanced education, increased information sharing and resources, user-friendly feedback mechanisms, and employment and volunteering opportunities.
3. **Increased Access to Supportive Services** through integrated partnerships and the promotion of *"No Wrong Door" service provision*.
4. **Educate, Report, and Reduce Elder Abuse & Neglect** by increasing collaborations and training initiatives with local protection and emergency response entities to *educate, report, and reduce the abuse and neglect* of vulnerable adults.

I would like to acknowledge and thank the many individuals and organizations who contributed to the development of the original Riverside County Area Plan on Aging for 2020-2024 and those who provided their COVID-19-related feedback, including, but not limited to, the Riverside County Board of Supervisors; Advisory Council on Aging members; Office on Aging Staff; Community Partners/Consumers; Focus Group Participants; Survey Respondents; Aging and Disability Resource Connection Members; and the California Department of Aging. Your time and contributions are greatly appreciated.

Thank you!



Jewel Lee

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# OVERVIEW

<b>Purpose</b>	Area Plan Guidance Part II: Format and Templates includes all forms referenced in Part I: Instructions and References.
<b>Regulation</b>	<p>In accordance with the Older Americans Act (OAA) Reauthorization Act of 2016, Sections 306(a) and 307(a)(1), Area Plans shall be submitted in a uniform format specified by the State Agency. The forms and templates contained in this Guidance constitute the required Area Plan format.</p> <p>In the event of an amendment to the OAA during the Fiscal Year (FY) 2020-2024 Area Plan cycle, CDA will issue a Program Memo (PM) describing the changes and provide relevant guidance and any necessary form and template changes pertaining to the Area Plan.</p>
<b>Content</b>	<p>The following components comprise the Area Plan:</p> <ul style="list-style-type: none"><li>• Area Plan Required Components Checklist – found in Part II.</li><li>• Transmittal Letter – found in Part II.</li><li>• Sections 1 – 22 (The Area Plan) as delineated in Part II.</li></ul> <p>Additional Instructions, Information and Logistics are at the end of Part I.</p>

**Area Plan Update (APU) Checklist****Check one:** ☐ FY21-22 ☒ FY22-23 ☐ FY23-24*Use for APUs only*

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included	
	➤ <i>Update/Submit A) through I) <b>ANNUALLY</b>:</i>		
n/a	<b>A) Transmittal Letter-</b> (submit by email with electronic or scanned original signatures)	<input checked="" type="checkbox"/>	
n/a	<b>B) APU-</b> (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	<b>C) Estimate-</b> of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	<b>D) Public Hearings-</b> that will be conducted	<input checked="" type="checkbox"/>	
n/a	<b>E) Annual Budget</b>	<input type="checkbox"/>	
10	<b>F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes</b>	<input checked="" type="checkbox"/>	
18	<b>G) Legal Assistance</b>	<input checked="" type="checkbox"/>	
	➤ <i>Update/Submit the following only if there has been a <b>CHANGE</b> or the section was not included in the 2020-2024</i>	Mark Changed/Not Changed (C or N/C)	
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Needs Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	AP Narrative Objectives:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• System-Building and Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIB-Funded Programs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIB-Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Funded Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIC-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIC-2	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIID	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20	• Title IIIE-Family Caregiver Support Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Disaster Preparedness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Organizational Chart(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## TRANSMITTAL LETTER

### 2020-2024 Four Year Area Plan/ Annual Update

Check one: ☐ FY 20-24 ☐ FY 21-22 ☒ FY 22-23 ☐ FY 23-24

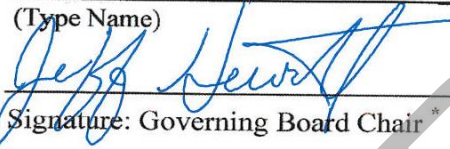
AAA Name: **Riverside County Office on Aging**

PSA: **21**

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.

1. **Jeff Hewitt**

(Type Name)

  
Signature: Governing Board Chair \*

ATTEST:

KECIA R. HARPER, Clerk

By 

DEPUTY

7/12/22  
Date

2. **Steve Mehlman**

(Type Name)

  
Signature: Advisory Council Chair

6/9/22  
Date

3. **Jewel Lee**

(Type Name)

  
Signature: Area Agency Director

06/21/20

Date

\* Original signatures or official signature stamps are required.

\* Original signatures or official signature stamps are required.

## SECTION 1. MISSION STATEMENT

### ALL AREA AGENCIES ON AGING:

*To provide leadership in addressing issues that relate to older Californians; to develop community-based systems of care that provide services which support independence within California's interdependent society; and which protect the quality of life of older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of services.*

### RIVERSIDE COUNTY OFFICE ON AGING'S PHILOSOPHY:

**Mission:** The Riverside County Office on Aging serves to promote and support a life of dignity, well-being and independence for older adults and persons with disabilities.

**Vision:** The Riverside County Office on Aging will be recognized locally, statewide and nationally as the innovative leader of support services, coordination and advocacy to improve the lives of the aging population and persons with disabilities.

## OUR CORE VALUES

Older adults and persons with disabilities live with dignity

Respect for all

Collaboration

Honesty and Integrity

Innovation

Professionalism

Excellence

**Purpose:** To enhance quality of life across generations through innovation and partnerships.

**Promise:** To listen with respect, to foster trust, and to serve with compassion and commitment in a timely manner.

## SECTION 2. DESCRIPTION OF THE PLANNING AND SERVICE AREA (PSA 21)

### A. Physical Characteristics

Riverside County, founded in 1893, is one of 58 counties in the state of California. It covers 7,207 square miles (excluding bodies of water) in the southern part of the state.<sup>1</sup> It is the fourth largest county in California<sup>2</sup> and lies inland from Los Angeles County and is bordered by Orange County to the west, San Bernardino County to the north, San Diego, and Imperial Counties to the south, and the Colorado River and the state of Arizona to the east.

The County is approximately 180 miles from east to west and 40 miles from north to south, which is roughly the size of the state of New Jersey in total land area. The Colorado River town of Blythe is a three-hour drive from the county seat in the City of Riverside.

With altitudes ranging from 200 feet below sea level at the Salton Sea to 10,084 feet above sea level at the top of Mt. San Jacinto, the County's landscape features a combination of geographical facets, including deserts, forests, and mountain regions, all with rich biological resources. Additionally, there are growing industrial and urban/suburban population centers and productive agricultural lands.

### B. Land Usage

Riverside County is comprised of 28 incorporated cities, 65 unincorporated communities and neighborhoods, and 12 federally recognized Native American reservations.<sup>3</sup> Due to the vastness of its geography, over 89% of the County is unincorporated land.<sup>4</sup> The following are additional uses of its geographical area:

1. *Residential uses: 58%*
2. *Open space: 28%*
3. *Agricultural use: 5%*
4. *Industrial/commercial uses: 2%*
5. *Mining/recreation and public use: 1% each*
6. *Development, water, freeways, and other uses: 6%<sup>5</sup>*

### C. Governmental Structure

Planning and Service Area (PSA) 21 is comprised of Riverside County exclusively. The Area Agency on Aging (AAA) is a stand-alone county department, the Riverside County Office on Aging (RCOoA), which is governed by the Riverside County Board of Supervisors at the local level. The Board of Supervisors is made up of five members, each representing a different area/district within the County. (See Section 16 –



<sup>1</sup> U.S. Census Bureau, "U.S. Census Bureau QuickFacts: Riverside County, California," U.S. Census Bureau, 2019, accessed October 2021, <https://www.census.gov/quickfacts/riversidecountycalifornia>.

<sup>2</sup> RivCoNOW, "County of Riverside," RivCo Now, accessed October 2021, <https://www.rivco.org>.

<sup>3</sup> Office of the District Attorney County of Riverside, "Tribal Unit," Office of The District Attorney County of Riverside, accessed October 2021, <https://rivcoda.org/the-office/special-prosecutions/tribal-unit>.

<sup>4</sup> Riverside County, Riverside County Transportation and Land Management Agency, accessed January 2022, <https://rctlma.org/>.

<sup>5</sup> Riverside County, Transportation and Land Management.

Governing Board).

#### D. Rural or Isolated Population Density

Despite high population growth during the last decade, the County's overall population density remains low at an estimated 340 persons per square mile.<sup>6</sup> Servicing the entire county's population presents a unique challenge given the distance between urban settlements and the isolated nature of some areas.

#### E. Demographic Spread

The demographics for PSA 21 vary drastically by community. Identifying sub-divisions of the PSA help identify the different levels of services needed even within a city or unincorporated area. To better serve the population of Riverside County, RCOoA grouped the County into Service Areas.

#### F. Service Areas of PSA 21\*

Service Area	Locations	Unincorporated Areas/Census Designated Place (CDP)
1	<b>Corona/Norco/Eastvale</b> <i>Local Communities: Lake Hills</i>	<i>Coronita, El Cerrito, Home Gardens, Temescal Valley, Mira Loma</i>
2	<b>Riverside/Jurupa Valley</b> <i>Local Communities: Indian Hills, Belltown</i>	<i>El Sobrante, Highgrove, Woodcrest, Glen Avon, Pedley, Sunnyslope, Crestmore Heights, Rubidoux</i>
3	<b>Moreno Valley/Perris</b> <i>Local Communities: March Air Reserve Base, Gavilan Hills, Box Springs, Pigeon Pass, Reche Canyon, San Timoteo Canyon, Spring Hills</i>	<i>Good Hope, Green Acres, Mead Valley, Nuevo, Lakeview, Lake Mathews</i>
4	<b>Menifee/Winchester/Lake Elsinore</b> <i>Local Communities: Canyon Lake City, Menifee Valley, Juniper Flats</i>	<i>Homeland, Romoland, Sun City, Quail Valley, Lakeland Village, Warm Springs, Meadowbrook, Winchester, Tenaja</i>
5	<b>Murrieta/Temecula/Wildomar</b> <i>Local Communities: La Cresta, Santa Rosa Plateau, Pinyon Pines, Wine Country</i>	<i>Aguanga, Anza, French Valley, Lake Riverside</i>
6	<b>Banning/Beaumont/Calimesa</b> <i>Local Communities: Oak Valley, Banning Bench, The Sovereign Nation of the Morongo Band of Mission Indians, Twin Pines</i>	<i>Cabazon, Cherry Valley</i>

<sup>6</sup> U.S. Census Bureau, "QuickFacts: Riverside County, California," accessed October 2021, <https://www.census.gov/quickfacts/fact/table/riversidecountycalifornia/PST045221>.

7	<b>Hemet/San Jacinto</b> <i>Local Communities: Soboba Hot Spring</i>	<i>East Hemet, Idyllwild-Pine Cove, Mountain Center, Valle Vista</i>
8	<b>Desert Hot Springs/Palm Springs/Cathedral City</b> <i>Local Communities: Palm Springs Village, Palm Springs West, Agua Caliente Band of Cahuilla Indian, Snow Creek, Windy Point</i>	<i>Desert Edge, Garnet, Sky Valley, Thousand Palms, Whitewater</i>
9	<b>Rancho Mirage/Palm Desert/Indian Wells</b>	<i>Desert Palms</i>
10	<b>La Quinta/Indio/Coachella</b> <i>Local Communities: Chiriaco Summit</i>	<i>Bermuda Dunes, Mecca, North Shore, Oasis, Thermal, Vista Santa Rosa, India Hills</i>
11	<b>Blythe</b> <i>Local Communities: Lake Tamarisk, Eagle Mountain, Colorado River</i>	<i>Desert Center, Ripley, Mesa Verde</i>

\*Appendix 1 shows more detail regarding the demographics of each service area.

\*Appendix 2 shows the total population and population per square mile subdivided by incorporated cities and census designated places (CDP) as of 2019.

## G. Riverside County Population

Due to its population size, Riverside County is the 10<sup>th</sup> largest county in the nation, with more residents than 16 of the country's states. It has a population estimate of 2,418,185, making it the fourth most populated county in California; only the counties of Los Angeles, San Diego, and Orange have larger populations.<sup>7</sup>

*Riverside County is the 10<sup>th</sup> most populous county in the nation. With approximately 2.4 million residents, Riverside County is the 4<sup>th</sup> most populous county in California.*

## H. An Aging Nation

In 2019, the United States' population aged 65 and older was 54.1 million, representing 16% of the nation's population; the older adult population is expected to be 21.6% of the nation's population by the year 2040. Between 2009 and 2019, the older adult population increased by 14.4 million (36%), compared to a 3% increase in the under-65 population.<sup>8</sup>

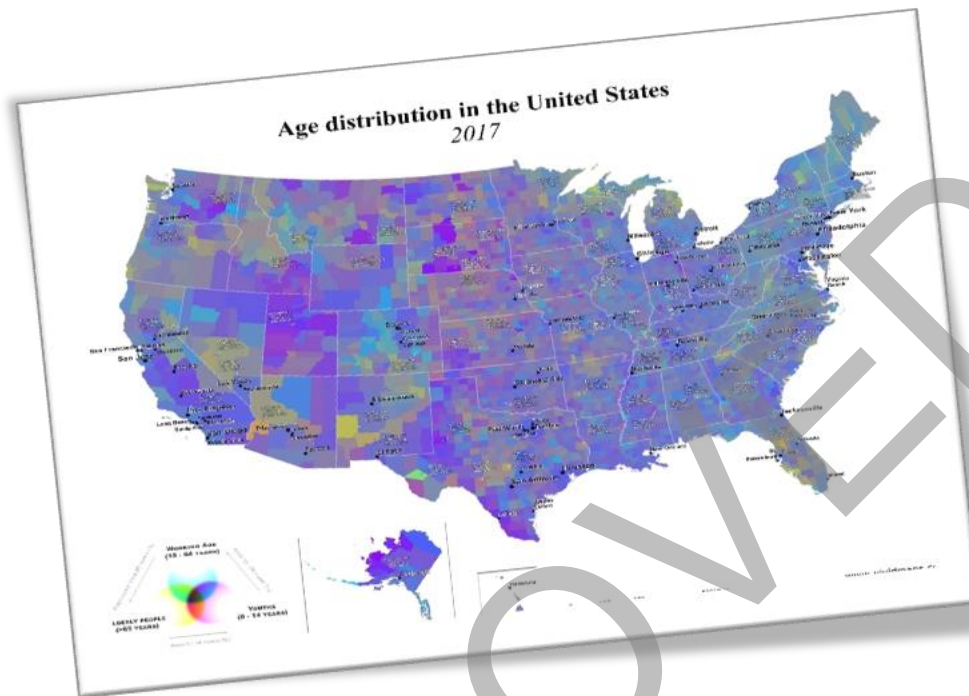
The aging of the U.S. population is due to the increase in life expectancy and decrease in fertility; life expectancy at age 65 means that those who reach that age can expect to live an additional number of years.<sup>9</sup> In 2019, older

<sup>7</sup> U.S. Census Bureau, "2020: DEC Redistricting Data (PL 94-171) Tables," U.S. Census Bureau, last modified September 2021, accessed October 2021, <https://data.census.gov/cedsci/table?q=Riverside%20county&tid=DECENNIALPL2020.P1>.

<sup>8</sup> Administration for Community Living, *2020 Profile of Americans*, May 2020, accessed October 2021, [https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/2020ProfileOlderAmericans.Final\\_.pdf](https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/2020ProfileOlderAmericans.Final_.pdf).

<sup>9</sup> Medina, Lauren; Sabo, Shannon; and Vespa, Jonathan. "Living Longer: Historical and Projected Life Expectancy in the United States, 1960 to 2060," *Report Number P25-1145*, issued February 2020, accessed October 2021, <https://www.census.gov/content/dam/Census/library/publications/2020/demo/p25-1145.pdf>.

adults had an added life expectancy of 19.6 years; by 2060, older adults are projected to live an additional average of 23.05 years.<sup>12,14</sup>



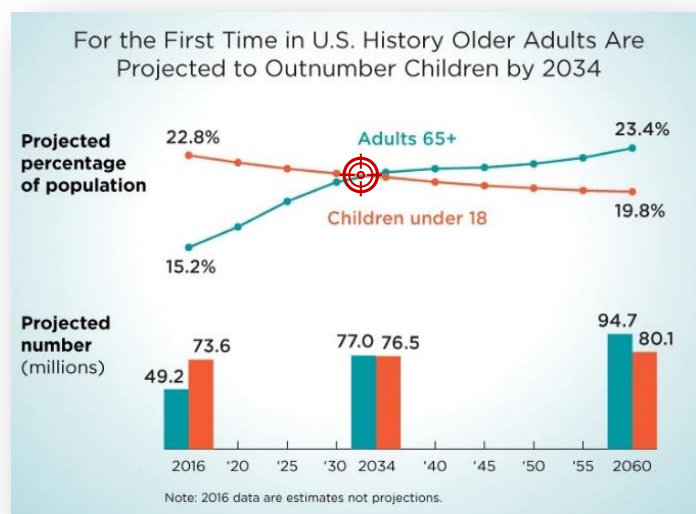
In the 15-64 age range, the purple color above represents adults closer to age 64 in 2017.<sup>10</sup> In the next decade, the purple areas on this map will change to yellow, which indicates adults over the age of 65.

This massive shift is expected to occur in 2034.

## I. The Importance of 2034

Although the year 2060 is normally used as a marker for comparative research on aging, the greatest shift in the American population is expected to take place in 2034 when older adults are projected to outnumber children by 3.6%.

According to the U.S. Census Bureau, when this shift occurs, there will be approximately 77 million older adults compared to 76.5 million



<sup>10</sup> [www.vividmaps.com https://www.vividmaps.com/wp-content/uploads/2019/06/Age-distribution-1024x768.jpg](https://www.vividmaps.com/wp-content/uploads/2019/06/Age-distribution-1024x768.jpg) (Accessed June 2022)

children under the age of 18 in the United States.<sup>15, 11</sup>

## J. An Aging Golden State

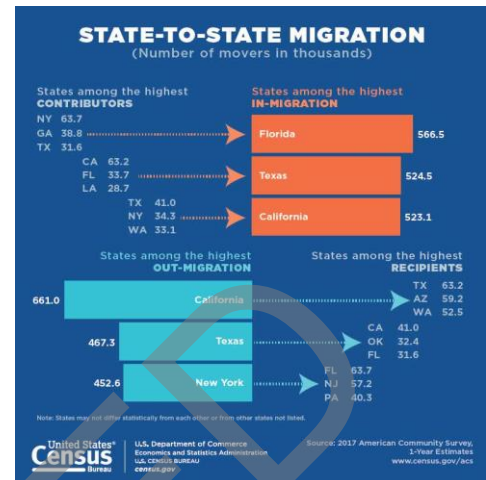
According to the 2020 Decennial U.S. Census, approximately 39.5 million people reside in the state of California. 5.8 million, or 14.8%, of that population, are adults ages 65 and older; residents in the 65-69 age bracket total 1.9 million (14.7%) and make up the highest percentage of older adults in California.<sup>12</sup>

Despite its population growth, California experienced its slowest growth rate in the 2010s due to fewer births, higher mortality, and large amounts of migration out of California.<sup>13</sup>

In 2017, California had the highest out-migration in the nation with residents primarily moving to Texas, Arizona, and Washington. California was also the state with the third-highest in-migration with residents primarily moving in from Texas, New York, and Washington. The figure to the right outlines this data in the number of movers in thousands.<sup>14</sup>

From 2009 to 2019, California's older adult population increased by 40.9 %.<sup>15</sup> California's older adult population is projected to increase by an additional 166% between 2016 and 2060, with the highest increase occurring within the 85+ sub-group, which will increase by more than 489% during the same time period.<sup>16</sup>

Due to these population increases, the California State Plan on Aging 2017-2021<sup>17</sup>, anticipates that the state's older adult population will increase by more than 40 % between 2017 and 2030, shifting the demographic profile of California sooner than the rest of the nation.



*In 2020, older adults made up approximately 14.8% of California's population. The highest percentage of older adults are between 65-69 years of age.*

## K. Riverside County's Aging Population

Riverside County has a population of approximately 2.4 million people, making it the fourth most populated county in California. The older adult population makes up approximately 15% of Riverside County's population. The table

<sup>11</sup> U.S. Census Bureau, "An Aging Nation: Projected Number of Children and Older Adults," U.S. Census Bureau, revised October 2019, accessed October 2021, <https://www.census.gov/library/visualizations/2018/comm/historic-first.html>.

<sup>12</sup> U.S. Census Bureau, "American Community Survey: S0101: Age and Sex," U.S. Census Bureau, accessed October 2021, <https://data.census.gov/cedsci/table?q=%20California%20age&tid=ACSS1Y2019.S0101>.

<sup>13</sup> Johnson, Hans. "Who's Leaving California—and Who's Moving In?" Public Policy Institute of California, May 6, 2021, accessed October, 2021, <https://www.ppic.org/blog/whos-leaving-california-and-whos-moving-in/>.

<sup>14</sup> Kerns, Kristin and Locklear, L. Slagan. "Three New Census Bureau Products Show Domestic Migration at Regional, State, and County Levels," The U.S. Census Bureau, published April 2019, accessed October 2021, <https://www.census.gov/library/stories/2019/04/moves-from-south-west-dominate-recent-migration-flows.html>.

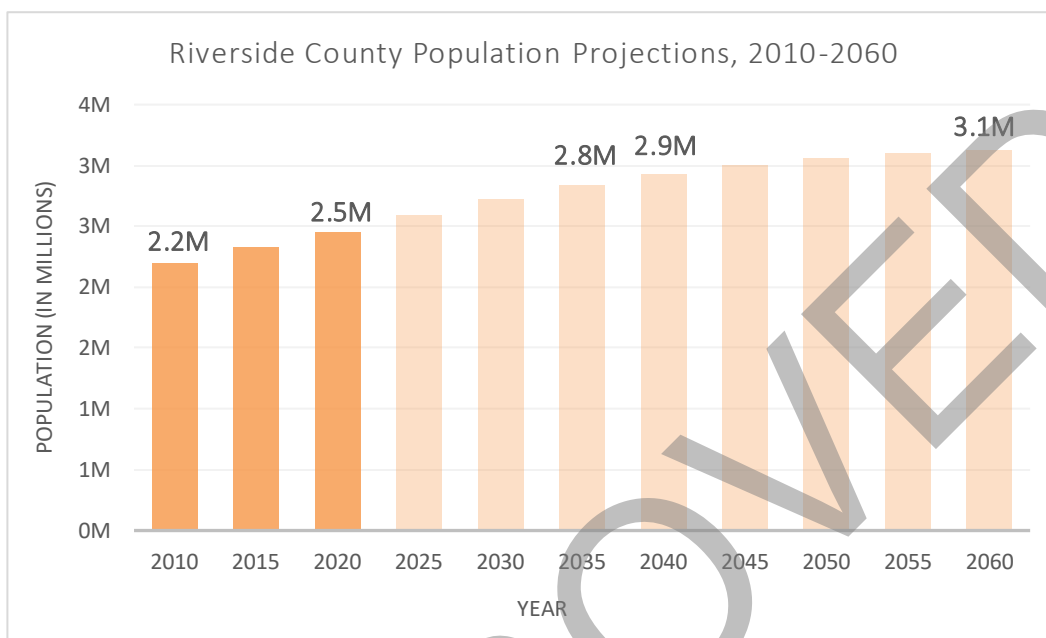
<sup>15</sup> Administration for Community Living, "2020 Profile of Older Americans," U.S. Department of Health and Human Services, accessed October 2021, [https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/2020ProfileOlderAmericans.Final\\_.pdf](https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/2020ProfileOlderAmericans.Final_.pdf).

<sup>16</sup> California Department of Aging, "Facts About California's Elderly," State of California, accessed October 2021, [https://www.aging.ca.gov/Data\\_and\\_Reports/Facts\\_About\\_California's\\_Elderly/](https://www.aging.ca.gov/Data_and_Reports/Facts_About_California's_Elderly/).

<sup>17</sup> California Department on Aging. California State Plan on Aging 2017 to 2021. <https://aging.ca.gov/download.ashx?IE0rcNUV0zbUy1iwYmWKng%3D%3D> (Accessed June 2022)

on the following page breaks down the population into age ranges set up by the U.S. Census 2019 American Community Survey (ACS) data.<sup>18</sup>

Between 2010 and 2020, the Riverside County population increased by 250,000 residents (10%), totaling 2.4 million. By 2030, when California's population shift is expected, Riverside County's population will increase by another 300,000, reaching 2.7 million, and continuing to increase to a projected 3.1 million by 2060.<sup>19</sup>



Riverside County's current population is approximately 2.4 million people, making it the fourth most populated county in California. The older adult population makes up 14.8% of Riverside County's population.<sup>20</sup> Riverside County is one of six California counties projected to experience a 248.2% increase in adults ages 65 and older between 2010 and 2060. During this time, the 85+ population subgroup is expected to increase by 712%, placing Riverside County amongst the six counties with the largest older adult population projections in California.<sup>21</sup>

*Between 2010-2060, Riverside County is one of six California counties projected to experience a 248% increase in adults ages 65 and older.*

<sup>18</sup> U.S. Census Bureau, "Riverside County, California, 2019: American Community Survey S0101," U.S. Census Bureau, accessed October 2021, <https://data.census.gov/cedsci/table?q=Riverside%20County,%20California%20age&tid=ACST1Y2019.S0101>.

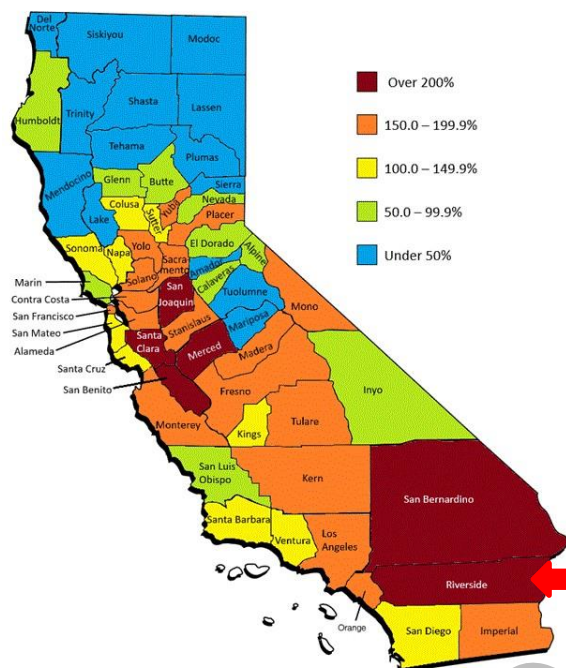
<sup>19</sup> California Department of Finance, "P-2: County Population Projections (2010-2060)," State of California Department of Finance, last modified 2019, accessed September 2021, <https://www.dof.ca.gov/Forecasting/Demographics/Projections/>.

<sup>20</sup> U.S. Census Bureau, "Riverside County, California, 2019: American Community Survey S0101," U.S. Census Bureau, accessed October 2021, <https://data.census.gov/cedsci/table?q=Riverside%20County,%20California%20age&tid=ACST1Y2019.S0101>.

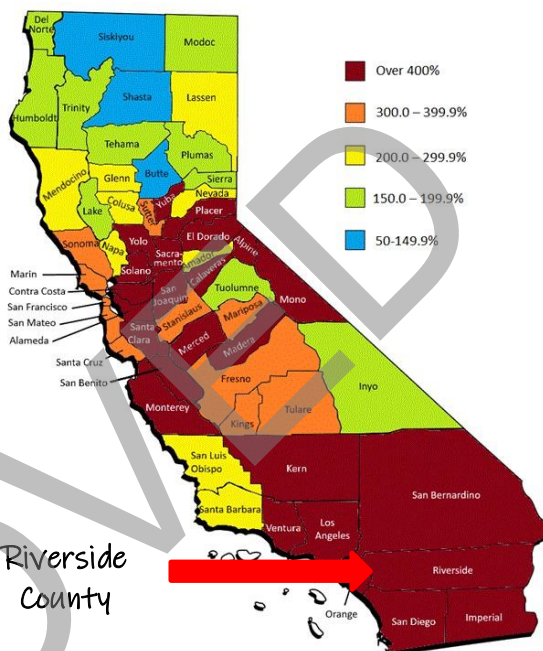
<sup>21</sup> California Department of Aging, "Facts about California's Elderly," State of California, 2017, accessed October 2021, [https://www.aging.ca.gov/Data\\_and\\_Reports/Facts\\_About\\_California's\\_Elderly/](https://www.aging.ca.gov/Data_and_Reports/Facts_About_California's_Elderly/).

The figures below identify the percentage increases of older adults in counties across the state of California.<sup>22</sup>

**Map of Percentage Increase of Adults Aged 60 and Over (2016-2060)**



**Map of Percentage Increase of Adults Aged 85 and Over (2016-2060)**



The table below provides a broader look at Riverside County's population projections per age group between year 2020 and 2060.<sup>23</sup>

Age Group	Population in 2020	Population in 2030	Increase from 2020-2030	Population in 2060	Increase from 2030 to 2060
All Age Groups (Total Population)	2.4M	2.7M	11%	3.1M	13%
Working Age (25-49 years)	770,099	864,444	11%	887,521	2.6%
Pre-Retirement Age (50-64 years)	220,147	451,153	51.2%	575,213	21.6%
Young Retirees (65-74 years)	142,204	304,998	53.3%	374,290	18.5%
Mature Retirees (75-84 years)	120,847	194,719	38%	298,688	34%
Seniors (85 to 99 years)	49,722	77,330	35.7%	222,442	65.2%
Centenarians (100 years) <sup>24</sup>	130	1,513	91.4%	11,441	86.8%

Between 2020 and 2030, the older adult population is expected to increase by 50% in the age groups of 50 to 64 years and 65 to 74 years and by 91% for those over 100 years of age. In addition, a new category of older adults, "supercentenarian," is emerging for those who are between 101 and 110 years of age. Since this is a very small percentage of the population, statistics are not yet available.

<sup>22</sup> California Department of Aging, "Facts about California's Elderly."

<sup>23</sup> Department of Finance Demographic Research Unit, "Total Estimated and Projected Population for California Counties by Age," State of California, 2019 Baseline, accessed October 2021, <https://www.dof.ca.gov/forecasting/demographics/projections/>.

<sup>24</sup> A new category of older adults, "supercentenarian," is emerging for those who are between 101 and 110 years of age. Since this is a very small percentage of the population, statistics are not yet available.

## L. Disabled Population

The Riverside County Office on Aging is also designated as an Aging and Disability Resource Connection (ADRC) that serves the County's disabled population regardless of age. In 2019, the U.S. Census reports that approximately 293,350 residents within Riverside County, who are non-institutionalized and have a disability, make up 12% of the population;<sup>25</sup> this is higher than the overall percentage for the State of California which is 10.6% of its total population.<sup>26</sup>

The tables below highlight the overall disability characteristics for Riverside County across all age groups, however, the majority of the disabled population in most categories are over age 65.<sup>39</sup>

Total Population with a Disability: 293,350	
Age Group	Population Estimates
0-64 years	160,508
65-74 years	53,475
75 years and over	79,367

Older adults make up 45% of Riverside County's Disabled Population.

Disabled Population with a Hearing Difficulty: 87,014	
Age Group	Population Estimates
0-64 years	30,873
65-74 years	19,140
75 years and over	37,001

65%

Disabled Population with a Cognitive Difficulty: 112,291	
Age Group	Population Estimates
0-64 years	75,499
65-74 years	13,684
75 years and over	23,108

33%

Disabled Population with a Vision Difficulty: 57,726	
Age Group	Population Estimates
0-64 years	31,028
65-74 years	9,892
75 years and over	16,806

46%

Disabled Population with an Ambulatory Difficulty: 151,226	
Age Group	Population Estimates
0-64 years	66,395
65-74 years	29,743
75 years and over	55,088

56%

<sup>25</sup> U.S. Census Bureau, "Disability Characteristics, Riverside County, California," 2019 ACS 1-Year Estimates Subject Tables, U.S. Census Bureau, accessed October 2021, <https://data.census.gov/cedsci/table?q=Riverside%20county%20disability&tid=ACST1Y2019.S1810>.

<sup>26</sup> U.S. Census Bureau, "S1810: Disability Characteristics, California," 2019 ACS 1-year Estimates Subject Tables, U.S. Census Bureau, accessed October 2021, <https://data.census.gov/cedsci/table?q=California%20disability%20characteristics&tid=ACST1Y2019.S1810>

<i>Disabled Population with a Self-Care Difficulty: 69,652</i>	
Age Group	Population Estimates
0-64 years	36,709
65-74 years	9,305
75 years and over	23,638

47%

<i>Disabled Population with an Independent Living Difficulty: 116,554</i>	
Age Group	Population Estimates
0-64 years	54,747
65-74 years	18,627
75 years and over	43,180

53%

## M. Ethnic and Cultural Diversity

<i>*Totals may not sum due to rounding.</i>	Total Population*	White Non-Latino	Black Non-Latino	American Indian/Alaska Native Non-Latino	Asian Non-Latino	Multiracial (2+ Races), Non-Latino	Hispanic, Any Race
<b>Year 2020</b>	39.8M	15.2M	2.3M	175K	5.2M	1M	15.7M
<b>Year 2034</b>	42.6M	15.5M	2.5M	189K	5.4M	1.4M	17.5M
<b>Year 2060</b>	44.2M	15.2M	2.6M	199K	5.3M	1.8M	19M

*The Latino population will increase by 41% between 2020 and 2034.*

According to the 2020 Census, approximately 15.7 million Californians identify as Latino, making up 39.4% of California's population.<sup>27</sup> The Latino population is projected to increase by an additional 41% by 2034 (17.5 million), and by an additional 2% to 19 million people by 2060. The table above outlines these projections which are rounded up; "M" indicates millions, and "K" indicates thousands.

The charts on the following page highlight the total Riverside County population by ethnicity,<sup>28</sup> the ethnicity of adults over age 65,<sup>29</sup> and the percentage of older adults who speak a language other than English at home.<sup>30</sup>

<sup>27</sup> U.S. Census Bureau, "Hispanic or Latino, and Not Hispanic or Latino by Race, California," 2020 DEC Redistricting Data, U.S. Census Bureau, accessed October 2021, <https://data.census.gov/cedsci/table?q=California%20race&tid=DECENNIALPL2020.P2>.

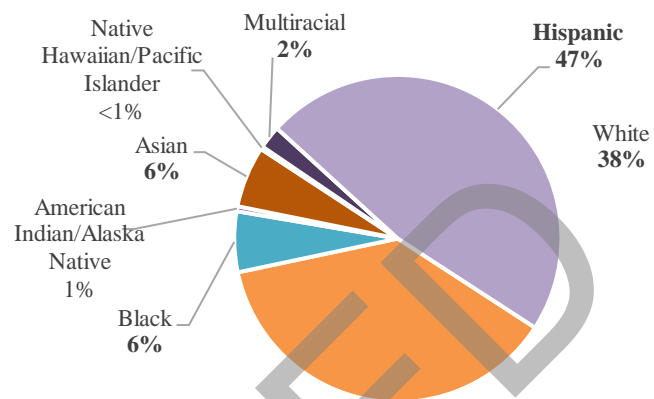
<sup>28</sup> U.S. Census Bureau, "Characteristics of People by Language Spoken at Home, Riverside County," 2019 ACS 1-Year Estimates Subject Tables, U.S. Census Bureau, accessed November 2021, <https://data.census.gov/cedsci/table?q=language%20spoken%20at%20home%20riverside%20county&tid=ACSST1Y2019.S1603>.

<sup>29</sup> Ibid. U.S. Census Bureau, "Characteristics of People by Language Spoken at Home, Riverside County," etc.

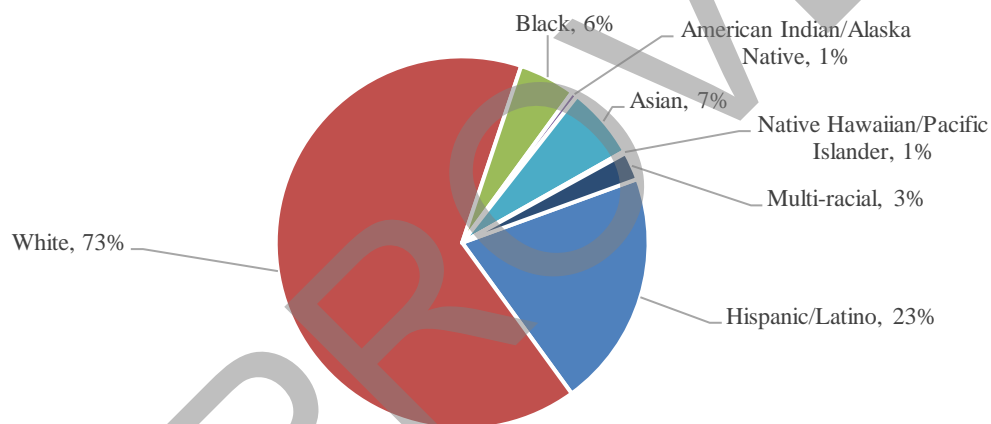
<sup>30</sup> U.S. Census Bureau, "Language Spoken at Home, Riverside County," 2019: ACS 1-Year Estimates Subject Tables, U.S. Census Bureau, accessed November 2021, <https://data.census.gov/cedsci/table?q=language%20spoken%20at%20home%20riverside%20county&tid=ACSST1Y2019.S1601>.

## 2020 Riverside County Total Population by Ethnicity

*Riverside County has a larger percentage of Latinos than the state of California.*



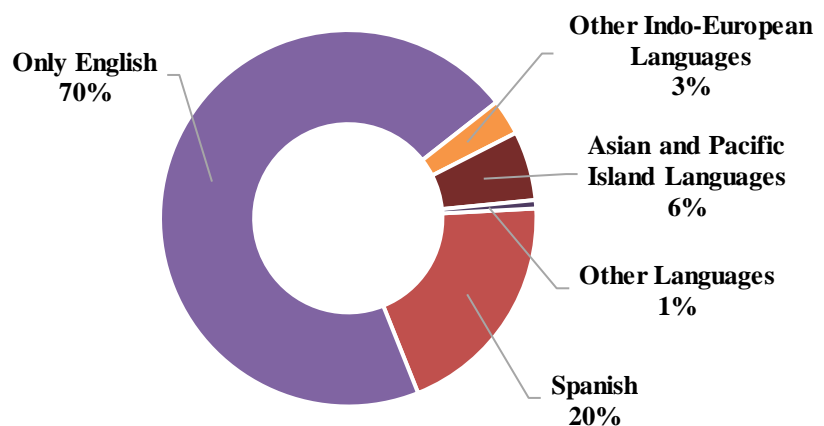
## Riverside County Older Adult Population by Race and Ethnicity, 2020



■ Hispanic/Latino ■ White ■ Black ■ American Indian/Alaska Native ■ Asian ■ Native Hawaiian/Pacific Islander ■ Multi-racial

## Riverside County, Language Spoken at Home by Older Adults

*70% of older adults in Riverside County only speak English in their homes. Spanish is the second most spoken language at home.*



## N. American Indian Population

Currently, the state of California is home to 109 federally recognized Indian Tribes. Although non-federally recognized tribes exist, they must register with the U.S. Office of the Assistant Secretary-Indian Affairs of the Department of the Interior in order to be federally acknowledged and become eligible to receive federal services provided to members of recognized Indian Tribes.<sup>31</sup>

*There are approximately 100 Indian reservations in the state of California, 12 of which are in Riverside County. About 52,000 people identify as American Indian within the county.*

Amongst federally recognized tribes, there are approximately 100 individual reservations located throughout California, twelve of which are within Riverside County\*.<sup>32</sup> Approximately 661,405 California residents identify as American Indian; 52,000 reside in Riverside County. The map below identifies Tribal Lands within Riverside County<sup>33</sup>.

*\*See Appendix 3 for information on the twelve federally recognized Tribal Areas in Riverside County.*



## O. Lesbian, Gay, Bi-sexual, Transgender, and Queer/Questioning (LGBTQ) Population

The self-reported LGBTQ population is 5% in the United States and 5.3% in California, making it the 5<sup>th</sup> highest LGBTQ population in the nation, totaling approximately 1.8 million people.

California is one of twelve states with the highest percentage of same sex coupled households, 24% of which have children. Adults ages 65+ make up 7% of the United States' LGBTQ population. In California, older adults make up 8% of the LGBTQ population.<sup>34</sup> The chart on the following page breaks down

*The state of California has the 5<sup>th</sup> highest LGBTQ population in the nation, totaling approximately 1.8 million people. Older adults make up 7% of this group.*

<sup>31</sup> U.S. Department of the Interior Indian Affairs, "Office of Federal Acknowledgement (OFA)," U.S. Department of the Interior Indian Affairs, accessed November 2021, <https://www.bia.gov/as-ia/ofa>.

<sup>32</sup> California Courts, "California Tribal Communities," The Judicial Branch of California, accessed November 2021, <https://www.courts.ca.gov/3066.htm>.

<sup>33</sup> United States Environmental Protection Agency, "California Tribal Lands and Reservations," U.S. Environmental Protection Agency, accessed November 2021, [https://www3.epa.gov/region9/air/maps/ca\\_tribe.html](https://www3.epa.gov/region9/air/maps/ca_tribe.html).

<sup>34</sup> The Williams Institute, "LGBT Demographic Data Interactive," UCLA School of Law, January 2019, accessed November 2021, <https://williamsinstitute.law.ucla.edu/visualization/lgbt-stats/?topic=SS#about-the-data>.

*Nearly 15% of people living in the Coachella Valley identify as LGBTQ.*

California's LGBTQ population by race and ethnicity.<sup>35</sup>

According to the Health Assessment and Research for Communities (HARC), nearly 15% of people living in the Coachella Valley in Riverside County identify as LGBTQ; this equates to nearly 50,000 who primarily live in the areas of Palm Springs, Cathedral City, and Rancho Mirage.<sup>36</sup> The percent of people who identify as LGBTQ in the Coachella

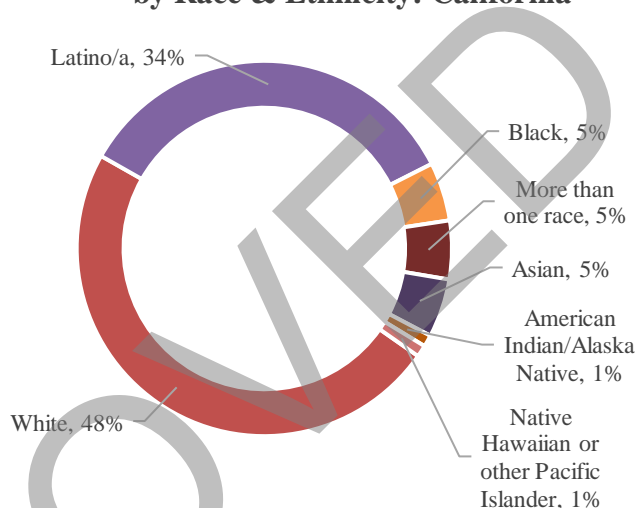
Valley is double that of California as a whole (15% compared to 7%).<sup>37</sup>

The transgender population of Riverside County was estimated to be between 2,358 and 7,705 individuals.<sup>38</sup> Population estimates are likely underestimated because LGBTQ status is self-reported.<sup>39,40</sup>

A majority of LGBTQ older adults have experienced stigma and discrimination that can compound social isolation, delays in seeking care, poor nutrition, and depression. Research suggests that LGBTQ older adults are less likely to access aging services, meal programs, and other critical services given their fear of harassment and or discrimination.<sup>41</sup>

Understanding the needs of the older adult LGBTQ population improves the ability of the Riverside County Office on Aging to identify and coordinate with outside agencies to design programming that is welcoming, culturally competent, and responsive to the community's needs.

**LGBTQ Population  
by Race & Ethnicity: California**



## P. Older Adult Workforce and Volunteerism

### *The American Workforce*

In October 2021, the American civilian labor force totaled 161 million people—154 million of which were employed and 7.4 million who were unemployed—making the unemployment rate almost 5%.<sup>42</sup>

*Approximately 352,785 older adults make up 28% of the total labor force in Riverside County.*

<sup>35</sup> The Williams Institute UCLA School of Law, "LGBT Demographic Data Interactive," January 2019, accessed November 2021, <https://williamsinstitute.law.ucla.edu/visualization/lgbt-stats/?topic=LGBT&area=6#density>.

<sup>36</sup> HARC, Inc., "Coachella Valley Community Health Survey 2019," updated 2020, accessed February 2022, <https://harcdata.org/coachella-valley-community-health-survey/>.

<sup>37</sup> Ibid. HARC, Inc., "Coachella Valley Community Health Survey."

<sup>38</sup> Gardner, Aaron T. "Lesbian, Gay, Bisexual and Transgender Health and Wellness Profile," Riverside County Public Health, County of Riverside, 2014, accessed November 2021, [http://www.rivcoph.org/Portals/0/LGBT\\_Health\\_Wellness\\_2014.pdf](http://www.rivcoph.org/Portals/0/LGBT_Health_Wellness_2014.pdf).

<sup>39</sup> Meyer, Ilan H. and Northridge, Mary, *The health of sexual minorities, public health perspectives on lesbian, gay, bisexual, and transgender populations* (New York: 2007), <https://nyuscholars.nyu.edu/en/publications/the-health-of-sexual-minorities-public-health-perspectives-on-les>.

<sup>40</sup> Feliz, Sarah and O'Connell, Martin. "Same-sex Couple Household Statistics from the 2010 Census. Working paper no. 2011-26," US Census Bureau, September 2011, accessed November 2021, <https://www.census.gov/library/working-papers/2011/demo/SEHSD-WP2011-26.html>.

<sup>41</sup> National Research Center on LGBT Aging, "Inclusive Questions for Older Adults: A Practical Guide to Collecting Data on Sexual Orientation and Gender Identity," Services and Advocacy for GLBT Elders (SAGE), 2016, accessed November 2021.

<sup>42</sup> U.S. Bureau of Labor Statistics, "Labor Force Statistics from the Current Population Survey," accessed November 2021, <https://data.bls.gov/pdq/SurveyOutputServlet>.

In 2020, 8.6 million adults ages 65 to 74 were part of the national workforce. In that same year, 2 million adults ages 75 and older were also employed. Projections for 2030 indicate that the older adult labor force will continue to grow.<sup>43</sup>

Older adults are living longer and, therefore, choosing to work longer.<sup>44</sup> Other motivations include, but are not limited to, fewer comprehensive retirement offerings from employers, and rising costs of living like housing and medical expenses.

The number of older adults in the workforce today is at an all-time high and is only projected to increase by 2.5% from 2016 to 2026 for those age 65 to 74 and by 11% for workers 75 and older,

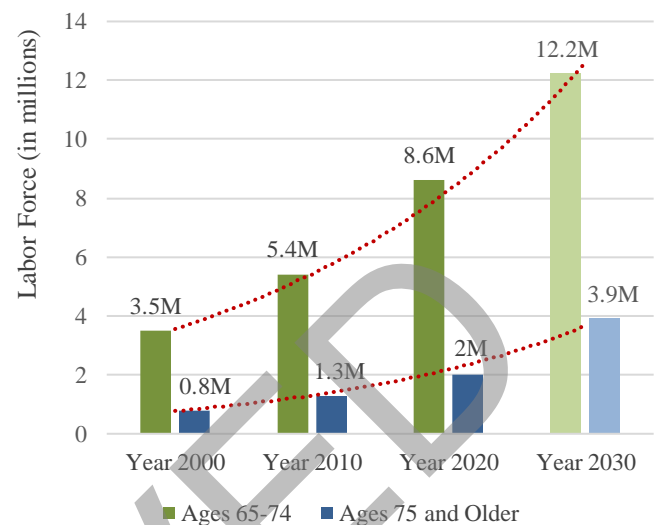
In Riverside County, adults over age 65 make up approximately 28% of the overall workforce.<sup>45</sup>

### ***The Veteran Workforce***

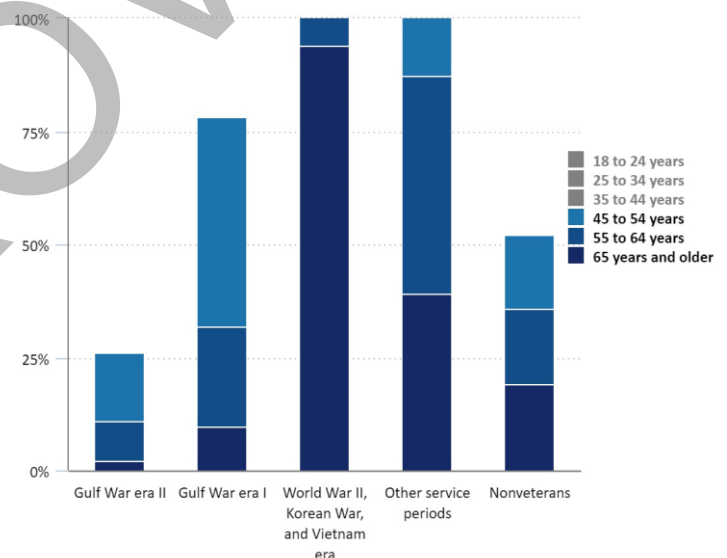
The veteran population is part of the current labor workforce in the United States. In 2019, there were approximately 19 million veterans, the majority of whom served during The Gulf War era that began in 1990.

Older adults made up 7% of veterans who served during Gulf War I (1990-1991). The majority of older adult veterans, however, fought during World War II, the Korean War, and the Vietnam eras. They make up 94% of veterans in 2019. The graph to the right depicts the percent of veterans by age and service period in 2019.<sup>46</sup>

**U.S. Older Adult Labor Force, 2000, 2010, 2020, and Projected 2030**



**Percent of veterans and nonveterans by age and service period, 2019**



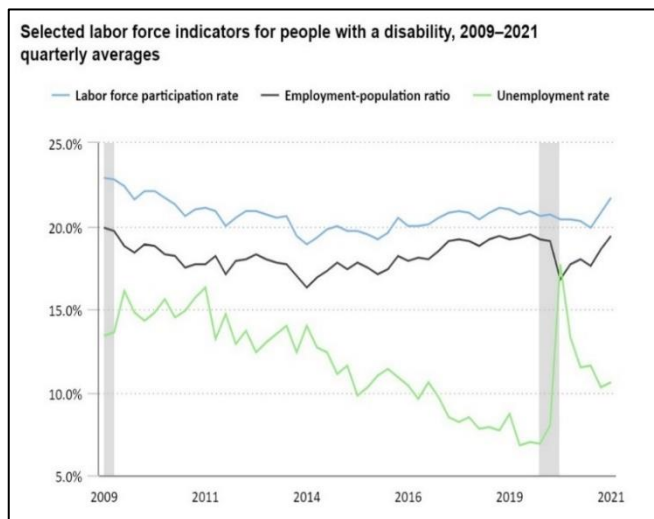
<sup>43</sup> U.S. Bureau of Labor Statistics, "Civilian Labor Force, by age, sex, race, and ethnicity," U.S. Bureau of Labor Statistics, 2020, accessed November 2021, <https://www.bls.gov/emp/tables/civilian-labor-force-summary.htm>.

<sup>44</sup> Irby, Charlotte M. "What to do about our aging workforce—the employers' response," Monthly Labor Review, U.S. Bureau of Labor Statistics, August 2020, accessed November 2021, <https://www.bls.gov/opub/mlr/2020/beyond-bls/what-to-do-about-our-aging-workforce-the-employers-response.htm>.

<sup>45</sup> US Census Bureau, "S2301 Employment Status: 2020 ACS 1-year estimates Subject Tables," 2020, accessed April 2022, <https://data.census.gov/cedsci/table?q=employment%20status.%20riverside%20county&tid=ACST5Y2020.S2301>.

<sup>46</sup> Williams, Jamie. "Spotlight on Statistics: Gulf War Era Veterans in the Labor Force," Spotlight on Statistics, U.S. Bureau of Labor Statistics, October 2020, accessed November 2021, <https://www.bls.gov/spotlight/2020/gulf-war-era-veterans-in-the-labor-force/home.htm>.

## People with Disabilities in the Workforce<sup>47</sup>



In 2021, Labor market indicators revealed an increase in labor force participation, meaning those looking for work, and employment of people with disabilities in the United States.

As the adjacent graph illustrates, during the second quarter of 2020, the ratio of those employed with a disability decreased by 3%, while the labor force participation decreased slightly.

The unemployment rate for people with a disability (11%) is currently almost double that of people with no disability (6%). In the first two quarters of 2020, the unemployment rate for those with a disability skyrocketed from 7% to 18%.

Given 2019 data, the top three barriers to employment amongst those with a disability were (1) their own disability, (2) lack of training and education, and (3) lack of transportation. Amongst people who were employed in 2019, people with a disability were more likely to take on employment that involved production, transportation, and material moving than those without a disability.

## Volunteering Amongst Older Adults

While older adults are working at higher rates than ever, they're also volunteering at higher rates than previous generations. According to a 2016 AARP report, 3 in 4 adults ages 50 and older volunteered their time during 2014, representing a 13-point increase from a decade before (2003).<sup>48</sup> The most recent volunteering data from the U.S. Bureau of Labor and Statistics from the year 2015 shows a total of 11 million (24%) older adult volunteers nationally, about 24% of the population, and this number is increasing.<sup>49</sup>

Research shows that volunteering leads to better health outcomes, with older volunteers most likely to experience the physical and mental health benefits from their volunteer activities.<sup>50</sup> On average, 84% of older adults report improved or stable health, and 88% of volunteers reported a decrease in feelings of isolation after two years.<sup>51,52,53</sup>



<sup>47</sup> U.S. Bureau of Labor Statistics, "Spotlight on Statistics: America's Recovery: Labor Market Characteristics of People with a Disability," U.S. Bureau of Labor Statistics, October 2021, accessed November 2021, <https://www.bls.gov/spotlight/2021/labor-market-characteristics-of-people-with-a-disability/home.htm>.

<sup>48</sup> Williams, Alicia. "Connecting, serving, and giving: Civic engagement among mid-life and older Adults," AARP, updated July 2019, accessed November 2021, [http://www.aarp.org/content/dam/aarp/research/surveys\\_statistics/life-leisure/2014-civic-engage-study.pdf](http://www.aarp.org/content/dam/aarp/research/surveys_statistics/life-leisure/2014-civic-engage-study.pdf).

<sup>49</sup> The U.S. Bureau of Labor and Statistics, "Economic News Release: Volunteering in the United States, 2015," U.S. Bureau of Labor and Statistics, February 2016, accessed November 2021, <https://www.bls.gov/news.release/volun.nr0.htm>.

<sup>50</sup> Corporation for National and Community Service, Office of Research and Policy Development. "The Health Benefits of Volunteering: A Review of Recent Research", 2007.

<sup>51</sup> AmeriCorps, "Volunteering Helps Keep Seniors Healthy, New Study Suggests," AmeriCorps, February 2019, accessed November 2021, <https://americorps.gov/newsroom/press-releases/2019/volunteering-helps-keep-seniors-healthy-new-study-suggests>.

<sup>52</sup> Fri, Richard. "Baby Boomers are staying in the labor force at rates not seen in generations for people their age," Pew Research Center, July 2019, accessed November 2021, <https://www.pewresearch.org/fact-tank/2019/07/24/baby-boomers-us-labor-force/>.

<sup>53</sup> Foster-Bay, John; Dietz, Nathan; Grimm, Jr. Robert. "Keeping Baby Boomers Volunteering." AmeriCorps, March 2007, accessed November 2021, [https://americorps.gov/sites/default/files/evidenceexchange/FR\\_2007\\_KeepingBabyBoomersVolunteering\\_1.pdf](https://americorps.gov/sites/default/files/evidenceexchange/FR_2007_KeepingBabyBoomersVolunteering_1.pdf).

## Q. U.S. Poverty Measures

2022 POVERTY GUIDELINES	
Persons in Household*	Annual Income
1	\$13,590
2	\$18,310
3	\$23,030
4	\$27,750
5	\$32,470
6	\$37,190
7	\$41,910
8	\$46,630

The Federal Poverty Level (FPL) is a “one size fits all” approach to evaluating poverty that uses the same dollar amount across the county, regardless of the cost of living, and is based on the cost of food alone. The FPL is utilized to determine income eligibility for many public programs, allocate funding for other programs, and as an evaluative tool when determining program effectiveness. The adjacent table highlights the 2022 Federal Poverty Guidelines.<sup>54</sup>

Among persons aged 65 and older in the United States, the poverty rate has declined by more than two-thirds since the mid-1970’s; however, the relative number of older adults living in poverty has increased due to growth of the older adult population. In 2019, it is estimated that 4.9 million in the US aged 65 and older lived-in poverty.<sup>55</sup>

Although the poverty rate amongst older adults has declined, the subgroup of people aged 80 and older has a higher poverty rate than those under the age of 80. Approximately 11% of people aged 80 and older live in poverty, compared with 9% among those aged 75-79, 7.4% among those aged 70-74, and 8.4% among those aged 65-69.<sup>56</sup>

Adults over age 80 are more vulnerable to income volatility since they are more likely to have lower or no earnings, exhaust existing retirement resources, and incur higher medical expenses. The graph below illustrates the poverty status of individuals aged 65 and older, by age group.<sup>57</sup>

*Women aged 80 and older had the highest poverty rate among all sexes and age groups in 2019.*

<sup>54</sup> Office of the Assistant Secretary for Planning and Evaluation, “HHS Poverty Guidelines for 2022”, Office of the Assistant Secretary for Planning and Evaluation, accessed February 2022, <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>.

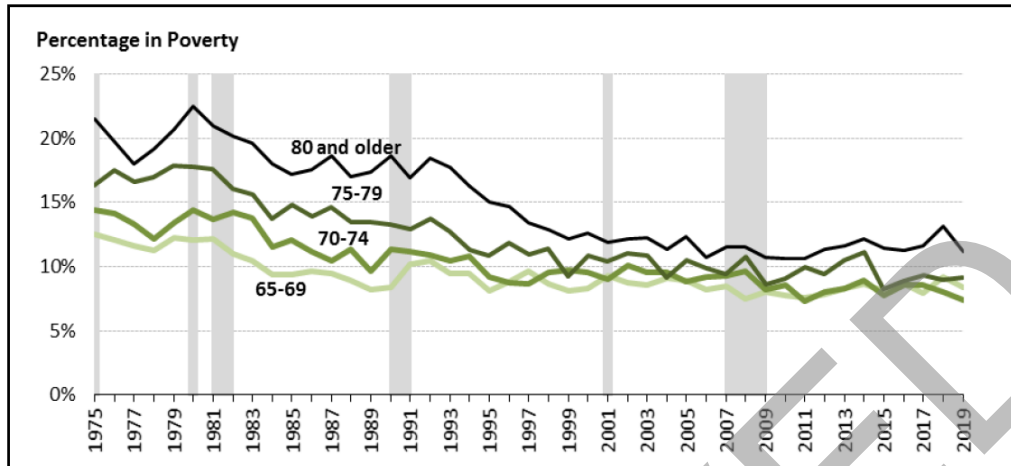
<sup>55</sup> Dalaker, Joseph and Li, Zhe. “Poverty Among the Population Aged 65 and Older,” Congressional Research Service, April 14, 2021, accessed November 2021, <https://sgp.fas.org/crs/misc/R45791.pdf>.

<sup>56</sup> Ibid. Dalaker and Li, “Poverty Among the Population Aged 65 and Older.”

<sup>57</sup> Ibid. Dalaker and Li, “Poverty Among the Population Aged 65 and Older.”

**Figure 3. Poverty Status of Individuals Aged 65 and Older, by Age Group, 1975-2019**

Shaded bars indicate recessions.

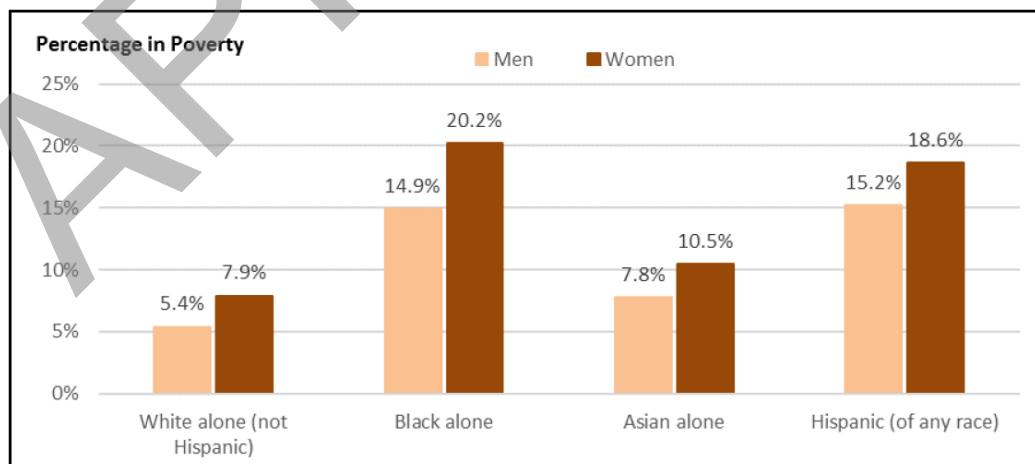


Poverty rates for those living alone and for individuals who were not married were generally higher than those who were living with others or were married. This was also true for people who were widowed, divorced, or separated. Poverty rates for people living alone in 2019 doubled in comparison to older adults who lived with others with women aged 80 and older with the highest poverty rate among all age groups that year. Since women were more likely than men to have taken employment breaks to care for children or parents, women enter retirement with fewer resources; breaks in employment mean fewer contributions to Social Security and employer-sponsored pension plans.<sup>58</sup>

### *Race and Hispanic Origin*

In 2019, the poverty rate was lowest among non-Hispanic White older adults; 5% for men and 8% for women. Poverty rates were highest for the Black older adult population. The chart below illustrates the poverty status of older adults by race, Hispanic origin, and sex.<sup>59</sup>

**Figure 10. Poverty Status of Individuals Aged 65 and Older in 2019, by Race, Hispanic Origin, and Sex**



Source: CRS analysis of data from the 2020 CPS ASEC.

<sup>58</sup> Ibid. Dalaker and Li. "Poverty Among the Population Aged 65 and Older."

<sup>59</sup> Ibid. Dalaker and Li. "Poverty Among the Population Aged 65 and Older."

## Older Adult Sources of Income

Social Security and Supplemental Security Income (SSI) are two main sources of cash assistance for older adults in the United States. Social Security accounts for 76.9% of an older adult's income living below 100% of the poverty threshold and 80.8% amongst those living 125% below the poverty threshold. SSI, on the other hand, makes up 9.8% and 6.3% of each group respectively.

According to the 2020 Annual Social and Economic Supplement of the Current Population Survey (CPS ASEC), Social Security Income (SSI) accounted for 96% of total cash public assistance received by individuals aged 65 and older. The following chart further demonstrates the income sources for older adults living below the poverty threshold.

**Table 1. Share of Total Money Income from Specified Sources for Poor Individuals Aged 65 and Older, 2019**

	Below 100% of the Poverty Threshold <sup>a</sup>	Below 125% of the Poverty Threshold <sup>b</sup>
<b>Total Percentage</b>	100.0%	100.0%
<b>Percentage of Income from—</b>		
Earnings	4.3%	5.4%
Social Security	76.9%	80.8%
Pensions	4.0%	2.9%
Asset Income	2.3%	2.1%
SSI and Other Public Assistance	9.8%	6.3%
Other Income	2.6%	2.5%
<b>Number of Observations<sup>c</sup></b>	2,404	3,575
<b>Population (thousands)</b>	4,858	7,285

Source: CRS analysis of data from the 2020 CPS ASEC.

## Supplemental Poverty Measure

The federal poverty measure (FPL)—used to calculate percentages of the sections above—was created in the 1960s and classified an individual as poor if their family's pre-tax income fell below the poverty threshold. This method, however, does not consider (a) government noncash benefits families might be

*In 2020, for the first time in history, the poverty level amongst older adults was lower when using the Supplemental Poverty Measure*



*According to the California Poverty Measure (CPM), more than a third of Californians are living or near poverty...In 2019, older adults had higher poverty rates than adults 18-64.*

receiving and (b) taxes paid to federal, state, or local governments.

In 2011, the U.S. Census Bureau released a new Supplemental Poverty Measure (SPM) adding variations in living costs, non-cash benefits received, and non-discretionary expenditures. The SMP—although imperfect—helps measure poverty more accurately and almost always reveals a higher percentage of persons living below the poverty threshold. In 2019, for instance, the SMP poverty rate for people 65 and older was almost 13% vs. 9% using the FPL. To go even further, if Social Security were removed as a cash resource for older adults while keeping other resources constant, the SMP for

older adults would increase by about 32%.<sup>60</sup>

In 2020, for the first time in SMP history, the poverty level amongst older adults was lower using the SMP vs. the FPL. It is normally the other way around.<sup>61</sup>

## R. Poverty in California and Riverside County

California's high cost of living also makes the FPL an inadequate measure of poverty for any resident, but when considering older adults, the FPL does not allow for the inclusion of expenses such as housing and health care, which are primary expenses for many older adults. If the poverty measure is recalculated to account for these types of expenses, the number of older adults actually living in poverty dramatically increases.

In 2013, Stanford University released a new index of poverty in California which is more rigorous than the official poverty measure used by the U.S. Census Bureau. The *California Poverty Measure (CPM)* takes high housing costs into account. It also provides statistics at the county level, something the FPL does not include.<sup>62</sup>

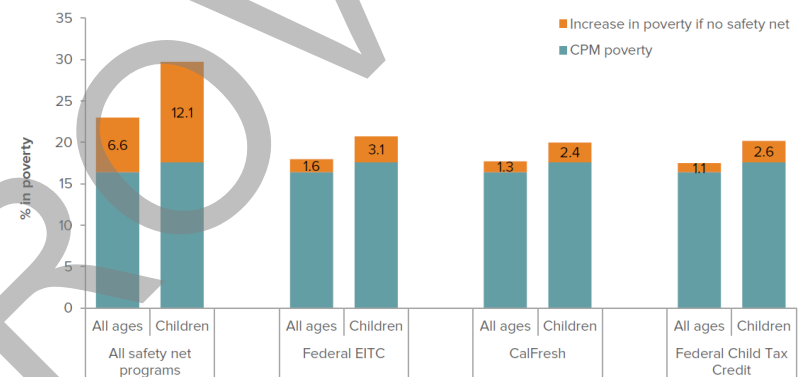
According to the CPM, more than a third of Californians are living in or near poverty. About 5% have less than the resources needed to meet basic needs, classifying them as the "deep poor." In 2019, adults 65 and older (18%) and children (17.6%) had higher rates of poverty than adults 18-64 (16%).<sup>63</sup>

The adjacent chart illustrates poverty rate increases if the federal safety net was non-existent.<sup>64</sup>

In 2019, more than 21% of Latinos lived in poverty, compared to 17% of African Americans, 15% of Asian Americans/Pacific Islander, and 12% of Whites. The poverty rate for immigrant Californians was 22%, compared to 14% for non-immigrants, and poverty among undocumented immigrants was 36%.

*Using the Elder Index, single older adults living in Riverside County need \$25,680 per year. This is 189% more than the Federal Poverty Level allows.*

Poverty would be even higher without the safety net, especially among children



Source: Estimates from the 2019 CPM.

The *Elder Economic Security Standard Index (Elder Index)*—developed by the Gerontology Institute at the University of Massachusetts, Boston is another measure created and used to determine rates of poverty amongst older adults. It not only takes into account different state's cost of living, but also attempts to measure income adequacy and economic security based on a basic standard of living for those who do not receive public welfare benefits.<sup>65</sup> According to the Elder Index, housing and medical costs account for two-thirds of monthly expenses for older adults in Riverside County. In total, single older adult renters living in Riverside

<sup>60</sup> Ibid. Dalaker and Li, "Poverty Among the Population Aged 65 and Older."

<sup>61</sup> Burns, Kalee and Fox, Liana E., "The Supplemental Poverty Measure: 2020," U.S. Census Bureau, September 2021, accessed November 2021, <https://www.census.gov/content/dam/Census/library/publications/2021/demo/p60-275.pdf>.

<sup>62</sup> Stober, Dan. "Stanford releases new poverty index," Stanford News Service, October 2013, accessed November 2021, <https://news.stanford.edu/pr/2013/pr-poverty-index-california-100113.html>.

<sup>63</sup> Bohn, Sarah. Caroline Danielson, and Patricia Malagon, "Fact Sheet: Poverty in California," July 2021, accessed November 2021, <file:///C:/Users/cenava/Downloads/Poverty%20in%20CA.pdf>.

<sup>64</sup> Ibid. Bohn, Danielson, and Malagon, "Fact Sheet: Poverty in California."

<sup>65</sup> Padilla-Frausto, Imelda D.; Wallace, Susan E., and Wallace, Steven P. "Older Adults Need Twice the Federal Poverty Level to Make Ends Meet in California," UCLA Center for Health Policy Research, 2010, accessed November 2021, <https://escholarship.org/uc/item/99x9x37c>.

County need approximately \$25,680 annually in order to live independently. This is 189% more than the annual Federal Poverty Level of \$13,590 for single older adults.<sup>66</sup>

According to the CPM, an average of 388,300 individuals in Riverside County were in poverty between 2017-2019, an average rate of 16%.<sup>67</sup> According to the FPL, however, 12% of Riverside County's population experienced poverty in 2019.<sup>68</sup> In 2015—the most recent data available—24% of older adults in Riverside County lived below the more accurate Elder Index poverty level, compared to 8.2% using the FPL.<sup>69</sup>

## S. Housing, Homelessness, and Grandparents Raising Grandchildren.

### *Older Adult Housing*

According to the Journals of Gerontology, the home is the single largest asset amongst older adults in the United States, and it is central to the economic calculations that older adults make over time.<sup>70</sup> There are several reasons why a home is important for older adults, including:

1. An inheritance to their children
2. Ensures they have enough assets at the end of their life to finance final major consumption needs
3. Aging in place in a location that has more emotional meaning.<sup>71</sup>

The ability to build equity puts homeowners far ahead of renters in terms of overall wealth. Even when their incomes are similar, older adult homeowners have far greater wealth than older adult renters.

According to the U.S. Census Bureau, home equity and retirement accounts accounted for 68% of an older adult's wealth in 2017.

Interestingly, however, older homeowners with mortgages are more likely to be cost-burdened.<sup>72</sup> According to the Joint Center for Housing Studies of Harvard University, the number of older adult households age 80 and over in the United States is projected to reach 10 million by 2038. Single-person older adult households are more likely to report difficulties with self-care, independent living, and mobility.<sup>73</sup>

Single older adult households have lower median incomes than their married counterparts and single people 80 and over are more than twice as likely to face cost burdens as married couples the same age.<sup>74</sup> Older adults make up

*The number of older adult households age 80 and over in the U.S. is projected to reach 10.1 million by 2038. Single-person older adult households are more likely to report difficulties with self-care, independent living, and mobility.*

<sup>66</sup> UMass Boston, "Elder Index," updated November 5, 2021, accessed November 2021, [https://elderindex.org/elder-index?state\\_county%5B%5D=5991&fields\\_on\\_off\\_hidden\\_submitted=1](https://elderindex.org/elder-index?state_county%5B%5D=5991&fields_on_off_hidden_submitted=1).

<sup>67</sup> Public Policy Institute of California, "California Poverty by County and legislative district," Public Policy Institute of California, 2019, accessed November 2021, <https://www.ppic.org/interactive/california-poverty-by-county-and-legislative-district/>.

<sup>68</sup> U.S. Census Bureau, "California Quick Facts," U.S. Census Bureau, 2019, accessed November 2021, <https://www.census.gov/quickfacts/fact/table/CA/IPE120220?#IPE120220>.

<sup>69</sup> Ibid. Burns and Fox. "The Supplemental Poverty Measure."

<sup>70</sup> Fisher, Jonathan D.; Johnson, David S.; Marchand, Joseph T.; Smeeding, Timothy M.; and Torrey, Barbara Boyle, "No Place Like Home: Older Adults and Their Housing," The Journals of Gerontology: Series B, Volume 62, Issue 2, March 2007, accessed December 2021, <https://doi.org/10.1093/geronb/62.2.S120>.

<sup>71</sup> Ibid. Fisher et al., "No Place Like Home: Older Adults and Their Housing."

<sup>72</sup> Scheckler, Samara. "Do Older Homeowners with Mortgages Cut Back on Health Spending?" Joint Center for Housing Studies of Harvard University, November 2021, accessed December 2021, <https://www.jchs.harvard.edu/blog/do-older-homeowners-mortgages-cut-back-health-spending>.

<sup>73</sup> Molinsky, Jennifer. "The number of people living alone in their 80s and 90s is set to soar," Joint Center for Housing Studies of Harvard University, March 2020, accessed December 2021, <https://www.jchs.harvard.edu/blog/the-number-of-people-living-alone-in-their-80s-and-90s-is-set-to-soar>.

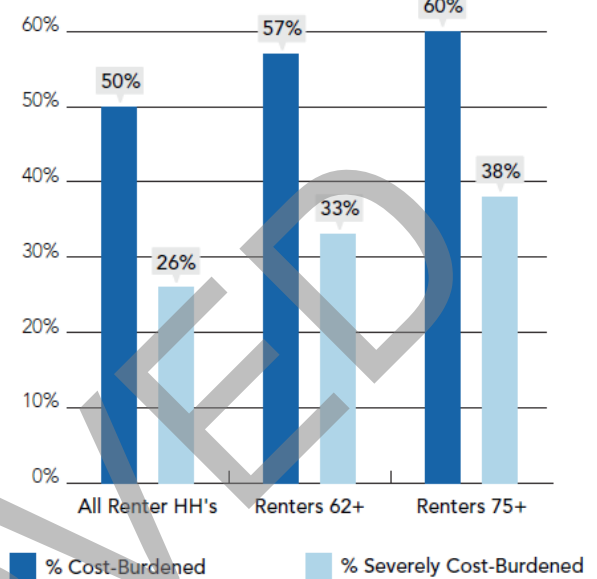
<sup>74</sup> Ibid. Molinsky. "The number of people living alone."

24% of households in Riverside and San Bernardino counties combined. 35% of older adult homeowners are cost-burdened, compared to 67% of older adult renters.<sup>75</sup> Older adult renters are more likely to be cost-burdened because they tend to have lower incomes than the overall population. More specifically, Black older renters are most likely to struggle with rent affordability. The adjacent graph illustrates the percent of cost-burdened and severely cost-burdened (paying more than 50% of their income for housing) older adults in California.<sup>76</sup>

In California, 57% of renters 62 and older are cost-burdened, and 33% are severely cost-burdened. For adults 75 and older, 60% are cost-burdened and 38% are severely cost-burdened. As older renters age, they face the likelihood that they have depleted their savings or lost a spouse; therefore, renters ages 75 and over face higher cost burdens than those 65 and older.<sup>77</sup>

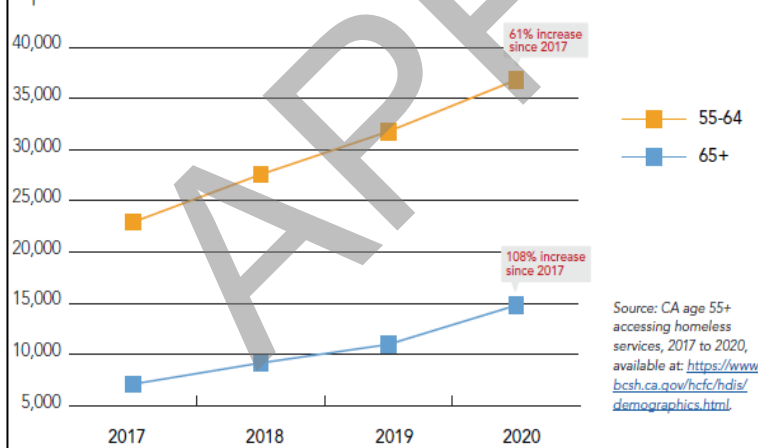
Given California's increasing cost of living, older adults are being forced to choose between paying rent, eating, or purchasing medications. This has led to an increase in older adult homelessness. Nearly half of those experiencing homelessness in the United States are 50 years and over. The age of 50 is the new marker for identifying older adults on the streets since they are not old enough to qualify for Medicare or Social Security; this makes them even more vulnerable than adults who can qualify for older adult services. Sadly, many 50+ homeless older adults do not make it to the age of 65 since their chronic conditions and cognitive functioning worsen when living on the streets. For many homeless older adults, their first time living on the street happens after the age of 50.<sup>78</sup>

Percent of Cost-Burdened and Severely Cost-Burdened Renter Households by Age



Source: NLIHC tabulations of 2014-2019 American Community Survey data.

Rise in California Older Adult Homeless Population from 2017-2020



Source: CA age 55+ accessing homeless services, 2017 to 2020, available at: <https://www.bcsd.ca.gov/hcfc/hdis/demographics.html>

The graph on the left depicts the rise in the California older adult population experiencing homelessness from 2017 to 2020. California saw a 61% increase in older adult homelessness amongst the 55-64 age group, compared 108% amongst adults ages 65 and older. Given the upward trend during that time period, one can only expect older adult homelessness to increase moving forward.

*California saw a 61% increase in older adult homelessness amongst older adults 55-64. Adults over 65 experienced 108% increase.*

<sup>75</sup> Joint Center for Housing Studies of Harvard University, "Cost Burdens Among Older Adults Are at an All-Time High," Harvard University, accessed November 2021. <https://www.jchs.harvard.edu/cost-burdens-among-older-adults-are-all-time-high>

<sup>76</sup> Justice in Aging, "Fact Sheet: California's Older Low-Income Renters Face Unaffordable Rents, Driving Housing Instability & Homelessness," Justice in Aging, July 2021, accessed December 2021, <https://justiceinaging.org/wp-content/uploads/2021/07/CA-Older-Renters-Fact-Sheet.pdf>.

<sup>77</sup> Ibid. Justice in Aging, "Fact Sheet."

<sup>78</sup> National Health Care for the Homeless Council, "Profiles Bridging health and housing," November 2017, accessed November 2021. <https://nhchc.org>.

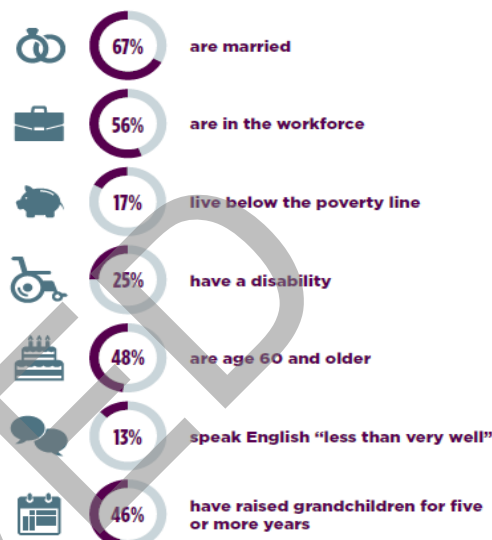
## Grandparents Raising Grandchildren

Another factor when examining older adult cost-burdens is relative caregiving. According to Generations United 2021 State of Grandfamilies, 2.7 million children lived with grandparents in 2021; 990,000 of them had their grandparents as sole guardian who met their basic needs.<sup>79</sup> Even though Black American individuals represent just 14% of the U.S. population, they make up nearly 25% of all children in households where a grandparent is the sole caregiver.<sup>80</sup>

According to the U.S. Census Bureau, states with higher rates of opioid prescribing also have higher rates of grandparents raising grandchildren and has contributed to the increase of kinship families and “grand-families”, especially amongst White Americans,<sup>81</sup> but disparities exist among grand-families according to their community, state, tribe, racial/ethnic group, and other family and personal characteristics.<sup>82</sup>

Interestingly, the average licensed foster care parent received \$511 in monthly maintenance in 2011. A grandparent, however, only received \$249 from the TANF child-only grant. Generations United’s data shows that 46% of grandparents have raised grandchildren for five years or more; 25% have a disability, and 17% live below the poverty line.

### Grandparents Responsible for Grandchildren



## T. Healthcare and Caregiver Support

*Approximately 647,897 people in Riverside County live in an area that has a shortage of Primary Care Physicians*

### California’s Healthcare Workforce Crisis

As demand grows for quality health care and supportive services, California does not have enough of the right type of health workers, with the right skills, in the right places, to meet the needs of the state’s growing and increasingly diverse population. In 2016, California had over 80,000 licensed behavioral health professionals, but these professionals were unevenly spread across the state and did not reflect the racial/ethnic diversity of the state’s population.<sup>83</sup>

According to the California Health Care Foundation (CHCF), only 5% of doctors identified as Latino, a group that constitutes 38% of California’s general population.<sup>84</sup> The geographic maldistribution of physicians is most likely due to the aggregation of physicians in more affluent urban and suburban areas, leaving large populations, especially members of minority groups and rural residents, underserved.<sup>85</sup> According to CHCF, the Inland Empire and San Joaquin Valley regions have half as many physicians per 100,000 residents as the Greater Bay Area. Approximately 647,897 people in Riverside County live in an area that has a

<sup>79</sup> Generations United, “State of Grandfamilies: 2021,” Generations United, December 2021, accessed December 2021, <https://www.gu.org/resources/state-of-grandfamilies-report-2021/>.

<sup>80</sup> Ibid. Generations United, “State of Grandfamilies.”

<sup>81</sup> Ibid. Generations United, “State of Grandfamilies.”

<sup>82</sup> Ibid. Generations United, “State of Grandfamilies.”

<sup>83</sup> Timothy Bates, Coffman, Janet; Geyn, Igor; and Spetz, Joanne “California’s Current and Future Behavioral Health Workforce,” California Healthcare Foundation, February 2018, accessed January 2021, <https://www.chcf.org/publication/californias-current-future-behavioral-health-workforce/>.

<sup>84</sup> Coffman, Janet; Fix, Margaret; and Ko, Michelle. “California’s Physician Supply and Distribution: Headed for a Drought?” California Health Care Foundation, June 2018, accessed January 2021, <https://www.chcf.org/publication/californias-physicians-headed-drought/>.

<sup>85</sup> Dorsey, E. Ray; Dorsey, E. Richard; and Dorsey, John A. “Higher Pay,” AMA Journal of Ethics, 2009, accessed January 2022, <https://journalofethics.ama-assn.org/article/higher-pay/2009-05>.

shortage of primary care providers.<sup>86</sup>

Data also shows that a large proportion of healthcare workers will reach retirement age within the next 10 years, exacerbating the healthcare workforce crisis. There will be fewer physicians able to serve the growing older adult population.<sup>87</sup> The adjacent figure shows the amount of Primary Care Physicians (PCP) in California per 100,000 residents, by County, in 2015. Riverside County falls in the lowest tier, with 31 PCP's per 100,000 residents.<sup>88</sup>

### ***Homecare Workforce Crisis***

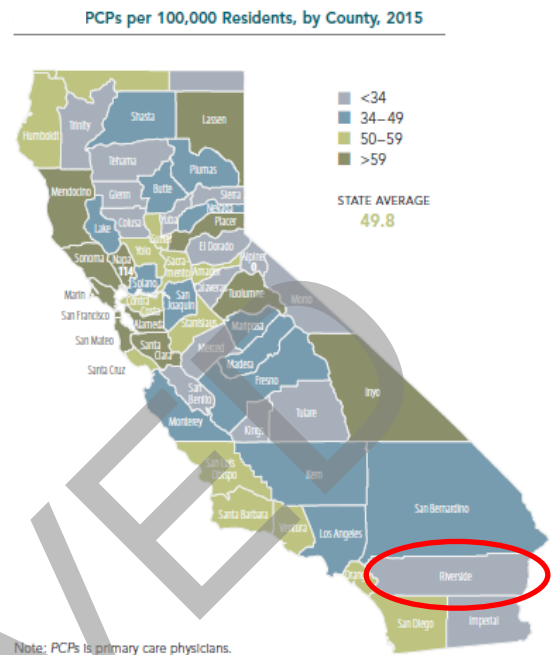
Not only is California headed toward a shortfall of primary care providers, but there will also face a shortage of homecare workers. In 2020, the Bureau of Labor Statistics estimated job losses of 342,000 in the nation's direct care workforce—including nursing home and other residential and home care staff. Typically, employment in these categories rises each year.<sup>89</sup> Workforce losses were partly due to layoffs, people resigning because of health problems or fears related to the COVID-19 pandemic, and lack of childcare.<sup>90</sup>

*In 2018, the estimated 4.6 million home care workers in the US earned less on average than entry-level retail and fast-food workers*

In 2018, the nation's estimated 4.6 million home care aides—most of who were women of color and about one-third immigrants—earned a median of \$12 an hour or \$17,200 annually. Very few received benefits and because their earnings were so low, more than half had to rely on food stamps, Medicaid, or other public assistance.<sup>91,92</sup>

According to Paraprofessional Healthcare Institute (PHI), median wages for home health aides in 2018 were only \$12.27 an hour, pushing many potential workers to take more competitive entry-level positions in retail, fast-food, or other fields where the work is much less

demanding. Adjusted for inflation, these wages have remained stagnant since 2008, when the median wage was \$12.24. This is in large part because payment for direct care workers is mainly determined by states through their Medicaid long-term services and supports (LTSS).<sup>93</sup>



<sup>86</sup> California Health Care Foundation, "Shortchanged: Health Workforce Gaps in California, Region by Region Maps," July 2020, accessed January 2022, <https://www.chcf.org/publication/shortchanged-health-workforce-gaps-california/>.

<sup>87</sup> Ibid. Bates et al, "California's Current and Future Behavioral Health Workforce."

<sup>88</sup> Coffman, Janet M.; Fix, Margaret; and Lee, Phillip R. Healthforce Center California Physician Supply and Distribution: Headed for a Drought? Institute for Health Policy Studies, June 2018, accessed January 2022, <https://www.chcf.org/wp-content/uploads/2018/06/CAPhysicianSupply2018.pdf>.

<sup>89</sup> Span, Paula. "For Older Adults, Home Care Has Become Harder to Find," The New York Times, July 2021, accessed January 2022, <https://www.nytimes.com/2021/07/24/health/coronavirus-elderly-home-care.html>.

<sup>90</sup> Ibid. Span. "Home Care Has Become Harder to Find."

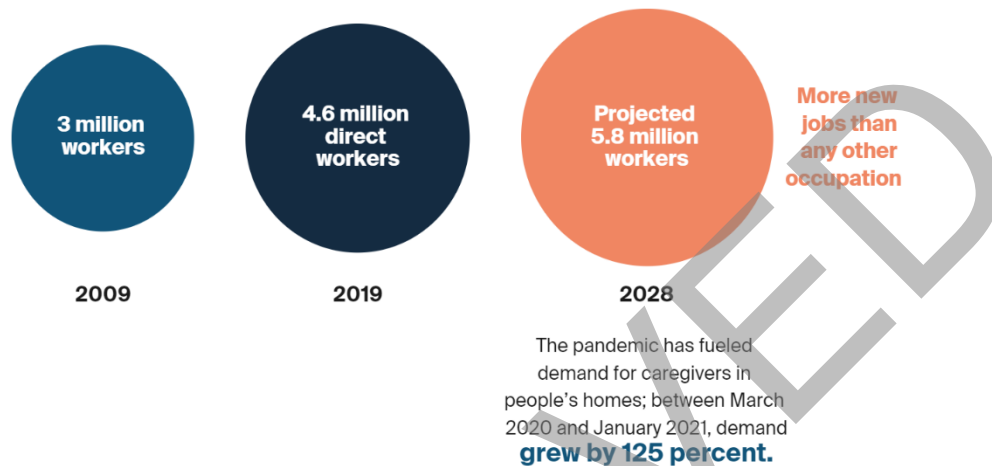
<sup>91</sup> Ibid. Span. "Home Care Has Become Harder to Find."

<sup>92</sup> Bernhardt, Annette and Thompson, Sarah. "California's Homecare Crisis: Raising Wages is Key to the Solution," UC Berkeley Labor Center, November 2017, accessed January 2022, <https://laborcenter.berkeley.edu/pdf/2017/Californias-Homecare-Crisis.pdf>.

<sup>93</sup> Campbell, Stephen; Del Rio Drake, Angelina; Espinoza, Robert; and Scales, Kezia. "Caring for the Future: The Power and Potential of America's Direct Care Workforce (Executive Summary)," PHI, January 2021, accessed January 2022, <http://www.phinational.org/caringforthefuture/#:~:text=care%20they%20need,-Caring%20for%20the%20Future%3A%20The%20Power%20and%20Potential%20of%20America's,the%20long%20term%20care%20system>.

The following figure illustrates the direct care workforce employment numbers for 2009 and 2019, as well as the projection for 2028.<sup>94</sup> From 2009 to 2019, the workforce grew by half, from 3 million to almost 5 million. The long-term care sector is projected to grow to 6 million, which means is more new jobs than any other occupation in the U.S. economy. The COVID-19 pandemic has also given rise to the demand for home care workers. PHI estimates that between March 2020 and January 2021, the demand grew by 125%.<sup>95</sup>

**Direct Care Workforce Employment (2009, 2019) and Projections (2028)**

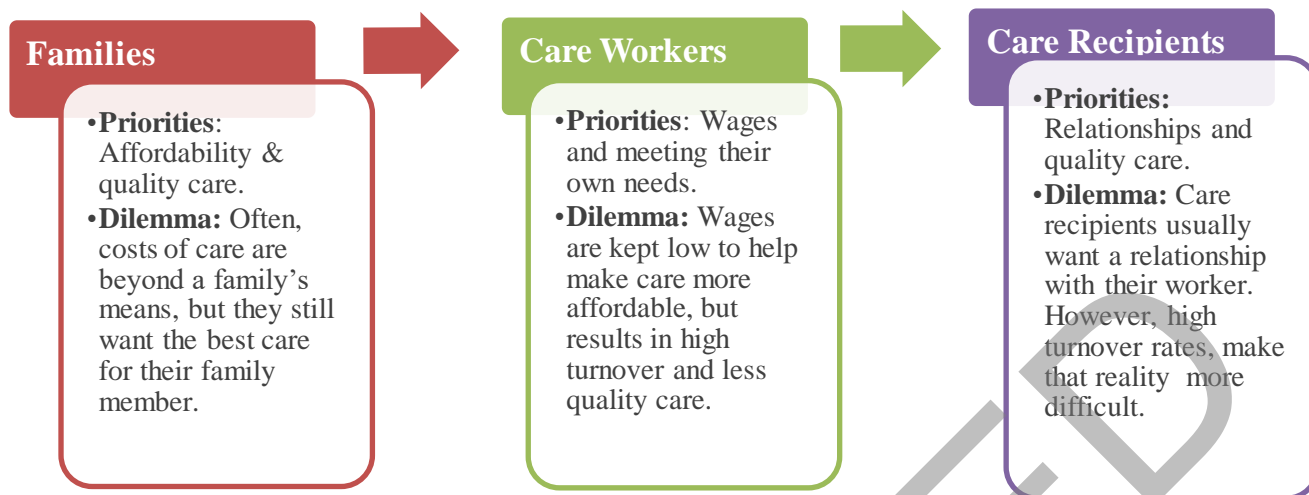


According to PHI, direct care workers' median wage in California in 2019 was \$1.11 less than the median wage for occupations with *lower* entry-level requirements. However, when comparing direct care median wage with that of other occupations with *similar* entry-level requirements, direct care workers made \$3.86 less. Given that direct care workers do not have competitive wages, workers find it easier to work in similar-paying lower-stress jobs, resulting in high turnover rates. Although 75% of seniors say they would prefer to age in place, the high turnover rate of homecare workers makes that more difficult. The figure on the following page outlines the key concerns of each group in the adult care continuum including families, care workers, and care recipients.<sup>96</sup> While families desire the highest quality care, such costs are typically beyond their means.

<sup>94</sup> Ibid. Campbell et al. "Caring for the Future."

<sup>95</sup> Ibid. Campbell et al. "Caring for the Future."

<sup>96</sup> Austin, Lea; Bernhardt, Annette; Jacobs, Ken; Thomason, Sarah; and Whitebook, Marcy. "At the Wage Floor: Covering Homecare and Early Care and Education Workers in the New Generation of Minimum Wage Laws," UC Berkeley Labor Center for Labor Research and Education, May 2018, accessed January 2022, <https://laborcenter.berkeley.edu/at-the-wage-floor/>



## U. Health and Wellness

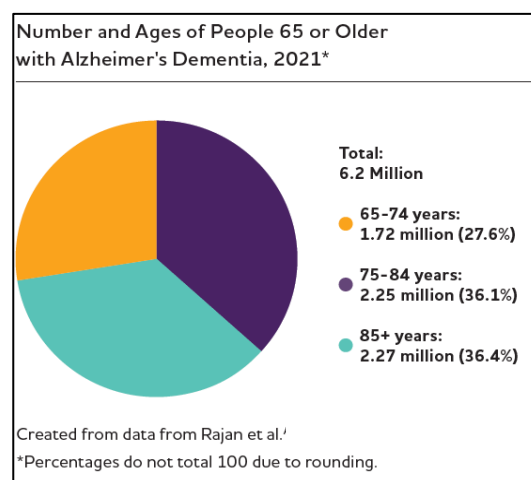
According to the California Department of Public Health, Riverside County ranks in the top half of counties in California for deaths involving coronary heart disease and Alzheimer's Disease. The following table details the top five (5) causes of death in Riverside County from 2015-2017, the years of most updated information.<sup>97</sup> The following sub-sections highlight the top two health issues negatively affecting older adults in Riverside County, including Alzheimer's Disease and falls, as well as the COVID-19 pandemic's impact on older adults.

<i>Cause of Death</i>	<i>Avg. Deaths, 2015-2017</i>
<i>All Cancers</i>	3,676
<i>Coronary Heart Disease</i>	2,796
<i>Chronic Lower Respiratory Disease</i>	1,053
<i>Alzheimer's Disease</i>	1,003
<i>Accidents (Unintentional Injuries)</i>	921

### Alzheimer's Disease

According to Alzheimer's Association, in 2021, an estimated 6.2 million Americans 65 and older are living with Alzheimer's dementia. By 2050, that number is projected to reach almost 13 million.<sup>98</sup> Of the total number of people living with Alzheimer's Dementia, approximately 28% are adults ages 65-74 and 73% are age 75 and older. Although there are more Whites living with Alzheimer's and other dementias than any other racial or ethnic group in the U.S., older Black and Hispanic Americans are disproportionately more likely than older White Americans to have Alzheimer's or other dementias.<sup>99</sup>

The number of people with Alzheimer's in California is projected to increase from 690,000 in 2020, to 840,000 by 2050 – a 22%



<sup>97</sup> Center for Health Statistics and Informatics, "Riverside County's Health Status Profile for 2019," California Department of Public Health, 2019, accessed January 2022, [https://www.cdph.ca.gov/Programs/CHSI/CDPH%20Document%20Library/ICS\\_RIVERSIDE2019.pdf](https://www.cdph.ca.gov/Programs/CHSI/CDPH%20Document%20Library/ICS_RIVERSIDE2019.pdf).

<sup>98</sup> Alzheimer's Association Public Policy Office, "2021 Alzheimer's Disease Facts and Figures," Alzheimer's Association, 2021, accessed January 2022, <https://www.alz.org/media/Documents/alzheimers-facts-and-figures.pdf>.

<sup>99</sup> Ibid. Alzheimer's Association Public Policy Office, "2021 Alzheimer's Disease Facts and Figures"

increase.<sup>100</sup> One in six Californians over the age of 65 will develop Alzheimer's, and one in five will develop dementia. Californians who identify as lesbian, gay, or bisexual living with Alzheimer's will more than double, growing to 74,522 in 2040. The number of deaths in California due to Alzheimer's Disease in 2019 was 16,859, which represents a 43% mortality rate.<sup>101</sup>

Of California's largest counties, Riverside County will see an 141% increase of people living with Alzheimer's by 2040.<sup>102</sup> To put this data into perspective, California is expected to see a population increase of 16% by 2040.

### ***Alzheimer's Caregiving & Costs***

California has the highest number of caregivers for those who have Alzheimer's disease in the country. In 2020, more than 1.6 million Californians provided unpaid care for a person living with Alzheimer's, amounting to 1,849 million hours of care valued at over \$24 billion.<sup>103</sup> Most unpaid caregivers—60% of whom are female—provide 20 or more hours of care per week to a friend or family member living with Alzheimer's. Total unpaid care costs were estimated at \$47 billion in 2008 and are projected to exceed \$103.8 billion by 2040.<sup>104</sup>

*In 2018, one in four older adults reported falling, equaling 36 million falls amongst older adults... Falls amongst older adults are projected to increase from 52 million people in 2018 to 73 million people in 2030.*

### ***Fall Prevention***

According to the Center for Disease Control (CDC), falls are the leading cause of injury-related death among persons aged 65 and above.<sup>105</sup> In 2019, there were approximately 34,000 deaths in the U.S. among adults 65 years who fell. Each year, 3 million older adults are treated in emergency departments for fall-related injuries, costing \$50 billion in medical costs annually.<sup>106</sup>

In 2018, one in four older adults reported falling, equaling 36 million falls amongst older adults. Many falls do not cause injuries, but one in five do cause a serious injury such as a broken bone or head injury.<sup>107</sup> Falls amongst older adults are projected to increase from 52 million people in 2018 to 73 million people by 2030.

Older adults more likely to fall include females, those 85 and older, and American Indian and Alaska Natives. The chart below illustrates the percentages of adults who reported a fall by age, sex, and race.<sup>108</sup>

<sup>100</sup> Ibid. Alzheimer's Association Public Policy Office, "2021 Alzheimer's Disease Facts and Figures"

<sup>101</sup> Ibid. Alzheimer's Association Public Policy Office, "2021 Alzheimer's Disease Facts and Figures"

<sup>102</sup> Boesch, Janelle. "Number of Californians Living with Alzheimer's Projected to Double by 2040," Alzheimer's Association, October 2021, accessed January 2022, [https://www.alz.org/media/cacentral/CA-Facts-and-Figures\\_StatewideRelease\\_1.pdf](https://www.alz.org/media/cacentral/CA-Facts-and-Figures_StatewideRelease_1.pdf).

<sup>103</sup> Ibid. Boesch, "Number of Californian's Living with Alzheimer's."

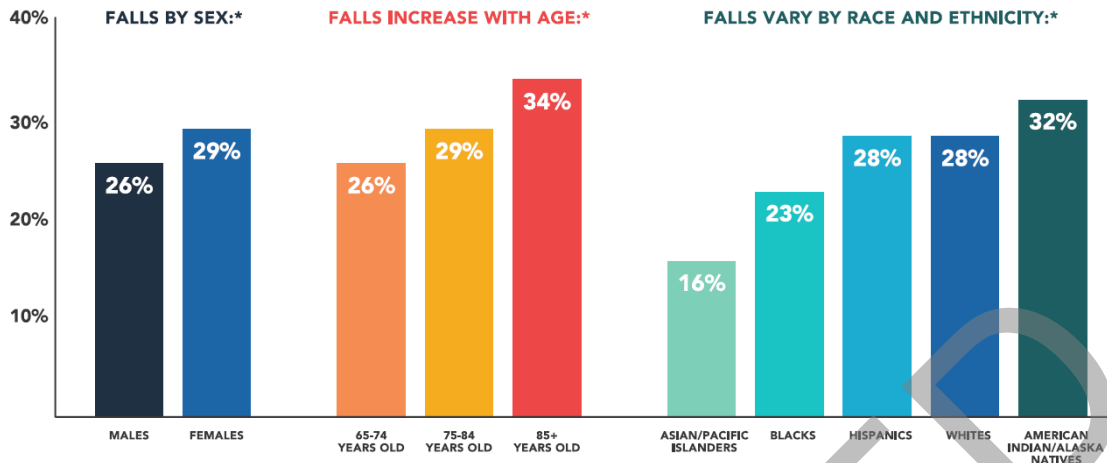
<sup>104</sup> Ibid. Boesch, "Number of Californian's Living with Alzheimer's."

<sup>105</sup> Burns, Elizabeth and Kakara, Ramakrishna. "Deaths from Falls Among Persons Aged ≥65 Years — United States, 2007–2016," Morbidity and Mortality Weekly Report (MMWR), Centers for Disease Control, May 2018, accessed January 2022, <http://dx.doi.org/10.15585/mmwr.mm6718a1>.

<sup>106</sup> Ibid. Burns and Kakara, "Deaths from Falls Among Persons Aged ≥65 Years — United States, 2007–2016."

<sup>107</sup> Centers for Disease Control, "Older Adult Fall Prevention," Centers for Disease Control, reviewed August 2021, accessed January 2022, <https://www.cdc.gov/falls/facts.html>.

<sup>108</sup> Ibid. Centers for Disease Control, "Older Adult Fall Prevention."



\*Percent of older adults who reported a fall

Although falls are common amongst older adults, they are preventable. Fall prevention programs train both providers and older adult clients about fall prevention. The CDC developed the STEADI (Stopping Elderly Accidents, Death & Injuries) initiative to help healthcare providers incorporate fall prevention into routine care for older adults. Programs such as STEADI can reduce fall rates from between 30% to 55%, which can save up to \$530 in direct medical costs per participant.

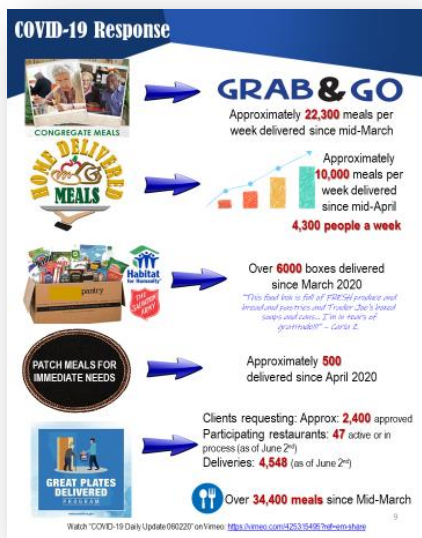
### ***Novel Coronavirus Disease 2019 (COVID-19)***

In March 2020, COVID-19 impacted the state of California on multiple levels. The national and state-wide response to the COVID-19 outbreak evolved and expanded rapidly over several days, resulting in senior center closures and warnings for those over age 65 and the immunocompromised to self-isolate immediately to avoid exposure to the virus.

On March 16, 2020, a state-wide shelter-in-place order was issued by the Governor of California, leaving older adults and persons with disabilities isolated and vulnerable. Many were unable to secure basic necessities in their local communities due to food and commodity shortages.

*According to the Center for Disease Control (CDC), approximately 60.5% of fully vaccinated older adults have received booster shots as of January 2022.*

In response, the Riverside County Office on Aging shifted focus, changed the programming design and delivery, worked with providers to alter services, and responded quickly to the changing and evolving needs, including:



- Congregate meals were immediately shifted to “Grab and Go” sites across the county.

- Home-delivered meals increased three times (3x) in just a few weeks.

- Over 6,000 pantry boxes filled with two weeks of non-perishable, paper products were delivered.

- Fresh fruit and vegetables were added to the pantry boxes through a partnership with local growers.

- Over 600 ‘patch meals’ were provided for those who needed immediate food assistance.

- Approximately 3,500 clients and 80 restaurants participated in the Great Plates Delivered program initiated by the Governor of California for older adults and persons with disabilities.

*According to the CDC, as of January 2022, approximately 60.5% of fully vaccinated older adults in Riverside County have received booster shots.*

### COVID-19 Infection Update

According to the Center for Disease Control (CDC), from January 3, 2022, to January 9, 2022, unvaccinated people were four times more likely to get COVID-19 than fully vaccinated people.<sup>109</sup> As of January 24, 2022, California had 7.4 million cases of COVID-19, resulting in 78,101 deaths. From January 3, 2022, to January 9, 2022, Riverside County has 28,498 cases, 45 of which resulted in death.<sup>110</sup>

The distribution of confirmed COVID-19 cases reveals significant disparities with California’s overall racial and ethnic demographics, with Latino and Native Hawaiian and Pacific Islander groups having a disproportionate number of cases relative to their population in the state.<sup>111</sup> Latino people comprise 39% of the total California population and account for 49% of confirmed COVID-19 cases. American Indian and Alaska Native account for 0.4% of confirmed cases and 0.5% of the total California population.<sup>112</sup>

### Riverside County Vaccination Status

Out of 2.4 million people residing in Riverside County, approximately 1.6 million (66%) have received at least one dose against COVID-19 and 1.4 million (53%) have been fully vaccinated. Adults ages 65 and older make up 95% of the population who have received at least one dose and 83% who are fully vaccinated.<sup>113</sup>

### Riverside County 2021 Vaccine Registration Effort

<sup>109</sup> California for All, “Tracking COVID-19 in California,” State of California, Updated January 2022, accessed January 2022, <https://covid19.ca.gov/state-dashboard/#postvax-status>.

<sup>110</sup> Ibid. California for All, “Tracking COVID-19 in California.”

<sup>111</sup> Ibid. California for All, “Tracking COVID-19 in California.”

<sup>112</sup> Ibid. California for All, “Tracking COVID-19 in California.”

<sup>113</sup> Centers for Disease Control and Prevention, “COVID Data Tracker,” updated daily in 2022, accessed January 2022, [https://covid.cdc.gov/covid-data-tracker/#county-view?list\\_select\\_state=California&data-type=Risk&list\\_select\\_county=6065](https://covid.cdc.gov/covid-data-tracker/#county-view?list_select_state=California&data-type=Risk&list_select_county=6065).

In January 2021, the Riverside County Office on Aging established an interdepartmental COVID Vaccine call center to assist seniors and adults with disabilities to navigate an initially complex vaccine registration process. The goal of this Aging and Disability partnership was to assist with access to vaccination. This effort was led by Riverside University Health System (RUHS) - Public Health Department, with Riverside County Office on Aging (PSA 21) acting as lead coordinator for key stakeholder partnerships.

This collaboration included the Department of Public Social Services (DPSS) and grew to include over 400 county staff (including staffing and other logistical resources from Adult Protective Services, In-Home Supportive Services, Public Authority, and Self-Sufficiency). In addition, community partners included 2-1-1, Inland Empire Health Plan (IEHP), and Community Access Center.

The immediate challenges addressed were:

- The digital divide resulting from a web-based registration process.
- Press announcements that were primarily digital or through social media.
- A registration system that was challenging for seniors to navigate without internet access.
- A massive influx of calls to county call centers seeking vaccine information and hands-on assistance with vaccine registration.

Within 48 hours, RCOoA designed and implemented a scalable telephone call center solution with RUHS Public Health and DPSS – using insights from our implementation of the Great Plates program. Between January and April 2021, continued improvements made the vaccine registration process even more efficient.

As further supplement to this effort, RCOoA led the partnership in several outreach efforts to targeted high-risk client populations and geographic areas. A multi-media approach (including robocalls, text messages, and distribution of flyers and other materials) was utilized to quickly capitalize on vaccine appointments as they became available, with focused outreach to those who did not have access to the internet to register. Between October 2020 and March 2021, this effort received 160,790 incoming calls, made contact with 55,419 clients, and made 20,282 vaccine registration appointments for older adults and individuals with disabilities across Riverside County.



### ***COVID-19 Booster Vaccine, a Continued Effort***

RCOoA collaborated with County Public Health to reach over 110,000 seniors who are 65 years and older to receive a booster shot at least 6 months after their second dose of the Pfizer-BioNTech vaccine. As of January 2022, approximately 512,785 boosters have been administered to the Riverside County population. Thirty-seven percent 37% of the fully vaccinated population have received a booster dose; that number increases to 61% for those 65 and older who are fully vaccinated, totaling 183,025.<sup>114</sup> As the pandemic continues, services will have to shift permanently to account for social distancing and other preventative measures, which will continue into the future. RCOoA is committed to working with the aging network to rethink the provision of services; to integrate technology, with education and training, into the daily operations; and to provide alternative services in place of traditional, in-person services to older adults and people with disabilities throughout Riverside County.

### ***Programs and Services Provided***



The Riverside County Office on Aging provides over 27 different programs and services, either directly or through contracted providers, which support older adults and adults with disabilities to remain independent and living in their homes and communities. All RCOoA programs and services are free to those who meet the minimum

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<sup>114</sup> Ibid. Centers for Disease Control and Prevention, "COVID Data Tracker."

qualifications for each program. Services are advertised on the department website and via flyers distributed throughout the aging network, community partners, and the Advisory Council on Aging. Program information is provided through the agency's Information Vans, which are available at events and activities in the community, and through direct calls to the HelpLink call center hotline. The following is a brief summary of services and programs offered by RCOoA.

- 1) **Care Coordination:** These services offer frail and vulnerable older adults, persons with disabilities, and their caregivers an alternative to more costly institutional and nursing home care by offering a variety of options for home-based care. Trained social workers and public health nurses conduct comprehensive in-home evaluations and provide links to critical services including homemaker (*assorted housecleaning duties, cooking, etc.*), personal care (*bathing, eating, medication management, etc.*), emergency aid (*utility bills, home repairs, durable equipment such as wheelchairs, etc.*) and respite, training, and support groups for caregivers. Care coordination programs also assist older adults with care transitions from hospital to home and reduce the rate of costly readmissions. Specific programs include:
  - a) **Multipurpose Senior Services Program (MSSP):** MSSP is a Medi-Cal waiver program that provides long-term case management to eligible adults over age 65 who have complex medical and psychosocial needs, and who require specialized medical and social support services in order to postpone or eliminate the need for institutional care. MSSP continues to be an integral part of the agency's case management continuum of care and has provided rich experience for the agency to become a CalAIM Enhanced Care Management provider.
  - b) **CareLink and Healthy Ideas:** CareLink and Healthy Ideas provide case management services for older adults and persons with disabilities over the age of 18 who still live at home. There are no income requirements for the program. This service is provided directly by the AAA.
  - c) **Access:** Access is a short-term case management program for adults over age 60, regardless of income. This service is provided directly by the AAA.
  - d) **Assistance at Home:** Assistance at Home provides referrals to support services that assist individuals not enrolled in In Home Supportive Services (IHSS), to remain in their homes. Services may include shopping, cooking, cleaning, bathing, and other services in the home. Services are available throughout the PSA and are provided by various vendors, depending on the service.
  - e) **Family Caregiver Support Programs (FCSP):** FCSP programs provide support and resources to caregivers, making it possible for them to provide vital care services to their loved ones. To qualify for services, the care recipient must be over age 60 and the caregiver must be over age 18. Services include advocacy, care management, education, counseling, care assistance, respite services, in-home assistance and supplemental services. The Care Pathways program provides training and 12 weekly support groups for caregivers, Care management services are provided directly by the AAA; Care Pathways support group sessions are conducted by AAA staff and are conducted at various community locations throughout the PSA. In response to the COVID-19 pandemic, the Care Pathways program and support groups have been modified to integrate virtual and online program options.
    - i) **Grandparents Raising Grandchildren (GRG) Program:** GRG is a unique program that provides assessment, advocacy, case management and other links to critical services for grandparents over 55 who are (formally and informally) raising their grandchildren up to age 18. The case management program has no income requirements. The GRG program has been used as a model program for other AAAs in the United States. Case management services are provided directly by the AAA.

- f) *Holistic Assessment, Resources, and Transitions for Seniors (HARTS) Program:* The HARTS program provides hospital discharge planning, short- and long-term medical case management, and professional nursing services to older and vulnerable adult clients referred from the Department of Public Social Services' Adult Protective Services (DPSS APS) or In-Home Supportive Services (IHSS). HARTS' primary objective is to utilize combined strategies and current RCOoA programs designed for transition care, care coordination through collaboration, and caregiver support, with the goal of improving overall health outcomes for DPSS ASD and IHSS clients. HARTS nursing staff provides general support to APS and IHSS social workers, including in-home medical assessments, prevention education on medical issues for clients and caregivers, and in-person and telephone-based consultations. HARTS is funded through a partnership with DPSS-APS.
- g) *Health Homes Program (HHP):* The Medi-Cal HHP is a program administered by the state and locally through Molina Healthcare and Inland Empire Health Plan (IEHP). The Riverside County Office on Aging has contracted with Molina Healthcare to be a Community-Based Care Management Entity (CB-CME) in Hemet, Perris, Lake Elsinore, and surrounding areas. Members are provided with a care team that coordinates their physical and behavioral health care services and connects them to community services and 32) housing, as needed. HHP is funded through a partnership with Molina Health Care.
- h) *Hospital Liaison Program:* Via the evidence-based Care Transitions Intervention (CTI) program, social workers from RCOoA are embedded in the Riverside University Health System (RUHS) County Hospital to partner with hospital social workers and discharge planners to assist older adult patients who are returning home after an acute care admission, with issues related to that transition. The CTI program helps both patients avoid repeat hospitalizations and unnecessary institutionalization. This service is provided directly by AAA staff. This program is funded through a partnership with RUHS.
- i) *In-Home Support Services (IHSS)-Eligible Client Outreach:* The IHSS-Eligible Client Outreach program provides outreach to clients who have active Medi-Cal and meet the aged, blind, and disabled criteria for In-Home Supportive Services (IHSS). These clients are likely to benefit from IHSS, but have not applied for services. RCOoA provides application assistance to potential IHSS clients applying for the service in order to address barriers to enrollment and participation. RCOoA also assists clients with the IHSS application, necessary follow-up, and provides training and support to new IHSS recipients to better understand their role as the employer of an IHSS caregiver. The program is funded through a partnership with DPSS IHSS.
-  j) *COVID CARES:* Through a partnership with DPSS' Adult Services Division, the COVID Community Assessment & Response Efforts for Seniors (COVID CARES) program provides individualized needs assessment to the most vulnerable seniors, who are receiving emergency COVID services for the purpose of evaluating ongoing needs and long-term supports once preventative orders during the pandemic are lifted. Through the ADRC, COVID CARES provides outreach and resources care planning, including assessment and coordination of basic nutritional and personal care needs, with the goal of improving overall health and independent living outcomes related with the challenges of COVID stay-at-home orders. The program also provides linkages to short- and long-term community resources that emphasize no-contact, virtual, and/or safely distanced socialization activities geared at reducing the effects of physical isolation stemming from the need to quarantine during the pandemic, and thereafter.
-  k) *Homeless Case Management:* RCOoA's Homeless Case Management program reflects important partnerships with several other County departments: Riverside University Health Systems – Behavioral Health, Department of Public Social Services - Adult Protective Services, and the Riverside County Housing Authority. Through this program, homeless adults (age 55 and older) are engaged and assessed for immediate risk and case severity. Any immediate issues are addressed by RUHS-Behavioral Health

and Adult Protective Services; once stabilized, clients are referred to RCOoA for ongoing case management, including referral to Section 8 expedited housing, Project RoomKey, or other available housing placement resources. Acting as the primary case management resource, RCOoA ensures ongoing support, which guarantees that needed services are continuing, housing placement occurs, and any issues that partners and clients may face are being addressed. This program is funded through a partnership with Housing, Homelessness Prevention, and Workforce Solutions.

**new**

- 1) **Technology Access Program to Reduce Isolation:** Through several pilot efforts, RCOoA is working to distribute supported technology solutions to enhance access of older and disabled adults to services and support systems. This includes providing devices (e.g., tablet computers), low-cost internet, and ongoing technical support to enhance access to telehealth, support groups, family video phone calls, and other web-based support services.
- 2) **Options Counseling and Decision Support:** RCOoA provides interactive decision-support and option counseling to consumers, family members, and/or caregivers to assist with any decisions related to services and care options appropriate to the consumer's needs, preferences, values, and individual circumstances. Services include:
  - a) **HelpLink Information and Assistance (I&A) Call Center:** HelpLink is the entry point for consumers who need information and/or referrals to in-house, other county, and/or community-based services and programs through the main 800 number for Riverside County (1-800-510-2020). Consumers can speak with trained and certified I&A Specialists who understand available programs and eligibility requirements, and current availability. I&A Specialists are also qualified to perform comprehensive assessments for those consumers who require more comprehensive case management services. These services are provided countywide by AAA staff.
  - b) **Network of Care:** RCOoA oversees and maintains the Network of Care website, a comprehensive, internet-based resource for older adults, people with disabilities, their caregivers, and other service providers. Users can receive assistance with medications, search for services, use the health library, search for assistive devices, link to city, county, state and federal governments, track legislation and give feedback to legislators, complete and print a personalized emergency care card, use a password protected personal folder to keep track of medical information and store personal medical information to share with providers who use the system. The Network of Care website is maintained by AAA staff and can be accessed from anywhere in the PSA.
  - c) **Legal Assistance:** Through a contracted provider, RCOoA provides legal assistance to adults over age 60 providing them with information, advice, counseling, administrative representation, and judicial representation. Legal representation is provided by a member of the California State Bar or a non-attorney under the supervision and control of a member of the California State Bar. Services are provided throughout the PSA.
  - d) **Health Insurance Counseling:** Through a contracted provider, RCOoA offers the Health Insurance Counseling and Advocacy Program (HICAP) that provides free information and assistance with Medicare, managed care, long-term care insurance and other related health insurance issues. Trained volunteer counselors offer educational presentations and objective information to help older adults and other Medicare beneficiaries. Services are provided throughout the PSA.
  - e) **Long-Term Care Ombudsman Program:** Through a contracted provider, RCOoA offers Ombudsman services to assist older adults with their effort to seek resolution to problems and to advocate for the rights of residents in long term care facilities. Services are provided throughout the PSA.

- f) *Elder Abuse Prevention Education:* RCOoA provides ongoing public education and training sessions to older adults, professionals, and caregivers on elder justice and abuse issues. RCOoA also produces and distributes educational materials and participates in coordinated activities that address elder abuse prevention, investigation, and prosecution, such as the County's World Elder Abuse event held each June. Services and information are provided by AAA staff throughout the PSA.
  - g) *Transportation Access:* The Transportation Access Program (TAP) provides information on available transportation options and referrals to accessible transportation services. Free bus tickets are offered to qualifying individuals. Services are provided by AAA staff and are offered throughout the PSA.
  - h) *Transportation Reimbursement & Information Program:* Through a partnership with the Independent Living Partnership, the Transportation Reimbursement & Information Project (TRIP) provides mileage reimbursement to volunteer drivers, who are identified by an older adult, to assist the older adult with various errands such as doctor visits, grocery shopping, etc. Services are provided throughout the PSA.
- 3) **Healthy Lifestyle and Wellness Programs:** RCOoA provides an array of services and programs to assist older adults with maintaining their overall health and wellness as they age. Through a combination of physical fitness programs, congregate and home delivered meals, nutrition education, behavioral health screenings for depression, and activities that promote social engagement and connections with others, RCOoA assists older adults with understanding what a critical role good health plays in the quality of their lives. Specific programs include:
- a) *Walk with Ease Walking Program:* Walk with Ease is an evidence-based physical activity program from the Arthritis Foundation, which is proven to reduce the pain of arthritis and improve overall health. The program is being implemented by AAA staff and lay leaders. The program is offered at community-based sites throughout the PSA.
  - b) *New Fit After 50:* The New and Improved Fit after 50 program, updated from the Arthritis Foundation's Exercise Training Program, is an evidence-based exercise program that improves strength, balance and mobility through stretching, upper and lower body resistance and core exercises. The program is proven to prevent falls, reduce injuries and mortality rates, prevent or decrease the effects of chronic illnesses, and prolong independence. Classes are offered throughout the PSA and are conducted by lay leaders trained by AAA staff.
  - c) *Congregate and Home Delivered Meals:* Congregate and home-delivered meals are provided to persons over age 60 (and their spouses). Congregate services are available at over 30 sites throughout Riverside County and provide daily meals to over 6,000 (mostly low income) older adults. The Home Delivered Meal Program serves home bound older adults over age 60, who are at the greatest nutritional risk and who are unable to access the nutrition sites. Meals are provided directly by RCOoA to older adults in Blythe and through contracted providers throughout the rest of the PSA.
  - d) *Health & Nutrition Education:* RCOoA provides quarterly health and nutrition education at all congregate meal sites and along home delivered meal routes in the PSA through contracted providers and directly to the residents of Blythe. In addition, AAA staff provide general nutrition education at events, senior and community centers, and housing communities for older adults. The Nutritionist oversees site menus and trains meal providers about proper food preparation and storage procedures.
    - 1. Supplemental Nutrition Assistance Program Education (SNAP-Ed): *RCOoA participates in a county-wide SNAP Ed initiative to improve the likelihood that persons eligible for SNAP will make healthy choices within a limited budget and choose active lifestyles. The program offers nutrition classes and information to low-income older adults, who may qualify for the benefit, and encourages them to apply for food assistance. SNAP-Ed is provided by AAA staff at designated community sites throughout the*

PSA.

- a. *Bingosize: Bingosize is an evidence-based, SNAP-Ed approved program currently operating at the Blythe Community Center twice a week. The program combines the game of bingo with physical exercise through the use of resistance bands, walking in place and gentle stretching. The program focuses on improving cardiovascular/cardiorespiratory fitness, muscular strength, flexibility, and balance. Classes are facilitated by AAA staff in Blythe only at this time.*
2. **Behavioral Health Liaison Program:** Through a partnership with Riverside University Health System – Behavioral Health, counseling staff are imbedded in RCOoA to assist older adults with navigating the behavioral health system and providing pre-depression screenings at community events, health fairs and other community-based locations. Services are provided by Behavioral Health staff and are available throughout the PSA.
- 4) **Social Engagement and Community Activation:** RCOoA provides specific programs and services designed to encourage social connections and to keep older adults active in their communities through employment, intergenerational activities, and volunteerism.
  - a) **Coachella Valley RSVP Program:** For the past 25 years, RCOoA has sponsored the RSVP Program in the Coachella Valley and Blythe. RSVP is a volunteer program that places adults over the age of 55 in volunteer positions in public sector and community-based agencies allowing them the opportunity to continue contributing their skills and wisdom for the betterment of their communities and overall health and wellness. The program is grant funded by the Corporation for National Community Service. AAA staff facilitate the program, which is only available in the eastern part of the PSA.
  - b) **Senior Community Service Employment Program (SCSEP):** The SCSEP program is a federal community service and work-based training program for older workers that provides subsidized, service-based training for low-income, unemployed adults over age 55 with low employment prospects. The program focuses on skill improvement and work readiness and serves as a bridge to unsubsidized employment opportunities. Participants must have a total household/family income of no more than 125% below the federal poverty level. The program is administered directly by the AAA and is overseen by AAA and participant staff. Services are available throughout the PSA.
- 5) **Advocacy and Coordination:**
  - a) **Aging & Disability Resource Connection (ADRC):** In 2008, the Riverside County Office on Aging received an Aging and Disability Resource Connection (ADRC) designation and is part of a collaborative effort of the U.S. Administration on Aging and the Centers for Medicare and Medicaid Services. The collaboration initiative is designed to streamline access to long-term services and supports by creating a “no wrong door” approach to assisting all individuals, regardless of age, ability or income. ADRC partners work together to help consumers with planning for their current and future long-term care needs and to advocate for consumers and clients. The ADRC is coordinated by AAA staff and includes partners from throughout the PSA.
- 6) **Outreach and Community Education:** RCOoA offers information and education through a variety of innovative programs and services including:
  - a) **InfoVan Program:** The InfoVan Program is an outreach and community education program. RCOoA has two general information vans staffed by the AAA. The InfoVans travel throughout the PSA attending community events, visiting senior and community centers, and other places where older adults congregate, to provide information about RCOoA’s services and other services available throughout the County for older adults.

- b) *Healthy Lifestyle Van:* The Healthy Lifestyle Van is an Info Van dedicated to health and wellness information. Staffed by the AAA's Nutrition Educator, the van also travels throughout the County attending health-related events, visiting senior and community centers, and other places where older adults congregate, providing information about RCOoA's health and wellness programs and initiatives.
- c) *Planning Services:* The Planning team is responsible for research, legislative analysis, developing and analyzing community assessments, tracking and evaluating program performance, developing public education information (such as presentations, publications, reports, etc.), and drafting and updating the four-year Riverside County Area Plan on Aging. These activities help to determine the current and future needs of older adults in the county.

APPROVED

## 2020/2021 Older Americans Act Services Provided:



healthy support access  
seniors Aging in Place  
dignity respect quality of life  
fun family community  
independence



### **SECTION 3. DESCRIPTION OF THE AREA AGENCY ON AGING (AAA)**

On June 18, 1974, the Board of Supervisors designated the Riverside County Office on Aging as a County Department on Aging for the Planning and Service Area (PSA) 21. It serves as the Area Agency on Aging (AAA) for all of Riverside County and is one of 33 AAA's within the State of California.

RCOoA is one of fifty-five departments within the County of Riverside and is located within the city boundaries of Riverside for its Administrative and Programs offices, with an additional office in Indio. Although there are three (3) community-based offices, all offices can be contacted by calling one telephone number:

# **1-877-932-4100**

The specific addresses for the three locations are:

#### **Administrative Office:**

3610 Central Ave. 1<sup>st</sup> Floor  
Riverside, CA 92506  
(951) 867-3800

#### **Programs Office:**

7894 Mission Grove Parkway South  
Riverside, CA 92508

#### **East County Office:**

44-199 Monroe Street, Suite B  
Indio, CA 92201



The Riverside County Office on Aging, also known as PSA 21, is charged with providing leadership, relative to aging issues, on behalf of all older adults in the County. To that end, RCOoA carries out a wide range of functions including, but not limited to:

- Promoting the involvement of older individuals, adults with disabilities, and their caregivers in developing community-based systems of care.
- Developing community-based systems of services to support the independence and protect the quality of life of older individuals, adults with disabilities, and their caregivers.
- Developing the service delivery system goals for:
  - The AAA service delivery system,
  - Other service delivery systems that the AAA interacts with, and
  - Any other service delivery systems providing services to older individuals, adults with disabilities, and their caregivers within the PSA.

RCOoA accomplishes these functions by taking the results and feedback from various community assessment surveys, focus groups, other community feedback mechanisms, as well as conversations with our clients, Advisory Council members, collaborators, and partners and translating them into actionable goals and objectives articulated in the four (4) year Area Plan. RCOoA also takes this information and provides valuable feedback to partners, community leaders, the Riverside County Board of Supervisors, and other key decision makers in areas beyond the AAA's scope, which impact the lives of those served. RCOoA regularly participates in meetings, activities, and events, which focus on advocacy, strategic planning, coordination and interagency linkages, information sharing, program monitoring, and evaluation in order to develop or enhance the AAA delivery system, other service delivery systems that the AAA interacts with, and the delivery of other types of services that impact older adults, persons with disabilities, and their caregivers.

PSA 21 administers an annual budget comprised of public and private funds from Federal, State, County and local sources. The funding also includes voluntary contributions from older adults who receive services. All funds are used to provide home and community-based services, and all decisions are guided by this Area Plan, which is grounded in current demographic data, trend analysis and projections, community needs assessments, and the resources currently available within the PSA. The Area Plan also identifies those in greatest need and helps to develop the needs of Riverside County's older adults and persons with disabilities.

## SECTION 4. PLANNING PROCESS / ESTABLISHING PRIORITIES

The planning process for developing the 2020-2024 Area Plan on Aging “*The Path Ahead*” began in 2018, in order to involve as many key stakeholders and members of the general public as possible.

The first step of the planning process was to share information with the Advisory Council on Aging at their regular meetings, reminding them about the components that make up the Area Plan timeline and areas where community input would be needed for its’ development. The Advisory Council also received information regarding how the community’s feedback was being processed, analyzed, and integrated into the Area Plan during the various stages of development.

To identify and understand the needs of the target population and to determine any barriers or gaps in providing services, PSA 21 utilized:

- U.S. Census and other related demographic data
- Research from existing surveys and reports
- New surveys and assessments aimed at specific constituencies
- Focus groups with target stakeholders
- Public hearings and program data
- Research information related to demographic projections and policy trends

PSA 21 also considered available funding, regulatory guidelines, partnerships, and pending and existing legislation as a critical component of establishing Area Plan priorities. However, the 2020-2024 Area Plan “*The Path Ahead*,” and its subsequent annual updates, is a living document that will act as an educational tool for Riverside County’s older adults, families, caregivers, adults with disabilities, legislators, and the public at large.

Under the governance of the Riverside County Board of Supervisors, RCOoA provides services based on the mission articulated in this 2020-2024 Area Plan on Aging.

The strategic goals contained in the 2020-2024 Area Plan have been developed from the following activities and emergent situations:

- **Community Assessments and Focus Groups**, which measured the current and future needs of local communities and various constituencies.
- **Advocacy Efforts**, which raised the visibility of emerging issues and recommended changes in local, state, and national public policies and regulations.
- **Educational Activities**, which addressed emerging issues and brought key stakeholders together to discuss and suggest system changes.
- **Systems Coordination**, which suggested redesigning services to improve customer access and satisfaction.
- **Program Development**, in which new programs will be piloted to address changing and/or emerging needs.
- **COVID-19 Pandemic**, which required the use of innovative technology, outreach, and service provision solutions to shift from traditional, in-person programming to virtual, online, or electronic programming.
- **Integrated Service Delivery Efforts**, which are happening across the human services spectrum at both the state and county level, and which represent significant improvements in the efficient delivery of appropriate services to constituents.

## SECTION 5 - NEEDS ASSESSMENT

To inform the development of this four-year plan, RCOoA assessed the needs of the community. This process included an in-depth analysis of U.S. Census and other data sources related to population projections and surveys (in person, via phone, and/or by mail) that were developed in partnership with other agencies or by RCOoA alone, public hearings, focus groups, a thorough review of current reports and assessments from external sources within the County, as well as the current research on various topics related to older adults. The needs assessment for the 2020-2024 Area Plan on Aging consisted of four main areas:

1. Demographic Data – Secondary data obtained from the U.S. 2020 Census, the 2019 American Community Surveys, California Department of Finance’s Demographic reporting, U.S. Bureau of Labor Statistics, Public Policy Institute of California, Riverside University Health System, Public Health, California Employment Development Department, California Health Care Foundation, Joint Center for Housing Studies of Harvard University, Health Assessment and Research for Communities, UCLA Williams Institute, and the California Department of Aging.
2. Review of Existing Data – RCOoA reviewed existing data compiled by the county, state, national networks and communities related to aging. RCOoA also reviewed information from the National Council on Aging, AARP, Gay and Lesbian Medical Association, Center for Disease Control, UCLA Health Policy Publications, UC Berkley Health and Policy Publications, the Alzheimer’s Association, and peer reviewed journals.
3. Focus Groups and Discussions – Through interactive discussions, surveys conducted throughout the community, and focus groups the priorities identified on the following pages were discussed with:
  - Senior center directors and staff
  - The LGBTQ community
  - Caregivers
  - RCOoA contracted service providers
4. Public Hearings and Assessment Surveys – Information was gathered from Riverside County older adults and providers surveys conducted by RCOoA throughout the PSA, including Blythe. The nutrition surveys were conducted in person and information regarding focus group activity is described below.

PSA 21 conducted a cultural and linguistic group needs assessment of the eligible client population within the service area to assess the language needs of the population and determine what reasonable steps are necessary to ensure meaningful access to services and activities to eligible individuals. To better reach and serve the monolingual Spanish speaking population, PSA 21 utilizes fulltime bilingual staff in every program or activity; all program and enrollment information materials are translated either by qualified bilingual staff or by a professional translation service; the call center employs bilingual staff for clients who prefer to communicate in Spanish; all Community Assessment Surveys are available in Spanish; and, PSA 21 seeks to develop and add culturally and linguistically appropriate services and to make appropriate referrals. The Needs Assessment information on the following pages also helped to determine the minimum allocations for services outlined in Section 13.

## A. Community Needs Assessments

Prior to the COVID-19 Pandemic, the Riverside County Office on Aging (RCOoA) collected a total of 3,524 surveys county-wide from community events and outreach activities, Info Van outreach team, volunteer services team, Advisory Council members, the general public, caregivers, and the LGBTQ populations.

- 1,197 General Assessment Surveys
- 2,327 Nutrition Assessments

The pandemic halted survey collection in 2020.

However, in 2021, RCOoA resumed survey collection to better understand the impact of COVID-19 amongst older adults in the County. A total of 2,424 surveys were collected:

- 1,353 Nutrition Assessments<sup>115</sup>
- 942 Community Assessments
- 49 Multipurpose Senior Services Program (MSSP) Assessments
- 80 Care Pathways Assessments

### **2019 TOTAL Assessment Survey** **Demographics**

**72% English speakers**

**73% Female**

- 0.35% Transgender

**43% Age 65-74**

- 27% age 75-84
- 10% over age 85

**36% Live with a spouse**

- 35% live alone

**54% Earn less than \$15,000 per year**

**40% Hispanic/Latino**

- 35% White

### **2021 Community Assessment Survey** **Demographics**

**78% English speakers**

**68% Female**

- 0.32% Transgender

**39% Age 65-74**

- 20% age 75-84
- 5% over age 85

**65% Live with others**

- 30% live alone

**35% Earn less than \$15,000 per year**

**40% Hispanic/Latino**

- 35% White

### **2021 Nutrition Assessment Survey** **Demographics**

**60% Female**

- 0.22% Transgender

**38% Age 65-74**

- 31% age 75-84
- 12% over age 85

**62% Live with others**

- 38% live alone

**26% Earn less than \$13,000 per year**

**70% Hispanic/Latino**

- 35% White

<sup>115</sup> Nutrition Assessments collected in 2021 were shortened versions of the 2020 Nutrition Assessment but asked the same demographic questions.

### Comparing the Data from 2019 to 2021

The 2019 Community Needs Assessment data is detailed on the following pages. Callout boxes are interspersed throughout the data comparing the most recent 2021 data with 2019 results. On page 51, data from two new surveys not collected in 2019—MSSP and Care Pathways—are detailed as well and provide insights into the experiences of the most vulnerable older adults and their caregivers. On page 52, there are pre- and post-COVID-19 Focus Group data providing insight on the impact of COVID-19 to senior centers and service providers throughout Riverside County.

*Orange callout boxes compare 2021 data with 2019 results*

Survey respondents were asked to rate their level of overall satisfaction both at the time the survey was taken and in five years. *In the past 6 months:*

QUESTION	2019 Survey Results		2021 Survey Results	
	AGREE	DISAGREE	AGREE	DISAGREE
I had little interest or pleasure in doing things.	28%	61%	23%	29%
Someone in my life encouraged me to be healthy.	77%	14%	42%	10%
My friends and family gave me positive energy every day.	78%	13%	41%	9%
I had a life event that continues to worry me.	41%	47%	28%	26%
I felt safe and secure in my home.	84%	8%	39%	4%
I felt safe and secure in my community.	76%	14%	42%	8%
I had a utility shut off due to my inability to pay the bill.	14%	73%	9%	29%
I did not have enough money to pay my rent or mortgage.	18%	70%	12%	29%
I had to choose between my basic needs (housing, food, medication) because I did not have enough money to pay for it all.	23%	70%	15%	27%
Any social or sharing activity would be important or helpful to me.	70%	19%	41%	10%
I did not have transportation to get to medical appointments or treatments.	20%	66%	11%	30%

*In 2021, a higher percentage of participants said that they had a worrying life event compared to prior years. This is most presumably due to the impact of COVID-19.*

*Despite the pandemic, 41% of participants in 2021 still said that a social/sharing activity would be beneficial to them. This is a form of communicating social activities would be helpful.*

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Participants were also asked to rate their overall quality of life on a scale of 1 (Lowest) to 10 (Highest):

- ❖ 79% rated their current quality of life as a 7 or above

*In 2021, 73% of participants rated their lives as a 7 or above. Reasons included COVID-19 impact and Alzheimer's Disease.*

Those who rated their quality of life as a six (6) or below provided the following reasons:

- *Caregiving issues*
- *Housing concerns*
- *Family issues*
- *Medical conditions/illness*
- *Stress, overwhelmed, fear, anxiety*
- *No time for my own life /self-care*
- *Isolation, loneliness*
- *Loss of freedom, independence, and privacy*
- *Food/financial insecurity*
- *Loss of a loved one*
- *Safety concerns (harm)*

On a scale of 1-10, how would you rate your overall quality of life in 5 years:

- ❖ 72% rated their future quality of life as a 7 or above

Those who rated their quality of life as a six (6) or below provided the following comments:

- *"Dad's dementia will only be worse"*
- *"Husband/wife will get worse or die"*
- *"Aging is taking its toll"*
- *"Have to adjust to single life"*
- *"The stress is eating away at me daily"*
- *"I'm fighting leukemia"*
- *"Trapped by caregiving"*
- *"I am going downhill"*
- *"Can't stand living alone"*
- *"Hope to be dead"*
- *"I lost my son"*
- *"I will be bad"*
- *"It hurts to get old"*
- *"Far, far below the poverty line because of aging"*
- *"Getting too old to provide care for nephew"*
- *"Will be unable to care for my husband in 5 years"*
- *"I feel isolated"*

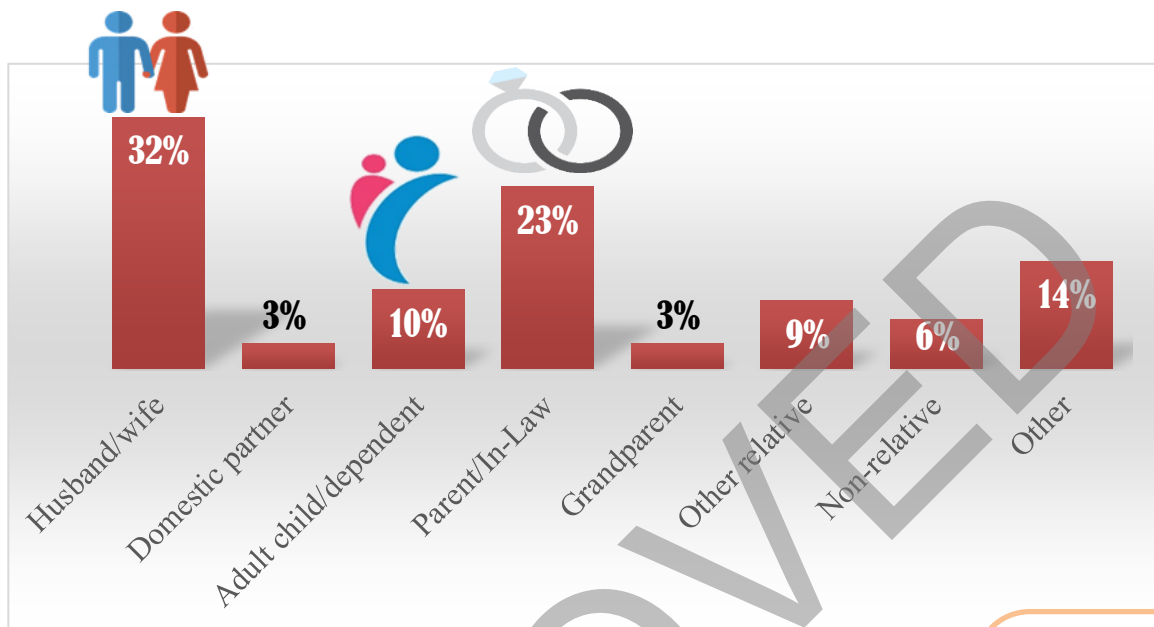
*In 2021, only 62% of participants rated their lives as a 7 or above, which is 10% lower than in 2019.*



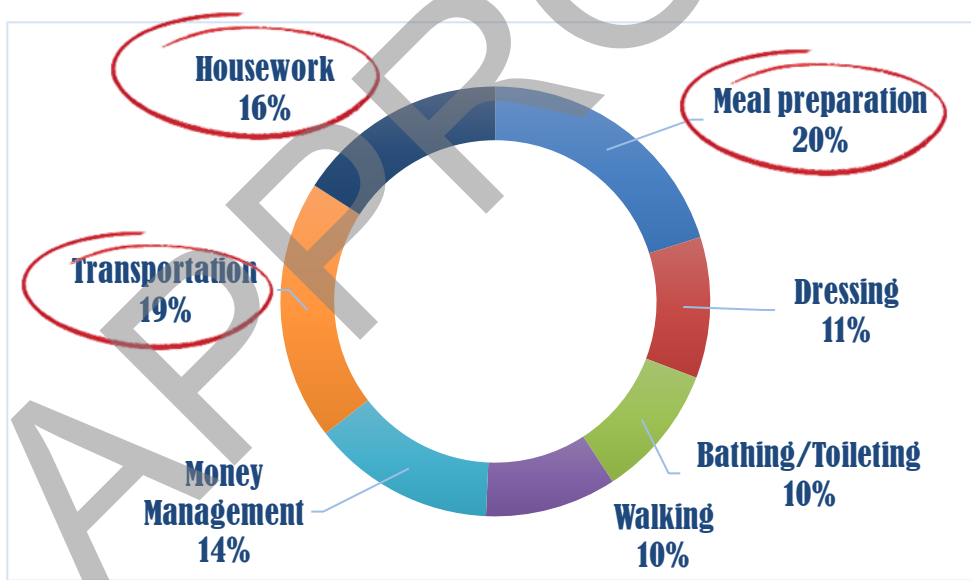
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*Do you provide assistance to someone?*

- 61% of respondents do not provide care. Of the 39% who do, the type of care they provide is indicated below:



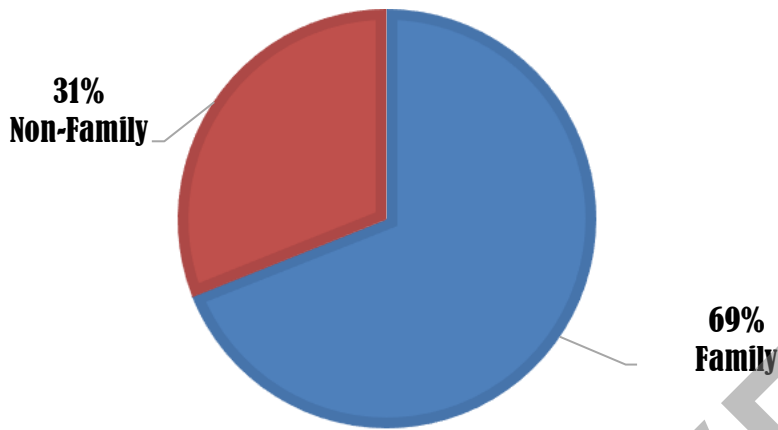
*What kind of assistance do you provide?*



*In 2021, the top three areas where care is provided remained the same: meal preparation, housework, and transportation.*

Does someone provide assistance to you?

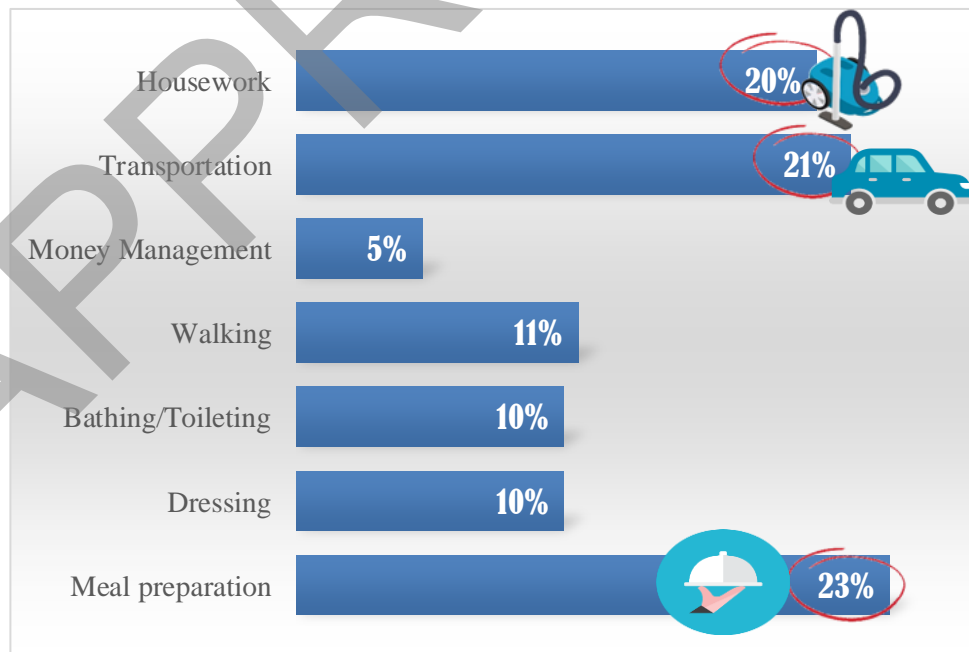
- ❖ 79% do not receive assistance



By 2021, a higher percentage of respondents were dependent on someone for assistance.  
2019: 21%  
2021: 33%

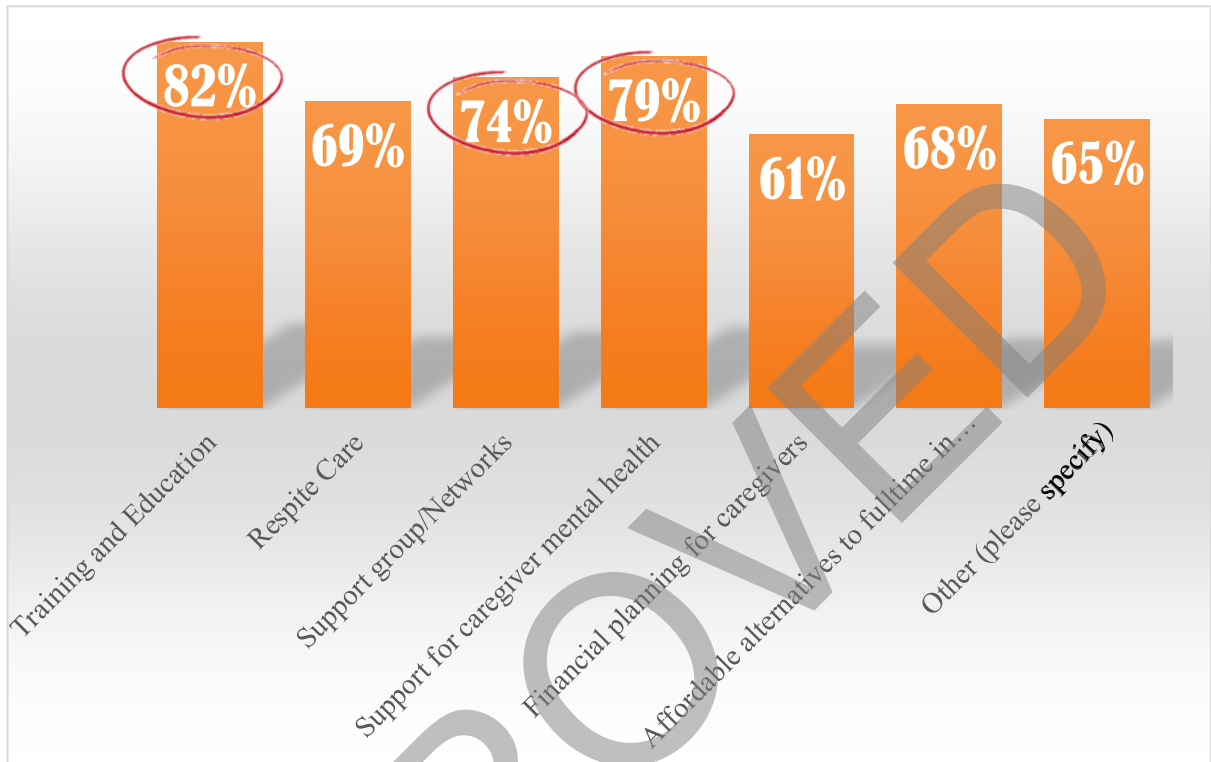
What kind of assistance do you receive?

The top three areas where assistance is provided also remained the same: meal preparation, transportation, and housework.



### ***Caregiver Community Assessments (2019)***

*How important do you think the following issues will be for caregivers in the next five years?*



#### ***“Other” needs included:***

- *Elder abuse*
- *Housekeeping/meals*
- *Emergency mental support number for caregivers*

### ***Lesbian, Gay, Bi-sexual, Transgender Queer/Questioning (LGBTQ) Community Assessments (2019):***

*Indicate the top three (3) things important to LGBTQ aging:*

- *Coming out – 31%*
- *Discrimination – 26%*
- *Finances – 15%*



### ***Nutrition Assessments (2019):***

***In 2019***, 2,327 Nutrition Assessment Surveys were collected county-wide, at senior and community centers (Focal Points), by the Nutrition Education Team in conjunction with the Senior Farmers' Market Voucher Distribution, and from congregate meal recipients and the general public. Respondents were asked the following questions:

#### ***How long have you been attending this meal program?***

- Two years or more – 53%

#### ***How many days a week do you attend the meal program?***

- Three or more days a week – 63%
  - 3 days a week – 16%
  - 4 days a week – 13%
  - 5 days a week – 34%

#### ***Do you receive monthly food assistance?***

- No – 82%
- Yes – 18%
  - CalFresh – 40%
  - Food Bank – 27%
  - Family/Friends – 18%
  - Unknown/N/A – 21%

#### ***Would you be interested in receiving the benefit if you qualified?***

- Yes – 58%
- No – 42%

Of those who said that they were not interested in receiving benefits, indicated the following reasons why:

- My income is too high
- I don't have a physical address
- My kids help me
- Would be a waste of food
- Live with family

#### ***When the meal site is closed:***

- I cook for myself – 7%

#### ***I choose the meal site because:***

- A good meal – 55%
- See friends – 42%
- Other activities at the site – 40%
- Volunteer at the site – 13%

*In 2021, the highest percentage of surveyors began participating in the program within the last 6 months of the survey, showing increased need for nutrition services amongst older adults during the pandemic.*

*Before COVID-19, 53% of congregate meal site attendees participated in activities at the site. Some also volunteered (6%).*

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***The meal program helps me:***



***How do you get to the meal program?***

- Drive myself – 45%
- Public transportation/paratransit – 9%
- Walk/Wheelchair/Bike – 12%
- Senior Center van – 7%
- Driven by another – 13%
- Unknown/NA/No Response – 14%

***Were there times when you wanted to go to the meal program but couldn't get there?***

- No – 71%
- Yes – 29%

***Do you always have enough money to buy the food you need?***

- No – 43%
- Yes – 57%

***During the past year, did you have to choose between buying food or something else?***

- No – 71%
- Yes – 29%

***Did you choose between food, mortgage, rent, or utility bills?***

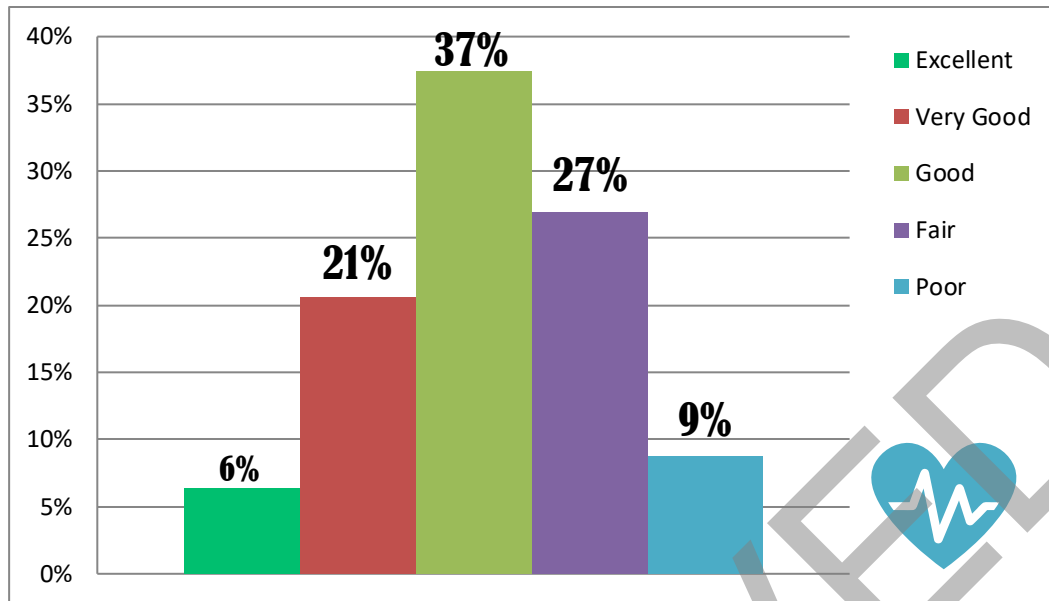
- No – 69%
- Yes – 31%

***On one or more days last month did you skip meals because you had no food or money for food?***

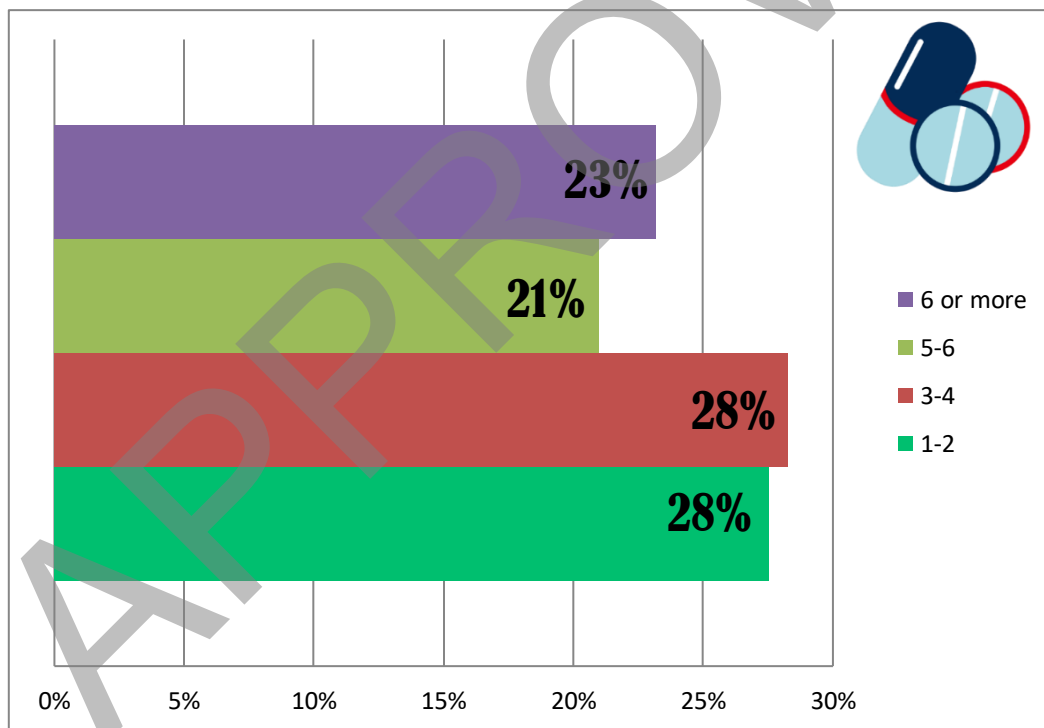
- No – 83%
- Yes – 17%

*20% of all survey participants in 2021 did not have enough resources and access to food.*

*In general, would you say your health is:*



*How many different prescription medications do you take every day?*



**Do you use any of the following aids?**

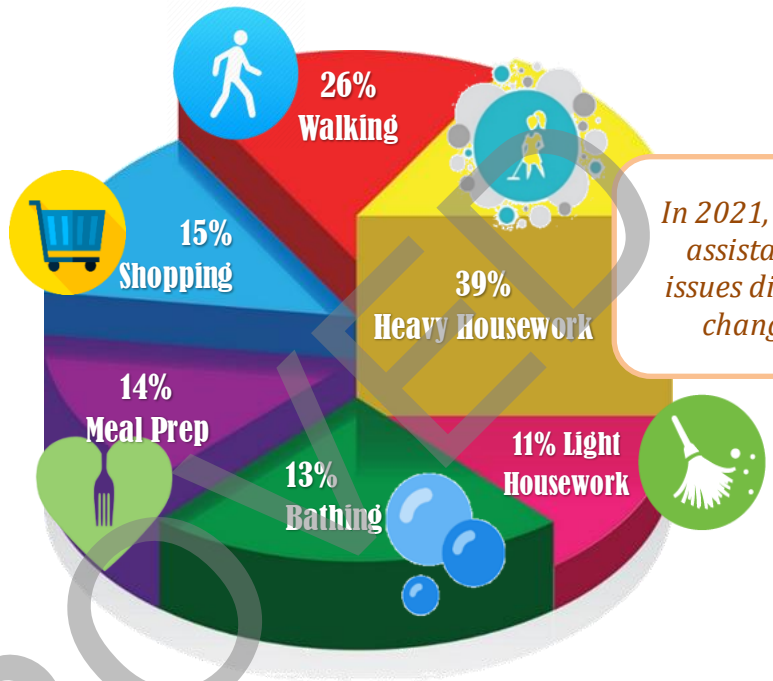
*53% did not use an aid*



**33%**  
**Use a Walker/Cane**

**Do you have difficulty performing daily tasks?**

*60% did not have any difficulty*

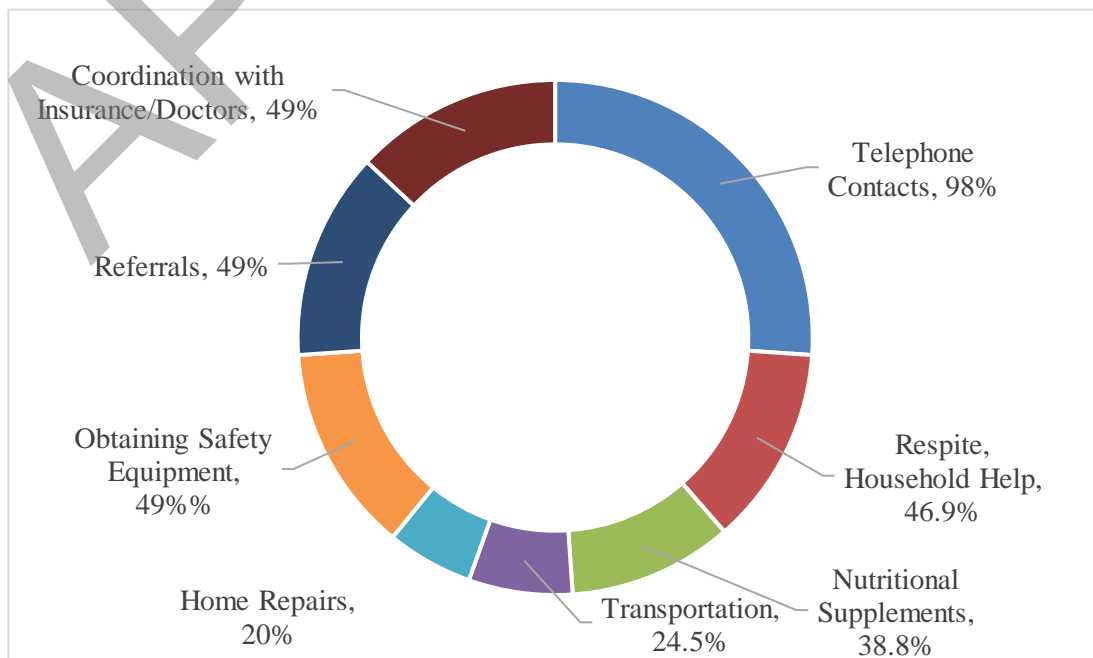


*In 2021, these assistance issues did not change.*

### Multipurpose Senior Services Program (MSSP) Client Satisfaction Survey (2021)

- 42 Participants, representing almost 90% of clients.
- MSSP represents the most vulnerable clients that the Office on Aging serves.
- 100% of those surveyed said they found MSSP helpful to them.

**Please mark which MSSP services you found most helpful.**



Comments from MSSP participants:

- *“During these difficult COVID times, [my case worker] has truly been with us every step of the way– not only helping with resources–but provided a listening ear when I struggled as a caregiver and providing hope.”*
- *“[MSSP]... makes our life much easier.”*
- *“MSSP has been such a remarkable help to me. I want to thank you so much for these services...”*

### **Care Pathways Satisfaction Survey (2021)**

- 80 participants total.
- 88% of participants felt that their support group helped them reduce some of the stress associated with being a caregiver.
- 90% of participants felt that their support group helped them cope more effectively as a caregiver.
- 91% of participants felt that their support group gave them problem-solving methods in their role as a caregiver.

Comments from Care Pathways participants:

- *“Thanks to this support group, I learned to take care and love myself more. I also learned that it is ok to seek help when I need it and say ‘no’ to unnecessary obligations. Moreover, the communication between my father and I have been better. I no longer feel like I have to slave myself to him. Thank you so much.”*
- *“I think that the support is necessary, it reminds us that this is not forever.”*

### **Pre- and Post-COVID-19 Focus Groups:**

Between 2018 and 2019, the Riverside County Office on Aging (RCOoA) conducted five focus groups county-wide to get a better picture of the county’s older adult needs. 20 community-based organizations (including RCOoA contracted vendors), 21 senior/community center (Focal Point) staff, and members of the general public gave feedback.

In September 2021, RCOoA held a focus group to check in with service providers and senior centers about the effects of COVID-19 on their scope of work. Participants shared that although key issues did not change from prior years (see the following pages), COVID-19 has brought certain issues to the forefront, many of which they found concerning.

Providers and senior centers alike identified the following issues highlighted by the onset of COVID-19:

- Extreme isolation of older adults and an increase in abuse and neglect.
- Fear of going out due to contracting COVID-19.
- Increase in food insecurity amongst clients.
- Caregivers under high stress and in need of more support.
- Growing digital divide amongst older adults, and the need for OOA social media platforms

Pages 53-56 detail the findings from the 2018-2019 focus groups. The following is the list of organizations and Focal Points that participated between 2018 and 2019:

### Community Based Organizations:

*Inland Caregiver Resource Center*

*Sodexo, Inc.*

*Independent Living Partnership (ILP)*

*Shield Health Care*

*ADT Health*

*Council on Aging*

*Family Services Association (FSA)*

*Advisory Council on Aging*

*Desert Oasis Health Care*

*Coachella Valley Housing Coalition*

*Riverside-San Bernardino County Indian Health, Inc.*

*Inland County Legal Services*

*Synergy Homecare*

*Alzheimer's LA (Inland Empire)*

*Eisenhower Health*

*Brightstar Care*

*HAPP P.S.*

*Family Home Hospice*

*Advisory Council on Aging*

### Senior/Community Centers & Focal Points:

*Kay Cisneros Senior Center*

*Murrieta Senior Center*

*Perris Senior Center*

*Idyllwild Town Hall*

*Mead Valley Community Center*

*Dales Senior Center*

*Norco Senior Center*

*Torres-Martinez Senior Center*

*James A. Venable Community Center*

*Norton Younglove Community Center –  
Calimesa*

*Mizell Senior Center*

*Eddie D. Smith Senior Center*

*Cathedral City Senior Center*

*Blythe Senior Center*

*Colorado River Senior Center*

*Bermuda Dunes Community Center*

*Jerry Rummonds' Senior & Community Center*

*Indio Hills Community Center*

*Mecca Community Center – Senior Program*

*North Shore Beach and Yacht Club*

*Norton Younglove Community Center – Highgrove*

### Major Issues in Common:

All of the focus groups, regardless of constituency, identified these key issues in common (*continued on the following page*):

Isolation /Homebound



Community Based Supportive  
Services/Supports



Transportation



Funding



Aging in Place/Independent Living



Meals/Nutrition



Caregiver Support



**Additional Issues Raised by Service Providers:**

Cultural/Language Barriers



Person-Centered Care

Forward Thinking/Future Planning

**Additional Issues Raised by Senior Centers:**

Physical Activity



Advocacy/Access to  
Decision Makers



Technology Education



Intergenerational Activities



Housing



Emergency Assistance



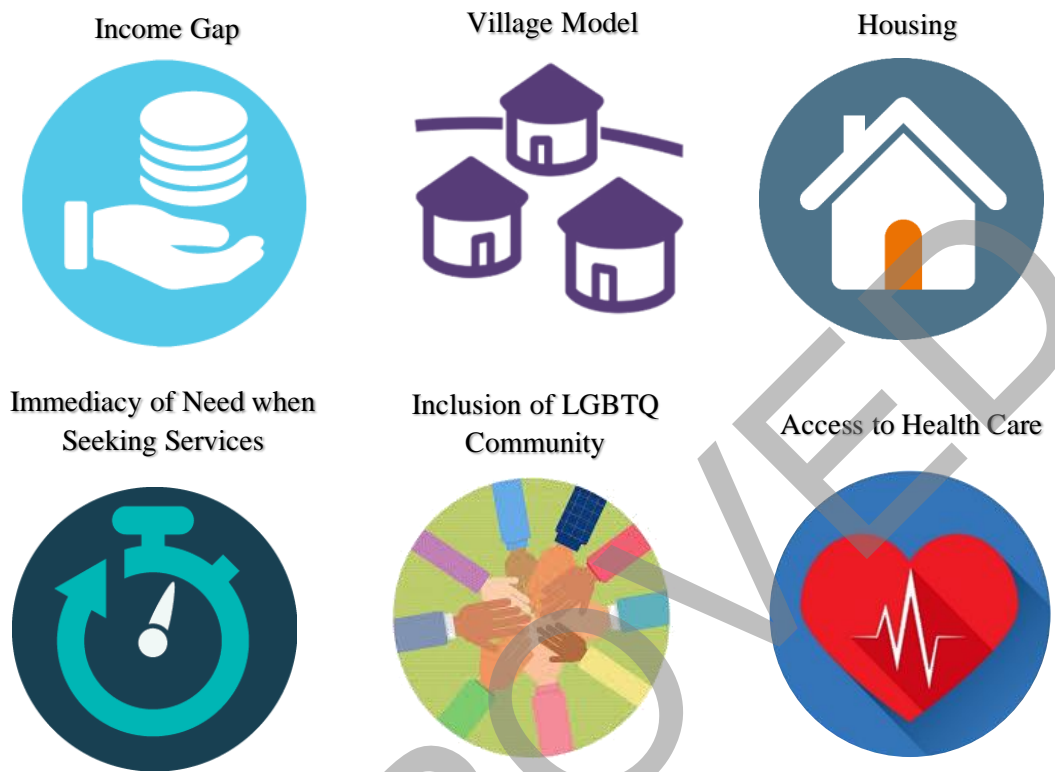
Language Appropriate  
Services



Depression/Mental Illness



### Additional Issues Raised by LGBTQ Focus Group:



### Underserved Populations to Target *(in no specific order)*:

- Homebound
- Undocumented seniors/non-English speakers
- Long-term care clients
- LGBTQ clients
- Veterans
- Persons with disabilities
- People who are alone (no spouse or family)
- Native American population
- Those with limited access to technology
- Families of older adults
- Caregivers
- Homeless seniors
- Low-income individuals
- Persons who reside in remote locations
- Younger adults with “aging” issues
- 50-59 age group

### How the Aging Services Network Can Improve:

- “No Wrong Door” access to services
  - Break down program silos
  - Ask more questions when providing services
  - Educate ourselves and collaborate more
  - Information sharing regarding resources available

- **Provide caregivers and families with resources**
    - *Focus on self-care*
    - *Provide mental health assistance/education*
    - *Help to improve nutrition*
  - **Provide financial support to providers & financial services to consumers**
  - **Provide innovative programs and services**
- 

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## **SECTION 6. TARGETING**

The Older Americans Act defines a number of “target populations” including:

- *Low-income individuals with special emphasis on those who are frail, isolated, neglected, and/or exploited*
- *Ethnic minorities*
- *Limited English speakers*
- *Those residing in rural or isolated areas*
- *Lesbian, Gay, Bisexual, Transgender, Queer/Questioning (LGBTQ) older adults*
- *Those living with HIV*

The needs of each of these populations must be included in an evaluation of the community’s needs, the PSA’s advocacy efforts, and plans for coordinating services. Ways in which PSA 21 works to meet these needs include:

- *Ongoing cultural diversity training for all staff*
- *Outreach, educational events, support groups, focus groups, and services for limited English speakers*
- *Presence at specific LGBTQ events, such as annual participation in annual local Pride events, and collaboration and partnership with LGBTQ-specific organizations*
- *Presence at events and emerging partnerships with organizations that provide services to those living with HIV*
- *Direct service delivery in isolated areas, such as Blythe, where contracted providers are not available*
- *Ongoing educational events that identify the needs of current and future older adults*
- *Serving as an Aging and Disability Resource Connection (ADRC) to provide a one-stop resource for information, assistance, and referrals throughout Riverside County*
- *Conducting free on-going evidence-based and health promotion programming that fosters prolonged health and independence*
- *Conducting and participating in disaster preparedness and elder justice initiatives*
- *Provide reasonable alternative communication services at key points of contact (telephone, office visits, and in-home visits) to non-English speaking individuals or those with limited English proficiency in order to meet the linguistic needs of those populations*
- *Participation in state-level integration discussions and provide leadership in service integration initiatives at the local level*



## SECTION 7. PUBLIC HEARINGS

## PSA 21

At least one public hearing must be held each year of the four-year planning cycle. CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, Older Americans Act Reauthorization Act of 2016, Section 314(c)(1).

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English? <sup>2</sup> Yes or No	Was hearing held at a Long- Term Care Facility? <sup>3</sup> Yes or No
<b>2020-2021</b>	2/6/2020	Riverside County Office on Aging 44-199 Monroe St. Room 402 Indio, CA 92201	13	No	No
	2/18/2020	Riverside County Department of Public Social Services Public Authority—IHSS 1111 Spruce St. Mt. Rubidoux Room Riverside, CA 92507	4	No	No
<b>2021-2022</b>	3/10/21	Riverside County Office on Aging Via Zoom ONLY due to COVID-19 Pandemic	18	No	No
<b>2022-2023</b>	3/9/2022	Riverside County Office on Aging Via Zoom only due to ongoing COVID-19 pandemic	15	No (Presenter was bilingual English/Spanish)	No
<b>2023-2024</b>					

**The following must be discussed at each Public Hearing conducted during the planning cycle:**

- Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

*Community Assessment surveys were collected throughout the county and PSA 21 posted notices at AAA offices in Riverside and Indio and on the RCOoA website for a period of four weeks prior to the public hearing. In addition, notice was posted in local newspapers and notice was sent via email notification all service providers and Board of Supervisors offices for distribution to their contact and email lists.*

- Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?

☒ Yes. Go to question #3

☐ Not applicable, PD and/or C funds are not used. Go to question #4

- Summarize the comments received concerning proposed expenditures for PD and/or C.

*None.*

- Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services.

☒ Yes. Go to question #5

☐ No, Explain:

A translator is not required unless the AAA determines a significant number of attendees require translation services; <sup>2</sup>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 IIIB funds to meet the adequate proportion of funding for priority services.

*None.*

6. List any other issues discussed or raised at the public hearing.

*It was recommended that future assessment surveys include caring for grandchildren as part of the caregiver assessment.*

7. Note any changes to the Area Plan which were a result of input by attendees.

*None.*

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## SECTION 8 - IDENTIFICATION OF PRIORITIES

## PSA 21

The Riverside County Office on Aging's planning process included a needs assessment to evaluate current services and identify gaps in service. While the need for services is great and funding is limited, setting priorities is essential since all goals must be accomplished within the four years of the plan cycle for the PSA.

In order to establish priorities for this planning cycle, RCOoA considered several areas of focus in the future of aging services and planning, including the World Health Organization's (WHO) age-friendly topic areas, the preliminary plan framework outlined for the California Master Plan on Aging, the Older Californians Act and Older Americans Act mandates and guidelines, the Advisory Council on Aging's member opinions and antidotal community feedback, the RCOoA Executive Team and Leadership Team members, and the registered dietitian.

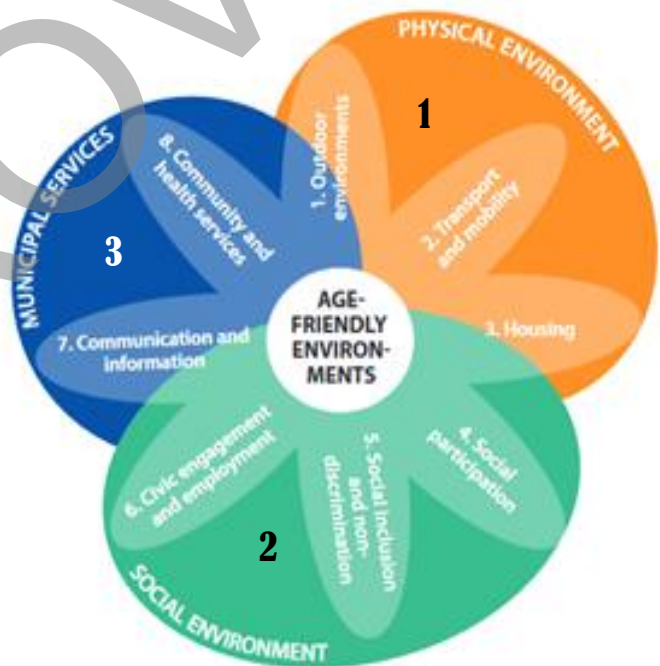
### A. WHO Age-Friendly Topic Areas<sup>116</sup>

In 2007, the World Health Organization (WHO) defined an age-friendly community as one that “*adapts its structures and services to be accessible to and inclusive of older people with varying needs and capabilities.*” As a result, cities and counties across the nation are adapting their long-term strategic plans to include many, if not all, of the eight (8) strategies that meet the definition of an age-friendly community, which can be grouped into three (3) broader focus areas:

**WHO Focus Area 1** includes areas that make up the **Physical Environment**, including *outdoor spaces, transportation, and housing*. These areas identify the need for communities to support personal mobility, safety from injury and crime, as well as health access and behaviors.

**WHO Focus Area 2** includes areas that focus on the **Social Environment** and culture that affect participation and mental wellbeing of older adults. *Social inclusion* addresses the attitudes, behaviors and messages related to older people. *Social participation* refers to the engagement of older people in recreation, socialization, and cultural, educational and spiritual activities in the community. *Civic participation* and *employment* address opportunities for community-based activities, volunteerism, and paid work.

**WHO Focus Area 3** includes areas related to **Municipal Services** including *communication and information* and *community support and health services*, which include social environments and health and social services determinants of health.



<sup>116</sup> World Health Organization, “Global Age-Friendly Cities: A Guide,” World Health Organization, 2007, accessed March 2022, [https://apps.who.int/iris/bitstream/handle/10665/43755/9789241547307\\_eng.pdf;jsessionid=20803A0259BB113441064140BD8474BF?sequence=1](https://apps.who.int/iris/bitstream/handle/10665/43755/9789241547307_eng.pdf;jsessionid=20803A0259BB113441064140BD8474BF?sequence=1).

## B. California Master Plan for Aging<sup>117</sup>

The California Master Plan for Aging seeks to respond to the increasing population of people over age 60, projected to be more diverse and more populous than any other group in California. The 60+ population is expected to increase from 16% in 2010 to 25% of the total population of California by 2030.



The Master Plan for Aging outlines **five bold goals** and 23 strategies designed to create a California for All Ages by 2030.

### 1. Housing for All Ages and Stages

*“We will live where we choose as we age in communities that are age-, disability-, and dementia-friendly and climate- and disaster-ready.”*

**Target:** Millions of new housing options to age well

**Strategies:** More housing options; transportation beyond cars; outdoor and community spaces for all ages; emergency preparedness and response; and climate friendly aging.

### 2. Health Reimagined

*“We will have access to the services we need to live at home in our communities and to optimize our health and quality of life.”*

**Target:** Close the equity gap and increase life expectancy

**Strategies:** Bridging healthcare at home; health care as we age; lifelong healthy aging; geriatric care expansion; dementia in focus; and nursing home innovation.

### 3. Inclusion & Equity, Not Isolation

*“We will have lifelong opportunities for work, volunteering, engagement, and leadership and will be protected from isolation, discrimination, abuse, neglect, and exploitation.”*

**Target:** Keep increasing life satisfaction as we age

**Strategies:** Inclusion and equity in aging; opportunities to work; opportunities to volunteer and engage across generations; closing the digital divide; protection from abuse, neglect, and exploitation; and California leadership in aging.

### 4. Caregiving That Works

*“We will be prepared for and supported through the rewards and challenges of caring for aging loved ones”*

**Target:** One million high-quality caregiving jobs

**Strategies:** Family and friends caregiving support; good caregiving job creation; and virtual care expansion.

### 5. Affordable Aging

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<sup>117</sup> California Department of Aging, “California Master Plan for Aging,” California Department of Aging, January 2021, accessed March 2022. <https://mpa.aging.ca.gov/>.

*“We will have economic security for as long as we live”*

**Target:** Close the equity gap and increase elder economic sufficiency

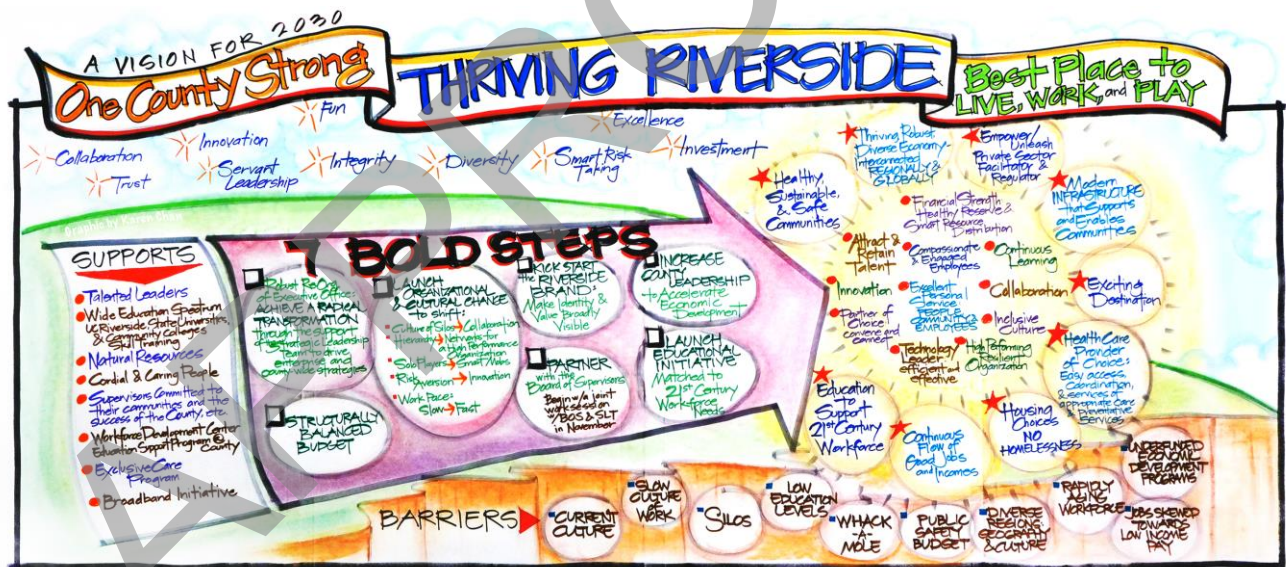
**Strategies:** End homelessness for older adults; income security as we age; and protection from poverty and hunger.

## C. Riverside County Strategic Plan 2030<sup>118</sup>

The County of Riverside’s strategic plan focuses on *“a thriving robust, diverse economy interconnected regionally and globally, and where the private sector partners with the county as a facilitator and regulator; where there is a continuous flow of good jobs and incomes, NO homelessness, and where education supports a 21st century workforce”* over the next decade.

Riverside County values collaboration, trust, innovation, fun, integrity, diversity, smart risk-taking, excellence and investment in its residents and communities. To that end, Riverside County has developed its strategic plan, which is consistent with the stated values and move the county as an organization into the future. The goals related to the county and the RCOoA include the following:

- *Healthy, sustainable, and safe communities*
- *Easy access and coordination and services of appropriate health care including preventative services*
- *Housing choices [that eliminate] homelessness*



<sup>118</sup> County of Riverside, RivCoNow, “Executive Office,” accessed March 2022, <https://rivco.org/about-county/executive-office>.

## D. Focus Groups

### 2018-2019 – Area Plan Development (Pre-COVID-19):

Between 2018 and 2019, the Riverside County Office on Aging conducted five (5) focus groups county-wide to better understand the needs of residents across the County. Service providers and senior centers identified the following key issues:

- Isolation
- Community-Based Supports/Aging in Place
- Transportation
- Meals & Nutrition
- Funding
- Caregiver Support

Additional issues raised by **service providers** were person-centered care, future planning, and cultural/language barriers.

**Senior centers** raised additional issues related to physical education, technology education, and intergenerational activities.

### 2021 – Area Plan Update:

In September 2021, the Riverside County Office on Aging held a focus group to check in with providers and senior centers about the effects of COVID-19 on their work and communities. Participants shared that although the key issues discussed in the initial focus groups were still relevant to their service areas, **COVID-19 increased the urgency of some issues and added others across the service spectrum:**



Extreme *isolation* of older adults

Increases in *food insecurity*



Increases in *abuse and neglect*

*Caregivers under high stress*



Impact of the *growing digital divide* for older adults

*Fear* of going out due to COVID-19



## Riverside County Aging and Disability Resource Connection (ADRC) Call Center

The Riverside County Office on Aging, with Independent Living Center (ILC) partner Community Access Center, is also a designated ADRC for coordination of services for consumers and families. During 2020-2021, the ADRC Call Center (HelpLink) fielded over 177,000 calls from consumers and provided them with direct services or referrals to other county or community services within the PSA.



Almost half (48%) of all callers requested at least one of the following three (3) main services, with most callers requesting three or more services:

	Meals & Food	22%
	Vaccine Registration	20%
	Transportation Assistance	6%

Additional requests included referrals for the following services:

SERVICE REQUESTED	REFERRAL RATE
In- Home Care	5%
Housing Options, RCOoA Case Management programs	3%
Financial Assistance, Residential Home Repair/Modifications	2%
Referral for Utility Assistance, Legal Services, HICAP, Adult Protective Services, Medical Services, GRG Caregiver Support	1%

After a thorough review of the needs assessment results, PSA 21 identified the following focus areas that coincide with the California Master Plan for Aging and the key objectives identified by the County of Riverside, and developed goals and objectives that are specific to the services provided by the AAA:

#### **FOCUS AREA 1: Age-Friendly Environments**

<b>WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES</b>	Integrate existing strategies and develop new strategies to improve the <b><u>Physical Environment</u></b> for older adults. <ul style="list-style-type: none"> <li>○ <i>Outdoor Spaces</i></li> <li>○ <i>Transportation</i></li> <li>○ <i>Housing</i></li> </ul>
<b>CALIFORNIA MASTER PLAN ON AGING</b>	<b>Goal 1:</b> Housing for All Ages <b>Goal 5:</b> Affordable Aging
<b>RIVERSIDE COUNTY STRATEGIC PLAN 2030</b>	Housing choices [that] eliminate homelessness Modern infrastructure that supports and enables communities
<b>FOCUS GROUP INPUT</b>	<b>2019:</b> No applicable comments <b>2021:</b> Fear of going out due to COVID-19

#### **FOCUS AREA 2: Engaging Communities**

<b>WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES</b>	Develop and expand community-based programs and interventions focused on the factors of the <b><u>Social Environment</u></b> and culture that affect participation and mental wellbeing of older adults such as: <ul style="list-style-type: none"> <li>○ <i>Social inclusion</i></li> <li>○ <i>Social participation</i></li> <li>○ <i>Civic participation, employment, and Volunteerism</i></li> </ul>
<b>CALIFORNIA MASTER PLAN ON AGING</b>	<b>Goal 2:</b> Health Reimagined <b>Goal 4:</b> Caregiving the Works <b>Goal 3:</b> Inclusion & Equity, Not Isolation
<b>RIVERSIDE COUNTY STRATEGIC PLAN 2030</b>	N/A
<b>FOCUS GROUP INPUT</b>	<b>2019:</b> <ul style="list-style-type: none"> <li>• Data collection to reach the homebound (Social Inclusion)</li> <li>• Outreach &amp; Networking: Including intergenerational activities, volunteer <i>opportunities, advocacy, and caretaking</i></li> </ul> <b>2021:</b> <ul style="list-style-type: none"> <li>• Increase in older adult isolation</li> <li>• Food insecurity</li> <li>• Digital divide</li> <li>• Caregivers under high stress</li> </ul>

### **FOCUS AREA 3: Service Access**

<b>WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES</b>	<p>Improve, enhance, and integrate Municipal Services:</p> <ul style="list-style-type: none"> <li>○ <i>Communication and information</i></li> <li>○ <i>Community support and health services</i></li> <li>○ <i>Health and social services determinants of health</i></li> </ul>
<b>CALIFORNIA MASTER PLAN ON AGING</b>	<p><b>Goal 1:</b> Housing for All Ages  <b>Goal 2:</b> Health Reimagined  <b>Goal 5:</b> Affordable Aging</p>
<b>RIVERSIDE COUNTY STRATEGIC PLAN 2030</b>	Easy access and coordination and services of appropriate health care including preventative services
<b>FOCUS GROUP INPUT</b>	<p><b>2019:</b></p> <ul style="list-style-type: none"> <li>• Outreach &amp; Networking <ul style="list-style-type: none"> <li>○ Advocacy</li> </ul> </li> <li>• Innovation (and funding)—new ways of providing services <ul style="list-style-type: none"> <li>○ Accessible care &amp; Integrated services</li> <li>○ Balanced accessible care</li> <li>○ Holistic approach to person centered care</li> <li>○ Accessible case management</li> <li>○ Navigator services</li> <li>○ Transportation</li> <li>○ “No Wrong Door” Access</li> <li>○ Prevention &amp; Early Intervention</li> <li>○ Resources for caregivers</li> </ul> </li> </ul> <p><b>2021:</b></p> <ul style="list-style-type: none"> <li>• Caregivers under high stress</li> </ul>

**FOCUS AREA 4:** Many municipalities have added **Security and Safety** strategies to their scope of work. PSA 21 has chosen to add this area to the scope of work for this Area Plan.

<b>WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES</b>	<p>Improve services and community-based solutions to assist older adults in developing strategies for Economic Security and Safety</p> <ul style="list-style-type: none"> <li>○ <i>Elder justice</i></li> <li>○ <i>Disaster preparedness</i></li> </ul>
<b>CALIFORNIA MASTER PLAN ON AGING</b>	<b>Goal 3:</b> Inclusion & equity, Not Isolation
<b>RIVERSIDE COUNTY STRATEGIC PLAN 2030</b>	Healthy, sustainable, and safe communities
<b>FOCUS GROUP INPUT</b>	<p><b>2019:</b> No applicable comments  <b>2021:</b> Increases in abuse and neglect</p>

## SECTION 9 - AREA PLAN NARRATIVE GOALS AND OBJECTIVES

PSA 21

### 1. SUPPORTING THE DEVELOPMENT OF AGE-FRIENDLY COMMUNITIES

**Goal:** Participate in discussions, coalitions, collaborations, and initiatives that focus on developing age-friendly, disability-friendly communities that support older adults and persons with disabilities, allowing them to remain in the homes and communities of their choice.

**Rationale:**

**WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES**

**CALIFORNIA MASTER PLAN ON AGING**

**RIVERSIDE COUNTY STRATEGIC PLAN 2030**

**FOCUS GROUP FEEDBACK**

Integrate existing strategies and develop new strategies to improve the Physical Environment for older adults.

- Outdoor Spaces
- Transportation
- Housing

**Goal 1:** Housing for All Ages

**Goal 5:** Affordable Aging

Housing choices [that] eliminate homelessness

Modern infrastructure that supports and enables communities

**2019:** No applicable comments

**2021:** Fear of going out due to COVID-19

**Objective A:** Assist with providing safe and affordable housing solutions to keep older adults and persons with disabilities in the homes and communities of their choice.  
[Refer to CCR Article 3, Section 7300 (c)]

**Projected Start and End Dates**

**Title IIIB Funded PD or C<sup>4</sup>**

**Update Status<sup>5</sup>**

1. Provide emergency assistance in the form of housing, rental, utility, transportation, home repairs and modifications, falls prevention, and mobility management assistance.

2020-2024

Continued

2. Through a partnership with the Riverside University Health System – Behavioral Health, Department of Public Social Services - Adult Services Division, and the Riverside County Housing Authority, provide stabilization and wraparound supportive services for 150 older adults who are homeless or have unstable housing. *This is a non-OAA funded program.*

2020-2024

Continued

**Objective B:** Participate in existing age-friendly and disability-friendly initiatives occurring within the planning and service area.

**Projected Start and End Dates**

**Title IIIB Funded PD or C<sup>4</sup>**

**Update Status<sup>5</sup>**

1. Identify ongoing initiatives in the PSA and initiate participation.

2020-2024

Revised

## 2. DEVELOPING ENGAGING PROGRAMS AND ENVIRONMENTS FOR OLDER ADULTS

**Goal:** Support and assist in the expansion of engaging programs and environments for older adults through:

- *Enhanced education regarding promising practices*
- *Increased sharing of information and resources to promote/expand age-friendly environments*
- *User-friendly mechanisms for feedback and recommendations*
- *Providing opportunities for employment and volunteering*

### Rationale:

#### WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES

#### CALIFORNIA MASTER PLAN ON AGING

#### RIVERSIDE COUNTY STRATEGIC PLAN 2030

#### FOCUS GROUP FEEDBACK

Develop and expand community-based programs and interventions focused on the factors of the Social Environment and culture that affect participation and mental wellbeing of older adults such as:

- *Social inclusion*
- *Social participation*
- *Civic participation, employment, and Volunteerism*

**Goal 2:** Health Reimagined

**Goal 4:** Caregiving the Works

**Goal 3:** Inclusion & Equity, Not Isolation

N/A

#### 2019:

- Data collection to reach the homebound (Social Inclusion)
- Outreach & Networking: Including intergenerational activities, volunteer opportunities, advocacy, and caretaking

#### 2021:

- Increase in older adult isolation
- Food insecurity
- Digital divide
- Caregivers under high stress

**Objective A:** Provide opportunities for individuals to engage in social and civic engagement, employment, and volunteerism.  
[Refer to CCR Article 3, Section 7300 (c)]

**Projected Start and End Dates**

**Title IIIB Funded PD or C<sup>4</sup>**

**Update Status<sup>5</sup>**

1. Advocate for mature worker programs via the Riverside County Workforce Innovation and Opportunity Act board and other local networks.

2020-2022

Complete

2. Identify and provide opportunities for individuals to volunteer in the community as a way of increasing social interaction and engagement.

2020-2024

Revised

3. Expand existing Coachella Valley (East County) RSVP program into West County and South County areas with additional funding.

2020-2024

Continued

4. Develop a volunteer (peer-support) friendly caller program with 60 volunteers reaching out to 200 seniors in order to reduce isolation. This is a non-OAA funded program.

2020-2024

PD\*

Continued

5. Encourage older adults to complete the Census 2020 survey.	2020-2021		Complete
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*\*Program Development Update: Due to the ongoing COVID-19 pandemic, this program is still operating informally at this time. A formal Friendly Caller Program began development in FY 21/22 and will be rolled out through the expansion of the RSVP program throughout the PSA in 2022/2023.*

<b>Objective B:</b> Assist the community, senior centers, non-profit organizations, and those who serve older adults over age 60 with modified services due to COVID-19. [Refer to CCR Article 3, Section 7300 (c)]	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>4</sup></b>	<b>Update Status<sup>5</sup></b>
1. Seek out and assist with the development of specific programs/projects designed to increase technology access and usage, including the provision of technical support to decrease loneliness and isolation among older adults.	2020-2024		Continued

<b>Objective C:</b> Conduct community assessments to obtain critical information from the community and key constituencies. [Refer to CCR Article 3, Section 7300 (c)]	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>4</sup></b>	<b>Update Status<sup>5</sup></b>
1. Conduct community assessments from community events and activities.	2020-2024		Continued
2. Conduct nutrition assessment surveys from congregate and home delivered meal clients.	2020-2024		Continued
3. Conduct surveys with specific constituencies and target communities (non-English speaking, LGBTQ, etc. and/or on specific topics (housing, transportation, caregiving, etc.).	2020-2024		Continued
4. Develop and/or implement alternative, user-friendly mechanisms for information gathering including online platforms.	2020-2024		Continued

<b>Objective D.</b> Provide information, education, and programming that encourage individuals to remain active, social, and engage in activities that promote healthy aging. [Refer to CCR Article 3, Section 7300 (c)]	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>4</sup></b>	<b>Update Status<sup>5</sup></b>
1. Expand the current Arthritis Foundation Exercise Program (known locally as the Fit After 50 program) to all focal points.	2020-2024		Continued
2. Expand the Walk with Ease program to all focal points.	2020-2024		Continued
3. Develop new IIID exercise program for community settings.	2020-2024		Continued
4. Develop alternative exercise and fitness programs for online and virtual platforms.	2020-2024		Continued

<b>Objective E.</b> Conduct outreach and provide educational presentations on available programs and services. <i>[Refer to CCR Article 3, Section 7300 (c)]</i>	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>4</sup></b>	<b>Update Status<sup>5</sup></b>
1. Conduct outreach in all areas of the PSA via the Info Van.	2020-2024		Continued
2. Provide nutrition education to low-income older adults in local community and senior centers via the RCOoA Nutrition Education Program and SNAP-Ed.	2020-2023		Revised
3. Conduct community education presentations via online and virtual formats.	2020-2024		Continued
4. Partner with community-based organizations to explore and implement alternative outreach methodologies that do not require face-to-face contact.	2020-2024		Continued

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### 3. INCREASED ACCESS TO SUPPORTIVE SERVICES

**Goal:** Increase access to local resources through integrated partnerships and the promotion of “*No Wrong Door*” service provision.

**Rationale:**

**WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES**

Improve, enhance, and integrate Municipal Services:

- *Communication and information*
- *Community support and health services*
- *Health and social services determinants of health*

**CALIFORNIA MASTER PLAN ON AGING**

**Goal 1:** Housing for All Ages

**Goal 2:** Health Reimagined

**Goal 5:** Affordable Aging

**RIVERSIDE COUNTY STRATEGIC PLAN 2030**

Easy access and coordination and services of appropriate health care including preventative services

**FOCUS GROUP FEEDBACK**

**2019:**

- Outreach & Networking
  - Advocacy
- Innovation (and funding)—new ways of providing services
  - Accessible care & Integrated services
  - Balanced accessible care
  - Holistic approach to person centered care
  - Accessible case management
  - Navigator services
  - Transportation
  - “No Wrong Door” Access
  - Prevention & Early Intervention
  - Resources for caregivers

**2021:**

- Caregivers under high stress

**Objective A:** Improve access to community-based services and supports. [Refer to CCR Article 3, Section 7300 (c)]

**Projected Start and End Dates**

**Title IIIB Funded PD or C<sup>4</sup>**

**Update Status<sup>5</sup>**

1. Coordinate with county departments and local health care providers to implement a system of person-centered care that eliminates duplication, improves services, and resolves client problems related to service delivery, in order to address the specific needs of frail elderly clients. Specific initiatives include the Countywide Integrated Services Delivery development process, enhanced care management (ECM) initiatives, and Joint Operations Collaborative efforts. *This is a non OAA funded effort.*

2020-2024

Revised

2. Participate in discussions, coalitions, and collaborations that seek to develop a modern, age-friendly infrastructure that supports older adults and allows them to remain in their homes and

2020-2024

Continued

3. Through the efforts of the ADRC, coordinate with community partners to provide information to individuals related to the kinds of services and supports available within the local community with special emphasis on rural and isolated areas.

2020-2024

Continued

4. Educate individuals and organizations about RCOoA and available ADRC services and supports.	2020-2024		Continued
5. Through a contracted provider, RCOoA offers Ombudsman services to assist older adults with their effort to seek resolution to problems and to advocate for the rights of residents in long term care facilities. Services are provided throughout the PSA.	2020-2024		Continued
6. Provide FCSP caregiver services including, but not limited to, support group, training, case management, overnight and in-home respite, material aid, outreach, information and assistance, as well as provide public information and community education on caregiving.	2020-2024		Continued
7. Expand outreach to include social media (e.g., Facebook) and email newsletters/updates for announcements and reminders.	2020-2024		Added
8. Participate in the Inland Empire Long Term Services and Supports Coalition Advisory Committee to develop regional plans to support local implementation of the Master Plan for Aging. The Committee includes collaboration between The Alzheimer's Association, San Bernardino County Department of Aging & Adult Services, Community Access Center of Riverside County, IEHP, and Housing, Homelessness Prevention, and Workforce Solutions.	2022-2024	C	Added

<b>Objective B:</b> Explore funding opportunities to enhance and expand existing services and to facilitate new services. [Refer to CCR Article 3, Section 7300 (c)]	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>4</sup></b>	<b>Update Status<sup>5</sup></b>
1. Research and apply for additional funding for aging services programs to increase coordinated care services and supports.	2020-2024		Ongoing

<b>Objective C:</b> Develop new policies, procedures, programs, and initiatives that improve access to community-based services for targeted populations. [Refer to CCR Article 3, Section 7300 (c)]	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>4</sup></b>	<b>Update Status<sup>5</sup></b>
1. Through a partnership with the Riverside County Department of Public Social Services Adult Services Division, conduct needs assessments with 200 clients currently receiving emergency COVID services via the new COVID CARES program. <i>This is a</i>	2020-2024		Revised
2. Purchase and distribute supportive technology solutions to enhance access of older adults and disabled persons to services and supports including, telehealth, support groups, connection with friends and family, and other web-based support services.	2020-2024		Revised
3. Facilitate the ongoing involvement of the LGBTQ community in the valuation, development, and expansion of aging services.	2020-2024		Continued

4. Advocate for the needs of low-income individuals, to bridge the gap between the “hidden poor”, and those who are not eligible for Older American Act services (due to age or income) in Riverside	2020-2024		Continued
5. Provide service linkages and financial assistance to older adults, persons with disabilities, and their caregivers.	2020-2024		Ongoing
6. Identify AAA staff to represent the AAA in the County’s Integrated Service Delivery (ISD) initiative that works across multiple county departments to establish policies, procedures, and feedback systems to enhance integrated services that are in alignment with the County Strategic Plan through 2024. ISD includes participation from the Department of Social Services, Public Health, First Five, Behavioral Health, and the County Medical Center.	2022-2024	C	Added

#### 4. EDUCATE, REPORT, AND REDUCE ELDER ABUSE & NEGLECT

**Goal:** Increase collaborations and training initiatives with local protection and emergency response entities to *educate, report, and reduce the abuse and neglect* of vulnerable adults.

##### Rationale:

##### WHO STRATEGY FOR AGE-FRIENDLY COMMUNITIES

Improve services and community-based solutions to assist older adults in developing strategies for Economic Security and Safety

- *Elder justice*
- *Disaster preparedness*

##### CALIFORNIA MASTER PLAN ON AGING

**Goal 3:** Inclusion & equity, Not Isolation

##### RIVERSIDE COUNTY STRATEGIC PLAN 2030

Healthy, sustainable, and safe communities

##### FOCUS GROUP FEEDBACK

**2019:** No applicable comments  
**2021:** Increases in abuse and neglect

**Objective A:** Provide individuals with the information and resources available to assist with economic security, self-sufficiency, and safety.

[Refer to CCR Article 3, Section 7300 (c)]

**Projected  
Start and  
End Dates**

**Title IIIB  
Funded PD  
or C<sup>4</sup>**

**Update  
Status<sup>5</sup>**

1. Provide ongoing sensitivity training for staff, caregivers, and providers through the use of virtual reality technology.	2020-2024		Continued
2. Educate individuals in the community about the importance of emergency and disaster preparedness.	2020-2024		Continued
3. Conduct targeted outreach regarding available services to vulnerable/isolated older adults, persons with disabilities, and their caregivers.	2020-2024		Continued

4. Participate in community collaborations that increase awareness of and address elder abuse issues including prevention, fraud, and neglect.	2020-2024		Continued
5. Educate individuals about the many forms of elder abuse.	2020-2024		Continued
6. Provide individuals with the information and tools to protect against economic fraud.	2020-2024		Continued
7. Conduct targeted outreach regarding available services to vulnerable/isolated older adults, persons with disabilities and their caregivers.	2020-2024		Continued

<sup>2</sup> Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

<sup>3</sup> Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Delete

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## **SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES\***

**PSA 21**

### **TITLE III/VIIA SERVICE UNIT PLAN OBJECTIVES**

#### **CCR Article 3, Section 7300(d)**

*The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service. They are defined in the [NAPIS State Program Report \(SPR\)](#). For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary](#) and the [National Ombudsman Reporting System \(NORS\) Instructions](#).*

1. Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VIIA. Only report services provided; others may be deleted.

*\*PSA 21 Service Unit Plan (SUP) Proposed Units of Service adjusted for the 2020-2024 Area Plan cycle based on three-year average of actual NAPIS performance (2016-2019).*

#### **Personal Care (In-Home)**

**Unit of Service = 1 hour**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	4,254	3	
2021-2022	4,254	3	
2022-2023	3,829	3	
2023-2024			

#### **Homemaker (In-Home)**

**Unit of Service = 1 hour**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	3,378	3	
2021-2022	3,378	3	
2022-2023	3,040	3	
2023-2024			

#### **Home-Delivered Meal**

**Unit of Service = 1 meal**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	336,738	3	
2021-2022	336,738	3	
2022-2023	336,738	3	
2023-2024			

**Adult Day/Health Care (In-Home)****Unit of Service = 1 hour**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	<b>9,168</b>	<b>3</b>	
2021-2022	<b>9,168</b>	<b>3</b>	
2022-2023	<b>8,251</b>	<b>3</b>	
2023-2024			

**Case Management (Access)****Unit of Service = 1 hour**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	<b>2,170</b>	<b>3</b>	
2021-2022	<b>2,170</b>	<b>3</b>	
2022-2023	<b>1,953</b>	<b>3</b>	
2023-2024			

**Assisted Transportation (Access)****Unit of Service = 1 one-way trip**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	<b>21,336</b>	<b>3</b>	
2021-2022	<b>21,336</b>	<b>3</b>	
2022-2023	<b>13,500</b>	<b>3</b>	
2023-2024			

**Congregate Meals****Unit of Service = 1 meal**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	<b>274,888</b>	<b>3</b>	
2021-2022	<b>274,888</b>	<b>3</b>	
2022-2023	<b>274,888</b>	<b>3</b>	
2023-2024			

**Transportation (Access)****Unit of Service = 1 one-way trip**

<b>Fiscal Year</b>	<b>Proposed Units of Service</b>	<b>Goal Numbers</b>	<b>Objective Numbers (if applicable)</b>
2020-2021	<b>1,550</b>	<b>1,2,3</b>	
2021-2022	<b>1,550</b>	<b>1,2,3</b>	
2022-2023	<b>1,395</b>	<b>1,2,3</b>	
2023-2024			

**Legal Assistance****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	2,734	3,4	
2021-2022	2,734	3,4	
2022-2023	2,734	3,4	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	21,359	3	
2021-2022	21,359	3	
2022-2023	19,223	3	
2023-2024			

**Information and Assistance (Access)****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	30,767	1,3	
2021-2022	30,767	1,3	
2022-2023	30,767	1,3	
2023-2024			

**Outreach (Access)****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	37,659	1,2,3,4	
2021-2022	37,659	1,2,3,4	
2022-2023	37,659	1,2,3,4	
2023-2024			

**2. NAPIS Service Category – “Other” Title III Services**

- Each **Title IIIB** “Other” service must be an approved NAPIS Program service listed above on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title IIIB** services to be funded that were not reported in NAPIS categories. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

**Title IIIB, Other Priority and Non-Priority Supportive Services**

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary.

- *Other Priority Supportive Services include: Alzheimer's Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting*
- *Other Non-Priority Supportive Services include: Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Security, Registry, Senior Center Activities, and Senior Center Staffing*

All "Other" services must be listed separately. Duplicate the table below as needed.

**Other Supportive Service Category: Senior Center Activities**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>1,562*</b>	<b>2</b>	
2021-2022	<b>1,562*</b>	<b>2</b>	
2022-2023	<b>1,562*</b>	<b>2</b>	
2023-2024			

\*Based on previously contracted amount for this service.

**Other Supportive Service Category: Comprehensive Assessment**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>2,967</b>	<b>3</b>	
2021-2022	<b>2,967</b>	<b>3</b>	
2022-2023	<b>2,670</b>	<b>3</b>	
2023-2024			

**Other Supportive Service Category: Cash/Material Aid**

**Unit of Service = 1 assistance**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>136</b>	<b>3</b>	
2021-2022	<b>136</b>	<b>3</b>	
2022-2023	<b>136</b>	<b>3</b>	
2023-2024			

**Other Supportive Service Category: Community Education**

**Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>19</b>	<b>1,2,4</b>	
2021-2022	<b>19</b>	<b>1,2,4</b>	
2022-2023	<b>19</b>	<b>1,2,4</b>	
2023-2024			

**Other Supportive Service Category: Public Information****Unit of Service = 1 activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>6</b>	<b>1,2,4</b>	
2021-2022	<b>6</b>	<b>1,2,4</b>	
2022-2023	<b>6</b>	<b>1,2,4</b>	
2023-2024			

**Other Supportive Service Category: Disaster Preparedness Materials****Unit of Service = 1 product**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>200</b>	<b>4</b>	
2021-2022	<b>200</b>	<b>4</b>	
2022-2023	<b>180</b>	<b>4</b>	
2023-2024			

**Other Supportive Service Category: Housing****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>130</b>	<b>1,2</b>	
2021-2022	<b>130</b>	<b>1,2</b>	
2022-2023	<b>117</b>	<b>1,2</b>	
2023-2024			

**Other Supportive Service Category: Interpretation/Translation****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>5,000</b>	<b>2,3</b>	
2021-2022	<b>5,000</b>	<b>2,3</b>	
2022-2023	<b>4,500</b>	<b>2,3</b>	
2023-2024			

**Other Supportive Service Category: Mental Health****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	<b>500</b>	<b>1,2,3</b>	
2021-2022	<b>500</b>	<b>1,2,3</b>	
2022-2023	<b>450</b>	<b>1,2,3</b>	
2023-2024			

**Other Supportive Service Category: Residential Repairs/Modifications** **Unit of Service = 1 modification**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	500	1,2	
2021-2022	500	1,2	
2022-2023	450	1,2	
2023-2024			

**Other Supportive Service Category: Telephone Reassurance** **Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	500	1,2	
2021-2022	500	1,2	
2022-2023	450	1,2	
2023-2024			

**Other Supportive Service Category: Visiting** **Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	300	1,2	
2021-2022	300	1,2	
2022-2023	270	1,2	
2023-2024			

**3. Title IIID/ Disease Prevention and Health Promotion**

*Instructions for Title IIID Disease Prevention and Health Promotion: Enter the name of the proposed program to be implemented, proposed units of service and the Program Goal and Objective number(s) that provide a narrative description of the program, and explain how the service activity meets the criteria for evidence-based programs described in PM 15-10 if not ACL approved.*

**Service Category: Physical Activity****Unit of Service = 1 activity**

- **Title IIID/ Disease Prevention and Health Promotion:** Enter required program goal and objective numbers in the Title III D Service Plan Objective Table below:

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2020-2021	46,071	2	1, 2, 3, 4
2021-2022	46,071	2	1, 2, 3, 4
2022-2023	41,464	2	1, 2, 3, 4
2023-2024			

## TITLE IIB and Title VIIA: LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES

### 2020-2024 Four-Year Planning Cycle

*As mandated by the Older Americans Act Reauthorization Act of 2016, 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 ensuring their dignity, quality of life, and quality of care.*

*Each year during the four-year cycle, analysts from the Office of the State Long-Term Care Ombudsman (OSLTCO) will forward baseline numbers to the AAA from the prior fiscal year National Ombudsman Reporting System (NORS) data as entered into the Statewide Ombudsman Program database by the local LTC Ombudsman Program and reported by the OSTLCO in the State Annual Report to the Administration on Aging (AoA).*

*The AAA will establish targets each year in consultation with the local LTC Ombudsman Program Coordinator. Use the yearly baseline data as the benchmark for determining yearly targets. Refer to your local LTC Ombudsman Program's last three years of AoA data for historical trends. Targets should be reasonable and attainable based on current program resources.*

*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. *Older Americans Act Reauthorization Act of 2016, Section 712(a)(3), (5)]*

#### **Measures and Targets:**

**A. Complaint Resolution Rate** (NORS Element CD-08) (Complaint Disposition). *The average California complaint resolution rate for FY 2017-2018 was 73%.*

<p>1. FY 2018-2019 Baseline Resolution Rate:  Number of complaints resolved <u>251</u> + number of partially resolved complaints <u>74</u> divided by the total number of complaints received <u>531</u> = Baseline Resolution Rate <u>61.2</u> %  FY 2020-2021 Target Resolution Rate <u>61</u> %</p>
<p>2. FY 2019-2020 Baseline Resolution Rate:  Number of complaints partially or fully resolved <u>577</u> divided by the total number of complaints received <u>817</u> = Baseline Resolution Rate: <u>68</u> %  FY 2021-2022 Target Resolution Rate <u>50</u> %</p>
<p>3. FY 2020 - 2021 Baseline Resolution Rate:  Number of complaints partially or fully resolved <u>585</u> divided by the total number of complaints received <u>978</u> = Baseline Resolution Rate <u>60</u> %  FY 2022-2023 Target Resolution Rate <u>65</u> %</p>
<p>4. FY 2021-2022 Baseline Resolution Rate:  Number of complaints partially or fully resolved _____ divided by the total number of complaints received _____ = Baseline Resolution Rate _____ %  FY 2023-2024 Target Resolution Rate _____</p>
<p>Program Goals and Objective Numbers: <b>Goal 3. A.5.</b></p>

**B. Work with Resident Councils (NORS Elements S-64 and S-65)**

1. FY 2018-2019 Baseline: Number of Resident Council meetings attended <b>163</b> FY 2020-2021 Target: <b>150</b>
2. FY 2019-2020 Baseline: Number of Resident Council meetings attended <b>44</b> FY 2021-2022 Target: <b>5</b>
3. <i>FY 2020-2021 Baseline: Number of Resident Council meetings attended</i> <b>32</b> <i>FY 2022-2023 Target:</i> <b>75</b>
4. <i>FY 2021-2022 Baseline: Number of Resident Council meetings attended</i> _____ <i>FY 2023-2024 Target:</i> _____
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

**C. Work with Family Councils (NORS Elements S-66 and S-67)**

1. FY 2018-2019 Baseline: Number of Family Council meetings attended <b>4</b> FY 2020-2021 Target: <b>4</b>
2. FY 2019-2020 Baseline: Number of Family Council meetings attended <b>1</b> FY 2021-2022 Target: <b>1</b>
3. <i>FY 2020-2021 Baseline: Number of Family Council meetings attended</i> <b>3</b> <i>FY 2022-</i> <i>2023 Target:</i> <b>4</b>
4. <i>FY 2021-2022 Baseline: Number of Family Council meetings attended</i> _____ <i>FY 2023-2024 Target:</i> _____
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

**D. Information and Assistance to Facility Staff (NORS Elements S-53 and S-54)** *Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in-person.*

1. FY 2018-2019 Baseline: Number of Instances <b>479</b> FY 2020-2021 Target: <b>500</b>
2. <i>FY 2019-2020 Baseline: Number of Instances</i> <b>3044</b> <i>FY 2021-2022 Target:</i> <b>3050</b>
3. <i>FY 2020-2021 Baseline: Number of Instances</i> <b>2002</b> <i>FY 2022-2023 Target:</i> <b>2005</b>
4. <i>FY 2021-2022 Baseline: Number of Instances</i> _____ <i>FY 2023-2024 Target:</i> _____
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

**E. Information and Assistance to Individuals (NORS Element S-55)** *Count of instances of Ombudsman*

representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by: telephone, letter, email, fax, or in person.

1. FY 2018-2019 Baseline: Number of Instances <u>1,379</u> FY 2020-2021 Target: <u>1,500</u>
2. FY 2019-2020 Baseline: Number of Instances: <u>1,428</u> FY 2021-2022 Target: <u>1,500</u>
3. FY 2020-2021 Baseline: Number of Instances <u>1007</u> FY 2022-2023 Target: <u>1100</u>
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

- F. Community Education** (NORS Element S-68) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program.

1. FY 2018-2019 Baseline: Number of Sessions <u>21</u> FY 2020-2021 Target: <u>25*</u> *Program will utilize Zoom or other web-based programming to facilitate this
2. FY 2019-2020 Baseline: Number of Sessions <u>19</u> FY 2021-2022 Target: <u>8</u>
3. FY 2020-2021 Baseline: Number of Sessions <u>17</u> FY 2022-2023 Target: <u>25</u>
4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

**G. Systems Advocacy** (NORS Elements S-07, S-07.1)

One or more new systems advocacy efforts must be provided for each fiscal year Area Plan Update. In the relevant box below for the current Area Plan year, in narrative format, please provide at least one new priority systems advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. The systems advocacy effort may be a multi-year initiative, but for each year, describe the results of the efforts made during the previous year and what specific new steps the local LTC Ombudsman program will be taking during the upcoming year. Progress and goals must be separately entered each year of the four-year cycle in the appropriate box below.

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality

of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.) Be specific about the actions planned by the local LTC Ombudsman Program. Enter information in the relevant box below.

<b>FY 2020-2021</b>
<b>FY 2020-2021 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts) <ul style="list-style-type: none"> <li>• Coordination with inter-disciplinary teams in order to better serve residents in LTC.</li> <li>• Participation in developing disaster preparedness plans for residents of LTC facilities and their families.</li> </ul>
<b>FY 2021-2022: Coordination with Public Guardian to improve response to residents and Ombudsman.</b>
<b>Outcome of FY 2020-2021 Efforts:</b> <ol style="list-style-type: none"> <li>1. Substantiated and resolved allegations of suspected abuse and neglect of LTC residents due to collaboration with multi-disciplinary team members.</li> <li>2. In collaboration with Community Care Licensing (CDSS-CCL), Ombudsmen worked to ensure that LTC facilities have an established disaster preparedness plan.</li> </ol>
<b>FY 2021-2022 Systems Advocacy Efforts:</b> <ol style="list-style-type: none"> <li>1. Collaborate with Adult Protective Services (APS) to delineate the respective jurisdictions of APS and the Ombudsman Program.</li> <li>2. Establish a protocol for investigating complaints in unlicensed facilities by collaborating with multi-disciplinary team members to ensure a joint visit, when appropriate.</li> </ol>
<b>FY 2022-2023: Focus on unrepresented residents to ensure the Inter-Disciplinary Team process is being correctly followed.</b>
<b>FY 2023-2024</b>
<b>Outcome of 2022-2023 Efforts:</b> <b>FY 2023-2024 Systems Advocacy Effort(s):</b> (Provide one or more new systems advocacy efforts)

## Outcome 2.

Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2016), Section 712(a)(3)(D), (5)(B)(ii)]

### Measures and Targets:

- A. **Routine Access: Nursing Facilities (NORS Element S-58)** Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. *NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.*

- |   |
|---|
| 1. FY 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <b>37</b> divided by the total number of Nursing Facilities <b>52</b> = Baseline: <b>71%</b><br>FY 2020-2021 Target: <b>50%</b> |
|---|

2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint divided by the total number of Nursing Facilities 28 = Baseline <u>54 %</u> FY 2021-2022 Target: <u>25%</u>
3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint divided by the total number of Nursing Facilities <b>3</b> =Baseline <u>5%</u> FY 2022-2023 Target: <u>25%</u>
4. FY 2021-2022 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint divided by the total number of Nursing Facilities = Baseline _____% FY 2023-2024 Target: _____ %
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

- B. **Routine access: Residential Care Communities (NORS Element S-61)** Percentage of RCFEs within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year not in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. *NOTE: This is not a count of visits but a count of facilities. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.*

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>113</u> divided by the total number of RCFEs <u>369</u> = Baseline <u>30%</u> FY 2020-2021 Target: <u>30%</u>
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs <u>490</u> = Baseline <u>0%</u> FY 2021-2022 Target: <u>10%</u>
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>29</u> divided by the total number of RCFEs <u>500</u> = Baseline <u>6%</u> FY 2022-2023 Target: <u>30%</u>
4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>  </u> divided by the total number of RCFEs <u>  </u> = Baseline <u>  </u> % FY 2023-2024 Target: <u>  </u> %
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

- C. **Number of Full-Time Equivalent (FTE) Staff (NORS Element S-23)** This number may only include staff time legitimately charged to the LTC Ombudsman Program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman Program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

1. FY 2018-2019 Baseline: <u>7.26</u> FTEs FY 2020-2021 Target: <u>2</u> FTEs
2. FY 2019-2020 Baseline: <u>8.68</u> FTEs FY 2021-2022 Target: <u>3</u> FTEs
3. FY 2020-2021 Baseline: <u>6.78</u> FTEs FY 2022-2023 Target: <u>9.0 total</u> FTEs
4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

**D. Number of Certified LTC Ombudsman Volunteers (NORS Element S-24)**

1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers: <u>21</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers: <u>15</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers <u>13</u> FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers <u>10</u>
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers <u>17</u> FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers <u>20</u>
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers
Program Goals and Objective Numbers: <b>Goal 3. A.5.</b>

**Outcome 3.**

Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2016, Section 712(c)]

**Measures and Targets:**

*In the box below, in narrative format, describe one or more specific efforts your program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Reporting System (NORS) data reporting.*

*Some examples could include:*

- *Hiring additional staff to enter data*
- *Updating computer equipment to make data entry easier*
- *Initiating a case review process to ensure case entry is completed in a timely manner*

1. *Hire additional staff to enter data*
2. *Provide all program staff with equipment (computers and printers) to further ensure security and ease of entering data.*
3. *Continue reviewing case and activity entries to ensure timeliness.*
4. *Provide additional ODIN 2020 training online to staff and volunteers.*

## **TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES**

The program conducting the Title VIIA Elder Abuse Prevention work is:

<input type="checkbox"/>	Ombudsman Program
<input type="checkbox"/>	Legal Services Provider
<input type="checkbox"/>	Adult Protective Services
<input checked="" type="checkbox"/>	Other (explain/list): PSA 21 as a direct service.

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

*Units of Service categories include public education sessions, training sessions for professionals, training sessions for caregivers served by a Title IIIIE Family Caregiver Support Program, educational materials distributed, and hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.*

*When developing targets for each fiscal year, refer to data reported on the Elder Abuse Prevention Quarterly Activity Reports. Set realistic goals based upon the prior year's numbers and the resources available. Activities reported for the Title VII Elder Abuse Prevention Program must be distinct from activities reported for the LTC Ombudsman Program. No activity can be reported for both programs.*

*AAAs must provide one or more of the service categories below. NOTE: The number of sessions refers to the number of presentations and not the number of attendees.*

- **Public Education Sessions** –Indicate the total number of projected education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** –Indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Caregivers Served by Title IIIIE** –Indicate the total number of projected training sessions for unpaid family caregivers who are receiving services under Title IIIIE of the Older Americans Act (OAA) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. Older Americans Act Reauthorization Act of 2016, Section 302(3) 'Family caregiver' means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.
- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** –Indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers, and other agencies involved in the protection of elder and dependent adults from abuse, neglect, and exploitation.
- **Educational Materials Distributed** –Indicate the type and number of educational materials to be distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Number of Individuals Served** –Indicate the total number of individuals expected to be reached by any of the above activities of this program.

**TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES**

The agency receiving Title VIIA Elder Abuse Prevention funding is: **Riverside County Office on Aging**

<b>Fiscal Year</b>	<b>Total # of Public Education Sessions</b>
2020-2021	<b>25</b>
2021-2022	<b>23</b>
2022-2023	<b>21</b>
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Professionals</b>
2020-2021	<b>500</b>
2021-2022	<b>455</b>
2022-2023	<b>410</b>
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Caregivers served by Title III E</b>
2020-2021	<b>0</b>
2021-2022	<b>0</b>
2022-2023	<b>4</b>
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Hours Spent Developing a Coordinated System</b>
2020-2021	<b>0</b>
2021-2022	<b>0</b>
2022-2023	<b>1,300</b>
2023-2024	

<b>Fiscal Year</b>	<b>Total # of Copies of Educational Materials to be Distributed</b>	<b>Description of Educational Materials</b>
2020-2021	<b>4,907</b>	<b>"When Trust is a Weapon" booklet</b>
		<b>"Elder Abuse" booklet</b>
2021-21022	<b>4,465</b>	<b>"When Trust is a Weapon" booklet</b>
		<b>"Elder Abuse" booklet</b>
2022-2023	<b>4,019</b>	<b>"When Trust is a Weapon" booklet</b>
		<b>"Elder Abuse" booklet</b>
2023-2024		

<b>Fiscal Year</b>	<b>Total Number of Individuals Served</b>
2020-2021	<b>4,907</b>
2021-2022	<b>4,469</b>
2022-2023	<b>4,022</b>
2023-2024	

**TITLE IIIE SERVICE UNIT PLAN OBJECTIVES**

CCR Article 3, Section 7300(d)

2020-2024 Four-Year Planning Period

*This Service Unit Plan (SUP) uses the five broad federally mandated service categories. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 2018 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.*

**Direct and/or Contracted IIIE Services**

<b>CATEGORIES</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Family Caregiver Services</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Caregivers of Older Adults</b>			
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2020-2021	# of activities: <b>47</b> Total est. audience for above: <b>108,362</b>	<b>3</b>	
2021-2022	# of activities: <b>43</b> Total est. audience for above: <b>98,609</b>	<b>3</b>	
2022-2023	# of activities: <b>39</b> Total est. audience for above: <b>88,748</b>	<b>3</b>	
2023-2024	# of activities: Total est. audience for above:		
<b>Access Assistance</b>	<b>Total contacts</b>		
2020-2021	<b>8,678</b>	<b>3</b>	
2021-2022	<b>7,897</b>	<b>3</b>	
2022-2023	<b>7,107</b>	<b>3</b>	
2023-2024			
<b>Support Services</b>	<b>Total hours</b>		
2020-2021	4,465	3	
2021-2022	4,063	3	
2022-2023	<b>3,657</b>	<b>3</b>	
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	<b>7,242</b>	<b>3</b>	
2021-2022	<b>6,590</b>	<b>3</b>	
2022-2023	<b>5,931</b>	<b>3</b>	
2023-2024			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2020-2021	<b>21</b>	<b>3</b>	
2021-2022	<b>19</b>	<b>3</b>	
2022-2023	<b>17</b>	<b>3</b>	
2023-2024			

## Direct and/or Contracted IIIE Services

Older Relative Caregivers	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2020-2021	# of activities: <b>67</b> Total est. audience for above: <b>80,175</b>	<b>3</b>	
2021-2022	# of activities: <b>61</b> Total est. audience for above: <b>72,959</b>	<b>3</b>	
2022-2023	# of activities: <b>55</b> Total est. audience for above: <b>65,663</b>		
2023-2024	# of activities: Total est. audience for above:		
<b>Access Assistance</b>	<b>Total contacts</b>		
2020-2021	<b>3,650</b>	<b>3</b>	
2021-2022	<b>3,321</b>	<b>3</b>	
2022-2023	<b>2,989</b>	<b>3</b>	
2023-2024			
<b>Support Services</b>	<b>Total hours</b>		
2020-2021	<b>1,363</b>	<b>3</b>	
2021-2022	<b>1,240</b>	<b>3</b>	
2022-2023	<b>1,116</b>	<b>3</b>	
2023-2024			
<b>Respite Care</b>	<b>Total hours</b>		
2020-2021	<b>0</b>		
2021-2022	<b>0</b>		
2022-2023	<b>25</b>	<b>3</b>	
2023-2024			
<b>Supplemental Services</b>	<b>Total hours</b>		
2020-2021	<b>0</b>		
2021-2022	<b>0</b>		
2022-2023	<b>25</b>	<b>3</b>	
2023-2024			

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN****CCR Article 3, Section 7300(d)**

**MULTIPLE PSA HICAPs:** *If you are a part of a multiple-PSA HICAP where two or more AAAs enter into an agreement with one “Managing AAA,” to deliver HICAP services on their behalf to eligible persons in their AAA, then each AAA is responsible for providing HICAP services in the covered PSAs in a way that is agreed upon and equitable among the participating parties.*

**HICAP PAID LEGAL SERVICES:** *Complete this section if your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services.*

**STATE & FEDERAL PERFORMANCE TARGETS:** *The Administration for Community Living (ACL) establishes targets for the State Health Insurance Assistance Program (SHIP)/HICAP performance measures (PMs). ACL introduced the current PMs in conjunction with the SHIP Annual Resource Report, used to inform Congress. The SHIP PMs are comprised of five (5) base elements, with one multilayered category. The PMs are not used in performance-based funding scoring methodology, but instead are assessed to determine Likert scale comparison model for setting National PM Targets that define proportional penetration rates needed for statewide improvements.*

*Using ACL’s approach, CDA HICAP provides State and Federal Performance Measures with goal-oriented targets for each AAA’s Planning and Service Area (PSA). The PMs are calculated at the county-level data, then displayed under each Planning Service Area. In general, the State and Federal Performance Measures include the following:*

- *PM 1.1 Clients Counseled ~ Number of finalized Intakes for clients/ beneficiaries that received HICAP services*
- *PM 1.2 Public and Media Events (PAM) ~ Number of completed PAM forms categorized as “interactive” events*
- *PM 2.1 Client Contacts ~ Percentage of one-on-one interactions with any Medicare beneficiaries*
- *PM 2.2 PAM Outreach Contacts ~ Percentage of persons reached through events categorized as “interactive”*
- *PM 2.3 Medicare Beneficiaries Under 65 ~ Percentage of one-on-one interactions with Medicare beneficiaries under the age of 65*
- *PM 2.4 Hard-to-Reach Contacts ~ Percentage of one-on-one interactions with “hard-to- reach” Medicare beneficiaries designated as:*
  - *PM 2.4a Low-income (LIS)*
  - *PM 2.4b Rural*
  - *PM 2.4c English Second Language (ESL)*
- *PM 2.5 Enrollment Contacts ~ Percentage of contacts with one or more qualifying enrollment topics discussed*

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the HICAP State and Federal Performance Measures tool located online at: [https://www.aging.ca.gov/Providers\\_and\\_Partners/Area\\_Agencies\\_on\\_Aging/#pp-planning](https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/#pp-planning). (Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal Annual Resource Report data are documented and verified complete/ finalized in CDA's Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements. HICAP Service Units do not need to be input in the Area Plan (with the exception of HICAP Paid Legal Services, where applicable).

#### **HICAP Legal Services Units of Service (if applicable) <sup>6</sup>**

<i>Fiscal Year (FY)</i>	<i>3.1 Estimated Number of Clients Represented Per FY (Unit of Service)</i>	<i>Goal Numbers</i>
2020-2021	0	N/A
2021-2022	0	N/A
2022-2023	0	N/A
2023-2024	0	N/A

<i>Fiscal Year (FY)</i>	<i>3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)</i>	<i>Goal Numbers</i>
2020-2021	0	N/A
2021-2022	0	N/A
2022-2023	0	N/A
2023-2024	0	N/A

<i>Fiscal Year (FY)</i>	<i>3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)</i>	<i>Goal Numbers</i>
2020-2021	0	N/A
2021-2022	0	N/A
2022-2023	0	N/A
2023-2024	0	N/A

## COMMUNITY FOCAL POINTS LIST

CCR Title 22, Article 3, Section 7302(a)(14), 45 CFR Section 1321.53(c),  
(Older Americans Act Reauthorization Act of 2016, Section 306(a))

*In the form below, provide the current list of designated community focal points and their addresses. This information must match the total number of focal points reported in the National Aging Program Information System (NAPIS) State Program Report (SPR), i.e., California Aging Reporting System, NAPISCare, Section III.D.*

Designated Community Focal Point	Address	Contact Information
Albert A. Chatigny Senior Community Recreation Center	1310 Oak Valley Pkwy Beaumont, CA 92223	(951) 796-8524
Anza Community Hall	56630 CA-371, Anza CA 92539	(951) 282-4267
Arlanza Community Center – Bryant Park	7950 Philbin Ave Riverside, CA 92503	(951) 351-6135
Banning Senior Center	769 N. San Geronio Ave Banning, CA 92220	(951) 922-3250
Cathedral City Senior Center	37-171 W. Buddy Rogers Ave Cathedral City, CA 92234	(760) 321-1548
Charles Meigs Community Center	21091 Rider St. Perris, CA 92507	(951) 657-0686
Coachella Senior Center	1540 Seventh St. Coachella, CA 92236	(760) 398-0104
Colorado River Senior Community Center	33000 US-95 Blythe, CA 92225	(760) 922-6133
Corona Senior Center	921 S. Belle St Corona, CA 92882	(951) 736-2363
Dales Senior Center – White Park	3936 Chestnut St Riverside, CA 92501	(951) 826-5303
Desert Hot Springs Senior Center	11-777 West Dr Desert Hot Springs, CA 92240	(760) 329-0222
Doris Morgan Community Center* (See page 95)	445 N. Broadway Blythe, CA 92225	(760) 922-8801
Eddie Dee Smith Senior Center	5888 Mission Blvd Rubidoux, CA 92509	(951) 275-9975
Idyllwild HELP Center	Mail: P.O. Box 660 26330 Hwy 243	(951) 659-2110
Idyllwild Town Hall	25925 Cedar St Idyllwild, CA 92549	(951) 659-2638
Indio Hills Sr. Program (Desert Recreation District)	Site: 80-400 Dillon Rd. Indio, CA 92201	(951) 943-9126
Indio Senior Center	45-700 Aladdin St Indio, CA 92201	(760) 391-4170
James A. Venable Community Center	50-390 Carmen Ave Cabazon, CA 92230	(951) 922-1097
Janet Goeske Foundation and Senior Center	5257 Sierra St Riverside, CA 92504	(951) 351-8800
Jerry Rummond’s Senior & Community Center (Desert Recreation District)	87-229 Church St Thermal, CA 92274	(760) 347-3484

<b>Designated Community Focal Point</b>	<b>Address</b>	<b>Contact Information</b>
Joslyn Senior Center	73-750 Catalina Way Palm Desert, CA 92260	(760) 340-3220
Kay Cisneros Senior Center	29995 Evans Rd Sun City, CA 92586	(951) 672-9673
La Quinta Wellness Center	78-450 Avenida La Fonda La Quinta, CA 92247	(760) 564-0096
La Sierra Senior Center	5215 La Sierra Riverside, CA 92505	(951) 351-6435
Lake Elsinore Senior Activity Center	420 E. Lakeshore Dr Lake Elsinore, CA 92530	(951) 674-2526
The LGBT Community Center of the Desert	1301 N. Palm Canyon Dr Palm Springs, CA 92262	(760) 416-7790
Marion Ashley Community Center	25625 Briggs Rd Menifee, CA 92585	(951) 928-2700
Mary Phillips Senior Center	41845 Sixth St Temecula, CA 92590	(951) 694-6464
Mecca Community Center ( <i>Desert Recreation District</i> )	91275 66th Ave. Mecca, CA 92262	(760) 347-3484
Charles Meigs Community Center	21091 Rider St Perris, CA 92570	(951) 210-1580
Mizell Center	480 S. Sunrise Way Palm Springs, CA 92262	(760) 323-5689
Moreno Valley Senior Center	25075 Fir Ave Moreno Valley, CA 92553	(951) 413-3430
Morongo Community Center	13000 Malki Road Banning, CA 92220	(951) 849-4761 x1899
Moses Schaffer Community Center	21565 Steele Peak Dr Perris, CA 92570	(951) 943-9126
Murrieta Senior Center	41717 Juniper St Murrieta, CA 92562	(951) 304-7275
North Shore Beach & Yacht Club ( <i>Desert Recreation District</i> )	99155 Sea View Dr, Mecca, CA 92254	(760) 393-0602
Norco Senior Center	2690 Clark Ave Norco, CA 92860	(951) 270-5647
Norton Younglove Community Center – Riverside	459 W. Center St Riverside, CA 92507	(951) 241-7221
Norton Younglove Community Center – Calimesa	908 Park St Calimesa, CA 92320	(909) 795-2287
Perris Senior Center	100 N. D St Perris, CA 92570	(951) 657-7334
Riverside-San Bernardino County Indian Health	11555 ½ Potrero Rd Banning, CA 92220	(951) 849-4761
Rose M. Eldredge Senior Center/Norco Senior Center	2690 Clark Avenue PO Box 428 Norco, CA 92860	(951) 270-5647
Ruth H. Lewis Community Center at Reid Park	701 N. Orange St Riverside, CA 92501	(951) 826-5654
San Jacinto Community Center	625 S. Pico Ave San Jacinto, CA 92583	(951) 654-2054

Silver Feather Hall ( <i>Pachanga Band of Luiseño Indians</i> )	P.O. Box 1477 Temecula, CA 92593	(800) 732-8805, Ext. 1799
<b>Designated Community Focal Point</b>	<b>Address</b>	<b>Contact Information</b>
Stratton Community Center at Bordwell Park	2008 Martin Luther King Blvd Riverside, CA 92507	(951) 826-5355
Torrez Martinez Senior Center ( <i>Torrez Martinez Desert Cahuilla Indians</i> )	66-725 Martinez Road Thermal, CA 92274	(760) 397-0300
Ysmael Villegas Community Center	3091 Esperanza St Riverside, CA 92504	(951) 351-6142

APPROVED

## Doris Morgan Community Center ● Blythe, CA★

Doris Morgan-Hayes  
Riverside County Advisory Council on Aging  
1992 – 2019



As a member of the Riverside County Advisory Council on Aging, Doris Morgan-Hayes dedicated nearly three decades to advocating for older adults, persons with disabilities, and their caregivers in Blythe and throughout Riverside County. For 27 straight years, Doris faithfully made a 6-hour commute to monthly Advisory Council meetings, and still made time to volunteer at the Blythe senior center, her church, local schools, the Cemetery District, and various other boards and commissions, while volunteering 40 to 50 hours per month to the Volunteer Income Tax Assistance program during its annual peak season.

A highly respected community leader, Doris served as Advisory Council Chair and Vice Chair, and served on countless committees and projects throughout the years. Most importantly, she served as mentor, advisor, spiritual inspiration, and dear friend to her Advisory Council peers and RCOoA staff alike. Doris' public service dates to at least 1980 when she served 12 years as a Blythe City Council Member and made history as the first and only female Mayor of Blythe; a record which still stands.

Fittingly, in October 2019, the City of Blythe renamed and dedicated the *Blythe Community Center* as the ***Doris Morgan Community Center*** in her honor. A year prior, Doris was also recognized by the Riverside County Office on Aging Retired Senior Volunteer Program for her dedicated commitment to that community center's frequent patrons.



Doris was known for her humility and grace. Always shying away from praise and admiration, Doris preferred to quietly go about what she did best – helping others. Doris specifically asked that no one “*make a big deal*” about her years of public service and dedication to the community, so instead we simply thank her on behalf of the Advisory Council on Aging, RCOoA, the City of Blythe, the County of Riverside, every future community leader she took under her wing, and all those she helped across the County, for her tireless advocacy; her resolute support; her willingness to sacrifice for the greater good of the community; her ability to inspire and uplift others; her kindness; and for the indelible legacy she leaves behind.

Above all else, we thank her for her heartfelt compassion and dedication to Riverside County's older adults, persons with disabilities, and their caregivers.



## **SECTION 12 - DISASTER PREPAREDNESS**

PSA **21**

*Disaster Preparation Planning Conducted for the 2020-2024 Planning Cycle Older Americans Act Reauthorization Act of 2016, Section 306(a)(17); 310, CCR Title 22, Sections 7529 (a)(4) and 7547, W&I Code Division 8.5, Sections 9625 and 9716, CDA Standard Agreement, Exhibit E, Article 1, 22-25, Program Memo 10-29(P)*

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**Describe how the AAA coordinates its disaster preparedness plans and activities with local emergency response agencies, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response as required in OAA, Title III, Section 310:** RCOoA, in its role as Area Agency on Aging, is responsible for creating a disaster plan that will ensure the provision of critical direct and contracted services that will meet the emergency needs of its consumers in the event of a natural disaster, such as an earthquake, fire, or flood.

RCOoA's Disaster Plan has been developed in coordination with the Riverside County Emergency Medical Services (EMS) Agency to coordinate with the County of Riverside's disaster plan, which includes five Standardized Emergency Management System (SEMS) functional units which may be activated at any time following an official activation by the Emergency Operations Center in a major disaster. The five SEMS are as follows:

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

RCOoA is represented under the Care and Shelter Operations unit, which provides basic human needs and relocation of those in need, along with specific services targeted to the older adults and individuals with disabilities. RCOoA's Disaster Response Coordinator is responsible to execute activation of RCOoA's Disaster Plan's policies and procedures, following an agency emergency/disaster and/or an official activation by the Emergency Operations Center. In the absence of the Disaster Response Coordinator, the designated alternate or the Director shall execute activation. In the absence of all three persons, the highest-level supervisor available is authorized to execute activation of these policies and procedures.

In the event the emergency/disaster occurs during non-working hours, staff must report to the nearest operating RCOoA site and assume normal operating duties unless designated or assigned otherwise. Information and Assistance staff have been provided with written emergency procedures on how to provide services during and after a disaster. Earthquake and fire evacuation procedures occur twice a year as required by Riverside County Safety. In addition, the Disaster Response Coordinator participates in the Riverside County Operations Committee meetings and trains quarterly with Riverside County Public Health, Bioterrorism Branch,



Riverside County Environmental Health, Riverside County Office of Emergency Services, and Riverside County Emergency Medical Services Agency.

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

Name	Title	Telephone	email
Diana Rocket	Emergency Services Coordinator/EOC Manager Riverside County Fire	Office: 951-955-4700 Cell: 951-453-5130	<a href="mailto:diana.rocket@fire.ca.gov">diana.rocket@fire.ca.gov</a>

2. **Identify the Disaster Response Coordinator within the AAA:**

Name	Title	Telephone	email
Dr. Gary Robbins	Deputy Director for Administration	Office: 951-867-3800	<a href="mailto:grobbins@rivco.org">grobbins@rivco.org</a>

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

Critical Services	How Delivered?
a. Information and Referral Services, for such services as transportation, disaster assistance, etc. b. Work with local OES, CDA, FEMA to provide accessible disaster aid c. Connect food, water, and other supplies to consumers d. Advocate and assist in providing seniors with government disaster assistance. e. Assess the results of the disaster as well as the immediate needs of the clients and convey the result to the local OES and the CDA AAA Disaster Preparedness Coordinator.	a. Through trained Information & Assistance staff on site or at designated location b. In person or via call center; assistance in completion of forms for federal or state emergency assistance c. Through contracted congregate meal sites or home delivered meals, or through emergency services as appropriate d. Through trained staff and volunteers e. Coordinated through the Disaster Preparedness Coordinator or the Director of the RCOoA.

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

Formal emergency preparation or response agreements will be included in our contracted meal service providers' agreements. As RCOoA is currently in the RFP process, the contractor may change dependent on the results of the bidding process.

5. **Describe how the AAA will:**

- **Identify vulnerable populations.**

Riverside County's vulnerable older adult population is identified through an existing client database system that is accessible to our social workers and other trained staff via the internet at any location. In addition, our Disaster Preparedness Coordinator and assigned staff will work closely with other County departments to prioritize and identify additional vulnerable populations.

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

In coordination with the local OES, FEMA, and CDA, RCOoA will follow-up with these vulnerable populations based on the prioritization. The follow-up will be telephonic or home visits of identified clients through the first responders that are coordinating the responses.

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## 2020-2024 Four-Year Planning Cycle

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

The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds<sup>7</sup> listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2020-21 through FY 2023-2024

#### Access:

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

2020-21 25.9%      21-22 25.9 %      22-23 25.9 %      23-24 \_\_\_\_%

#### In-Home Services:

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential

2020-21 6%      21-22 6%      22-23 6%      23-24 \_\_\_\_\_%

#### Legal Assistance Required Activities:<sup>8</sup>

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

2020-21 3.5%      21-22 3.5%      22-23 3.5%      23-24 \_\_\_\_\_%

Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA.

- Allocations based on target population and prior year usage.

<sup>4</sup> Minimum percentages of applicable funds are calculated on the annual Title IIIB baseline allocation, minus Title IIIB administration and minus Ombudsman. At least one percent of the final Title IIIB calculation must be allocated for each “Priority Service” category or a waiver must be requested for the Priority Service category(s) that the AAA does not intend to fund.

<sup>5</sup> Legal Assistance must include all the following activities: Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar.

**SECTION 14 - NOTICE OF INTENT TO PROVIDE DIRECT SERVICES****PSA 21**


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

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*If a AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served.*

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

**Check applicable direct services****Check each applicable Fiscal Year****Title IIIB**

- ☒ Information and Assistance
- ☒ Case Management
- ☒ Outreach
- ☒ Program Development
- ☒ Coordination
- ☐ Long Term Care Ombudsman

20-21	21-22	22-23	23-24
-------	-------	-------	-------

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

**Title IID**

- ☒ Disease Prevention and Health Promo.

20-21	21-22	22-23	23-24
-------	-------	-------	-------

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|

**Title IIIE<sup>9</sup>**

- ☒ Information Services
- ☐ Access Assistance
- ☒ Support Services
- ☐ Respite Services
- ☒ Supplemental Services

20-21	21-22	22-23	23-24
-------	-------	-------	-------

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

**Title VIIA**

- ☐ Long Term Care Ombudsman

20-21	21-22	22-23	23-24
-------	-------	-------	-------

- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|

**Title VII**

- ☒ Prevention of Elder Abuse, Neglect, and Exploitation.

20-21	21-22	22-23	23-24
-------	-------	-------	-------

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|

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

RCOoA has been the direct service provider of the services indicated in the preceding list and will continue to do so during the next planning cycle (2020-2024). RCOoA is confident that the targeted populations will be served through various outreach efforts and partnerships with community-based service organizations throughout the county, as detailed in the Objectives/Actions under the Goals section of the Plan. RCOoA and its Advisory Council will constantly review programs to ensure that our targeted populations are reached. RCOoA staff and Advisory Council members will attend community events and collaborative meetings to promote services.

*Refer to PM 11-11 for definitions of Title III E categories.*

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

**PSA 21**

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*Older Americans Act Reauthorization Act of 2016 Section 307(a)(8)  
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)*

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

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

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

Check applicable funding source:<sup>10</sup>

☐ IIIB

☒ III C-1

☒ III C-2

☐ IIID

☐ IIIE

☐ VII

☐ HICAP

**Request for Approval Justification:**

☒ Necessary to Assure an Adequate Supply of Service OR

☐ More cost effective if provided by the AAA than if purchased from a comparable service provider.

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

☒ 2020-21

☒ 2021-22

☒ 2022-23

☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- PSA 21 is unable to locate a provider for the Blythe area. As such, meal services will be provided by the PSA through the use of dedicated staff on site.

*Section 15 does not apply to Title V (SCSEP).*

<sup>6</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>7</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

**Identify Service Category: NUTRITION EDUCATION**

Check applicable funding source.<sup>10</sup>

- ☐ III B
- ☒ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

**Identify Service Category: FCSP CAREGIVER SERVICES – FAMILY CAREGIVER SERVICES**

Services being provided: Supplemental Services

Check applicable funding source.<sup>10</sup>

- ☐ III B
- ☐ III C-1
- ☐ III C-2
- ☒ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

**Identify Service Category: COMPREHENSIVE ASSESSMENT**

Check applicable funding source.<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: CASH/MATERIAL AID**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: COMMUNITY EDUCATION**

Check applicable funding source: <sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: PUBLIC INFORMATION**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

☒ 2020-21

☒ 2021-22

☒ 2022-23

☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: TRANSPORTATION (ACCESS)**

Check applicable funding source: <sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: DISASTER PREPAREDNESS MATERIALS**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ Nutrition Education
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: HOUSING**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: INTERPRETATION/TRANSLATION**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: MENTAL HEALTH**

Check applicable funding source:<sup>10</sup>

- ☒ III B  
☐ III C-1  
☐ III C-2  
☐ III E  
☐ VII  
☐ HICAP

**Request for Approval Justification:**

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

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

☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

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

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: TELEPHONE REASSURANCE**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- These services are not offered in all areas of the county by any other vendor or subcontractor. By providing this service directly via the Retired Senior Volunteer Program (RSVP) sponsored by a grant from AmeriCorps, the AAA has the opportunity to develop a process that enhances the current regional infrastructure eliminating any gaps in service and allowing for more comprehensive service delivery to clients.

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: VISITING**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ Nutrition Education
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☒ 2020-21      ☒ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- These services are not offered in all areas of the county by any other vendor or subcontractor. By providing this service directly via the Retired Senior Volunteer Program (RSVP) sponsored by a grant from AmeriCorps, the AAA has the opportunity to develop a process that enhances the current regional infrastructure eliminating any gaps in service and allowing for more comprehensive service delivery to clients.

## Identify Service Category: Assisted Transportation

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ Nutrition Education
- ☐ III E
- ☐ VII
- ☐ HICAP

### Request for Approval Justification:

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

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

- ☐ 2020-21      ☐ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- Assisted transportation is one of the most-requested services of the PSA, from older adults and adults with disabilities who are seeking assistance to provide and/or arrange travel from one location to another. As a direct service provider or assisted transportation, the PSA will have greater flexibility to respond to client needs more quickly, and across the entire plan service area. This will also expand the services provided by the PSA to provide more comprehensive services to those who are frail and in need of specialized transportation and assistance for medical appointments and hospital discharges.

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: Residential Repairs/Modifications**

Check applicable funding source:<sup>10</sup>

- ☒ III B
- ☐ III C-1
- ☐ III C-2
- ☐ Nutrition Education
- ☐ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

☐ 2020-21      ☐ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- Many older adults and adults with disabilities require modifications to their homes to live safely without barriers. These include minor repairs/renovations and purchases of equipment to meet safety, health, and code standards. By providing and facilitating this service directly to those in need of home repairs and modification, the PSA is able to ensure sufficient resources in the community to reduce the risk of falling, increase accessibility, and to improve client's functional abilities in their homes. In Section 10 of the Area Plan for FY 20-21 and 21-22, the Area Plan Update included proposed units of service for Residential Repairs/Modifications but did not include a justification for it in Section 15. To correct this for FY 22-23, the PSA has included this service category in Section 15 and in the Area Plan's budget.

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree

**Identify Service Category: Home Delivered Meals**

Check applicable funding source:<sup>10</sup>

- ☐ III B  
☐ III C-1  
☒ III C-2  
☐ Nutrition Education  
☐ III E  
☐ VII  
☐ HICAP

**Request for Approval Justification:**

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

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

- ☐ 2020-21      ☐ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- The pandemic highlighted the need to have multiple approaches to meeting the nutritional needs of seniors across the plan service area. The ability of the PSA to be a direct provider of Home Delivered Meals, when needed, will increase systemic capacity, decrease waitlists and time-to-service, and enhance support of existing service providers.

*Section 15 does not apply to Title V (SCSEP).*

<sup>10</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

<sup>11</sup> For a HICAP direct services waiver, the managing AAA of HICAP services must document that all affected AAAs agree.

**Identify Service Category: FCSP CAREGIVER SERVICES – OLDER RELATIVE CAREGIVERS**

Services being provided: Respite Care

Check applicable funding source.<sup>10</sup>

- ☐ III B
- ☐ III C-1
- ☐ III C-2
- ☒ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

- ☐ 2020-21      ☐ 2021-22      ☒ 2022-23      ☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- Respite Care services for Older Relative Caregivers are not offered in all areas of the county by any other vendor or subcontractor. By providing this service directly, the AAA has the opportunity to develop a process that enhances the current regional infrastructure eliminating any gaps in service and allowing for more comprehensive service delivery to clients. Providing respite care as a direct service will aid the AAA in alleviating the work grandparents do for their grandchildren.

**Identify Service Category: FCSP CAREGIVER SERVICES – OLDER RELATIVE CAREGIVER**

Services being provided: Supplemental Services

Check applicable funding source.<sup>10</sup>

- ☐ III B
- ☐ III C-1
- ☐ III C-2
- ☒ III E
- ☐ VII
- ☐ HICAP

**Request for Approval Justification:**

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

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

☐ 2020-21

☐ 2021-22

☒ 2022-23

☒ 2023-24

**Provide:** documentation below that substantiates this request for direct delivery of the above stated service<sup>11</sup>

- Supplemental services for Older Relative Caregivers are not offered in all areas of the county by any other vendor or subcontractor. By providing this service directly, the AAA has the opportunity to develop a process that enhances the current regional infrastructure eliminating any gaps in service and allowing for more comprehensive service delivery to clients. Providing supplemental care as a direct service will aid the AAA in alleviating the support grandparents give to their grandchildren.

## **SECTION 16 - GOVERNING BOARD**

**PSA 21**

### **GOVERNING BOARD MEMBERSHIP**

#### **2020-2024 Four-Year Area Plan Cycle**

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

**Total Number of Board Members:**                      **5**

#### **Name and Title of Officers:**

#### **Office Term Expires:**

<b>Jeff Hewitt</b> , Chairman, District 5	Jan 2023
<b>Kevin Jeffries</b> , Vice-Chairman, District 1	Jan 2024

#### **Names and Titles of All Members:**

#### **Board Term Expires:**

<b>Karen Spiegel</b> , District 2	Jan 2023
<b>Chuck Washington</b> , District 3	Jan 2024
<b>V. Manuel Perez</b> , District 4	Jan 2023

**Explain any expiring terms – have they been replaced, renewed, or other?**

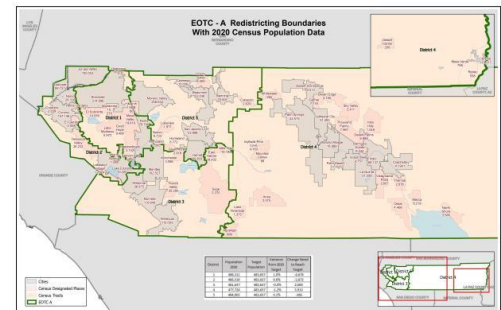
**District 1:** *Includes Lake Elsinore, Wildomar, Canyon Lake and most of the City of Riverside. The district also includes the unincorporated areas of Gavilan Hills, Good Hope, La Cresta, Lake Hills, Lake Mathews, Mead Valley, Meadowbrook, Temescal Valley Woodcrest, Warm Springs De Luz, Santa Rosa Plateau, and Tenaja.*

**District 2:** *Includes Corona, Norco, Eastvale, Jurupa Valley, and the western half of the City of Riverside. The district also includes the unincorporated areas of Coronita, El Cerrito, Highgrove and Home Gardens.*

**District 3:** *Includes Canyon Lake, Hemet, San Jacinto, Temecula, and Murrieta. The district also includes the unincorporated areas of Anza, Aguanga, Idyllwild, Menifee Valley, Pinyon Pines, Valle Vista, Winchester, and Wine Country.*

**District 4:** *Includes Blythe, Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs, and Rancho Mirage. The district also includes the unincorporated areas of Bermuda Dunes, Chiriaco Summit, Colorado River communities, Desert Center, Lake Tamarisk, Eagle Mountain, Desert Edge, Desert Palms, Indio Hills, Mecca, Mesa Verde, North Shore, Oasis, Ripley, Sky Valley, Thermal, Thousand Palms, and Vista Santa Rosa.*

**District 5:** *Includes Moreno Valley, Perris, Calimesa, Beaumont, and Banning. The district also includes the unincorporated areas of Nuevo, Lakeview, Juniper Flats, Meadowbrook, and portions of Mead Valley, Romoland, Homeland, Green Acres, Highgrove, Box Springs, Pigeon Pass, Reche Canyon, San Timoteo Canyon, Oak Valley, Cherry Valley, Banning Bench, Cabazon, Palm Springs Village, and Palm Springs West. The district also includes the Tribal Governments from the Sovereign Nations of the Morongo Band of Mission Indians and the Agua Caliente Band of Cahuilla Indians as well as a portion of the March Air Reserve Base.*



## **SECTION 17 - ADVISORY COUNCIL**

PSA **21**

### **ADVISORY COUNCIL MEMBERSHIP 2020-2024 Four-Year Planning Cycle**

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*Older Americans Act Reauthorization Act of 2016 Section 306(a)(6)(D)  
45 CFR, Section 1321.57 CCR Article 3, Section 7302(a)(12)*

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Total Council Membership (include vacancies): **17**

Number of Council Members over age 60: **6**

	<u>% of PSA's Total Population</u>	<u>% on Advisory Council</u>
<b>Race/Ethnic Composition</b>		
White	<b><u>79.6%</u></b>	<b><u>24%</u></b>
Hispanic	<b><u>50.0%</u></b>	<b><u>12%</u></b>
Black	<b><u>7.3%</u></b>	<b><u>29%</u></b>
Asian/Pacific Islander	<b><u>7.6%</u></b>	<b><u>0%</u></b>
Native American/Alaskan Native	<b><u>1.9%</u></b>	<b><u>0%</u></b>
Other (Multiracial)	<b><u>3.6%</u></b>	<b><u>0%</u></b>

#### **Name and Title of Officers:**

#### **Office Term Expires:**

<b>Chair:</b> <i>Steve Mehlman, Beaumont</i>	<i>6/30/2023</i>
<b>Vice-Chair</b> <i>Javier Lopez, District 4 Appointee, La Quinta</i>	<i>6/30/2022</i>
<b>Parliamentarian:</b> <i>Barbara Mitchell, Riverside</i>	<i>6/30/2024</i>

#### **Name and Title of other members:**

#### **Office Term Expires:**

<i>Debbie Franklin, District 5 Appointee, Banning</i>	<i>6/30/2023</i>
<i>Cynthia Lemus, Perris</i>	<i>6/30/2023</i>
<i>Donald Brock, Hemet</i>	<i>6/30/2024</i>
<i>Mark Cox, Yucaipa</i>	<i>6/30/2024</i>
<i>Teresa Chappell, San Jacinto</i>	<i>6/30/2024</i>
<b>VACANT, District 1 Appointee</b>	<i>6/30/2024</i>
<b>VACANT, District 2 Appointee</b>	<i>6/30/2023</i>
<b>VACANT, District 3 Appointee</b>	<i>6/30/2023</i>
<b>VACANT</b>	<i>6/30/2024</i>
<b>VACANT</b>	<i>6/30/2022</i>
<b>VACANT</b>	<i>6/30/2024</i>
<b>VACANT</b>	<i>6/30/2023</i>
<b>VACANT</b>	<i>6/30/2023</i>
<b>VACANT</b>	<i>6/30/2022</i>

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

Yes No

- ☒ ☐ Low Income
- ☒ ☐ Representative Disabled
- ☒ ☐ Supportive Services
- ☐ ☒ Provider Representative
- ☐ ☒ Health Care Provider
- ☒ ☐ Family Caregiver
- ☒ ☐ Representative Local
- ☒ ☐ Elected Officials
- ☐ ☒ Individuals with Leadership Experience in Private and Voluntary Sectors
- ☐ ☒ Individuals with HIV

Explain any "No" answer(s):

The former **health care** and **provider representatives** resigned the council in 2021 and 2022. These seats are being recruited in anticipation of the 2022/23 program year. The members who met the **Leadership Experience in Private and Voluntary Sectors** qualification resigned the council in 2021 and 2022. These seats are being recruited in anticipation of the 2022/23 program year. Per CDA Program Memo 21-29, HIV status has been added to the Welfare and Institutions Code section 901 regarding targeting services to older adults who face the “greatest social need”. This addition is consistent with “Objective D: Equitable Access for All” contained in the 2021-2025 Older Americans Act State Plan, which emphasizes the importance of advancing equity by working to ensure that those individuals living with HIV have the services and supports they need. As such, PSA 21 will attempt to add representation for those living with HIV to the Advisory Council, if possible.

Explain any expiring terms – have they been replaced, renewed, or other?

Expiring terms scheduled for 6/30/2022, will either be renewed prior to July 1, 2022, or become vacant and filled as soon as possible.

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

- *Twelve members of the Advisory Council are selected by the Council members. Vacancies are advertised in the local papers, on the agency’s website, and through an email blast to the collaborative partner networks and local senior organizations. Applications are accepted and screened by the Membership Committee of the Advisory Council. The accepted applicants are then interviewed by the Membership Committee. Once selected, the proposed member is presented to the Advisory Council and the application is voted on as an action item on the agenda. After approval by the Advisory Council, a request for approval is submitted to the Riverside County Board of Supervisors. Once approved by the Board, the applicant becomes a member of the Advisory Council. The five remaining members of the Advisory Council are selected by each member of the Board of Supervisors to represent their district. Each Board Supervisor completes his/her applicant’s application, interview, and selection process. Once a member has been selected, the Board Supervisor informs RCOoA of the selection.*

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*This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2016 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)]<sup>12</sup>*

*CDA developed California Statewide Guidelines for Legal Assistance (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: [https://aging.ca.gov/Providers\\_and\\_Partners/Legal\\_Services/#pp-gg](https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg)*

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1. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? **Discuss:**

*A minimum of 3.5% of Title IIIB funding will be allocated to Legal Services for FY 22-23. The AAA has used other funding sources in the past to allocate additional funding to Legal Services; a higher percentage of IIIB allocations is dependent on community needs and the capacity of service providers.*

2. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years). **Yes/No, Discuss:**

*The most recent Community Assessment Surveys and Focus Group feedback indicate that elder justice issues such as physical and financial abuse in the form of direct threat, theft, and fraud continue to be the primary focus both nationally and, in the PSA. Between FY 20-21, there was a 27% increase in calls to the AAA's call center seeking legal assistance. Given the high call volume, the AAA increased the Title IIIB allocation from 3.5% to 5.7% for FY 22-23.*

3. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? **Yes/No, Discuss:**

*Yes. During the 2022-2023 planning period, PSA 21's contract/agreement with the chosen Legal Service Provider(s) (LPS) utilizes the California Statewide Guidelines in the provision of OAA legal services as stated below in Article II Section E Law, Policy and Procedure, Licenses and Certificates.*

*"The SERVICE PROVIDER agrees to administer this Contract Agreement and require any subcontractors to administer their subcontracts in accordance with this Contract Agreement, and with all applicable, local, State, and federal laws and regulations including, but not limited to, discrimination, wages and hours of employment, occupational safety (according to the Occupational Safety and Health Administration (OSHA) Code of Federal Regulation, CFR Title 29), fire, safety, health and sanitation regulations, directives, guidelines, and/or manuals related to this Contract Agreement, and resolve all issues using good administrative practices and sound judgment. The SERVICE PROVIDER and its subcontractors shall keep in effect all licenses, permits, notices, and certificates that are required by law."*

4. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priority issues for legal services? If so, what are the top four (4) priority legal issues in your PSA? **Yes/No, Discuss:**

*Yes. During the 2022-2023 planning period, PSA 21 and the chosen legal service provider will collaborate on the establishment of priorities through monthly reports related to the types of*

services provided and the frequency of specific requests. As stated above, the top four (4) legal priorities continue to be family and consumer law, consumer health law, IHSS assistance, and financial abuse in the form of frauds and scams.

Yes. During 2022-2023 planning period, the targeted populations of PSA 21 who will receive priority service continue to be:

A. Older Adults who are low-income, 75 years of age or older, non- or limited-English speaking, homebound, live alone or who are disabled, chronically ill, and/or are functionally impaired.

B. Elder Abuse: Elder abuse cases, including matters involving financial, emotional, mental abuse and physical abuse, and those who require help with government and public benefits.

5. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? **Yes/No, Discuss:**

The AAA currently collaborates with the Legal Service Provider to jointly identify the target population which are individuals sixty (60) years of age or older, with an emphasis on those in the greatest economic and social need with particular attention to low-income minority individuals, older individuals with Limited English Proficiency (LEP) and older individuals residing in rural and isolated areas.

6. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? **Discuss:**

During the 2022-2023 planning period, the targeted older adult population continues to include those with the greatest economic need and who do not have the support or resources to assist with personal business matters, such as insurance disputes, and any forms of financial abuse. Initial eligibility will be determined via phone then followed up with an additional contact with a legal advocate or an appointment is scheduled at a local senior or community center.

During the 2022-2023 planning period, the mechanisms that will be used to reach the targeted populations will continue to be:

The chosen contractor that will provide legal service will be well known in the community for providing legal services for older adults and will have an accessible website, phone lines with hours clearly posted, and a process and guidelines for calling constituents back. The legal services contractor will be required to participate in community outreach events and fairs to provide legal service information to older adults and provides legal services at local community centers closer to older adults.

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

Fiscal Year	# of Legal Assistance Services Providers
2020-2021	Inland County Legal Services (ICLS)
2021-2022	Inland County Legal Services (ICLS)
<b>2022-2023</b>	<b>Inland County Legal Services (ICLS)</b>
2023-2024	Leave Blank until 2023

8. What methods of outreach are Legal Services Providers using? **Discuss:**

Pre-pandemic, Inland Counties Legal Services provided outreach at approximately 100 events that

*included community fairs, health fairs, and annual targeted community legal education on various areas of law. As communities reopen, ICLS staff are again attending in-person community, health, and senior fairs to provide community legal education on various areas of the law. These events are held at senior apartment complexes and/or mobile home parks.*

*ICLS is available and seeks opportunities to schedule specific presentations as requested with partner organizations who provide services to seniors or senior organizations on multiple legal topics that include, but are not limited to, estate planning, mobile home law, health law (Covered California, etc.), and a multitude of other civil legal areas of law. These can be scheduled as in-person or as Zoom meetings/presentations. All events include targeted legal information as well as general information about ICLS services that are available.*

**9. What geographic regions are covered by each provider? Complete table below:**

<b>Fiscal Year</b>	<b>Name of Provider</b>	<b>Geographic Region covered</b>
2020-2021	Inland County Legal Services (ICLS)	All of Riverside County
2021-2022	Inland County Legal Services (ICLS)	All of Riverside County
<b>2022-2023</b>	<b>Inland County Legal Services (ICLS)</b>	<b>All of Riverside County</b>
<i>2023-2024</i>	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

**10. Discuss how older adults access Legal Services in your PSA and whether they can receive assistance remotely (e.g., virtual legal clinics, phone, U.S. Mail, etc.). Discuss:**

*In FY 22-23, older adults will be able to access legal services via Zoom, Microsoft Teams, and the Inland Counties Legal Services (ICLS) website ([www.inlandlega.org](http://www.inlandlega.org)) in addition to the following in-person services:*

- **Office Walk-In** – Currently ICLS has re-opened offices in Riverside, Ontario and Victorville that can be walked into Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.
- **Dedicated Senior Phone Line** – ICLS provides a dedicated Senior Line (1-800-977-4257) that can be called Monday through Friday between the hours of 8:45 am and 4:45 pm for information, eligibility screening or scheduling an appointment.
- **Online Application** – A preliminary application can be filled out online at [www.inlandlegal.org](http://www.inlandlegal.org) and the applicant will be called back for further information for eligibility screening and fully identifying their legal issue.
- **Appointments** – ICLS offers virtual appointments through Zoom, in-person office appointments, or in-person appointments at senior or community centers located throughout Riverside and San Bernardino Counties.
- **Senior or Community Center Walk-In** – ICLS offers walk-in appointments (schedule permitting) at senior or community centers on the days and hours listed on the Senior Outreach Schedule available at the [www.inlandlegal.org](http://www.inlandlegal.org).
- **Via Phone** – In FY 2022/23, older adults will access legal services through outreach intake at senior centers as well as through the AAA's 800/877 number.

11. Identify the major types of legal issues that are handled by the Title IIB legal provider(s) in your PSA (please include new legal problem trends in your area). **Discuss:**

*During FY 2022/23, the selected Legal Service Provider will continue to focus on the following major legal issues: Housing; Family Legal; Elder Abuse; Consumer; Benefits; Health; Simple Wills and Guardianship.*

12. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. **Discuss:**

*During FY 2022/23, the barriers to accessing legal services continue to include a lack of adequate transportation for clients to reach legal services and/or a lack of computer access for signatures, a lack of sufficient legal staffing, and limited funding. Strategies to overcome these barriers will continue to include targeted outreach at senior and community centers, via Info Van outreach, and presentations about RCOoA services. In addition, the PSA welcomes the additional funding to support legal assistance services.*

13. What other organizations or groups does your legal service provider coordinate services with? **Discuss:**

*During FY 2022/23, PSA 21 will also contract with an Ombudsman program and the Health Insurance Counseling and Advocacy Program (HICAP).*

**SECTION 19 - MULTIPURPOSE SENIOR CENTER ACQUISITION OR CONSTRUCTION COMPLIANCE REVIEW**<sup>13</sup>

CCR Title 22, Article 3, Section 7302(a)(15)

**20-year tracking requirement**

☐ No. Title IIIB funds not used for Acquisition or Construction.

☒ Yes. Title IIIB funds used for Acquisition or Construction.

Title III Grantee and/or Senior Center (complete the chart below):

Title III Grantee and/or Senior Center	Type Acq/Const	IIIB Funds Awarded	% Total Cost	Recapture Period		Compliance Verification State Use Only
				Begin	End	
Name: Address:						
Name: Address:						
Name: Address:						
Name: Address:						

**Note:** PSA 21 is exploring using available IIIB funds to lease a building to service the Blythe community as a senior nutrition location and senior services hub/senior center. This process is also expected to include some construction costs related to building out the location for service provision. We welcome guidance from CDA on how to accurately complete this form to reflect this plan.

<sup>8</sup> Acquisition is defined as obtaining ownership of an existing facility (in fee simple or by lease for 10 years or more) for use as a Multipurpose Senior Center.

## **SECTION 20. FAMILY CAREGIVER SUPPORT PROGRAM**

*Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services Older Americans Act Reauthorization Act of 2016,*

*Section 373(a) and (b)*

### **2020-2024 Four-Year Planning Cycle**

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

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

#### **Caregivers of Older Adults**

<b>Category</b>	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>	<b>2023-2024</b>
<b>Family Caregiver Info Services</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
<b>Family Caregiver Access Assistance</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
<b>Family Caregiver Support Services</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
<b>Family Caregiver Respite Care</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
<b>Family Caregiver Supplemental Services</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract

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

#### **Older Relative Caregiver**

<b>Category</b>	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>	<b>2023-2024</b>
<b>Older Relative Caregiver (GRG) Information Services</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
<b>Older Relative Caregiver (GRG) Access Assistance</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
<b>Older Relative Caregiver (GRG) Support Services</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input type="checkbox"/> Contract
<b>Older Relative Caregiver (GRG) Respite Care</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract
<b>Older Relative Caregiver (GRG) Supplemental Services</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Direct <input type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Direct <input checked="" type="checkbox"/> Contract

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

- **Provider name and address of agency**

*Riverside County Office of Education  
3939 13th Street, Riverside, CA 92501 (Main Office)*

- **Description of the service**

*In fiscal years 20-21 and 21-22, Childcare respite for grandparents who are raising grandchildren ages 0-5 will be referred to Riverside County Office of Education (RCOE). Those grandparents who do not fall into this category are referred to other agencies that provide this service. Supplemental services are offered and available to grandparents through services and programs with RCOoA. 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.*

- **Where the service is provided (entire PSA, certain counties, etc.)**

*Services are provided throughout the PSA (Riverside County).*

- **Information that influenced the decision not to provide the service (research, needs assessment, survey of senior population in PSA, etc.)**

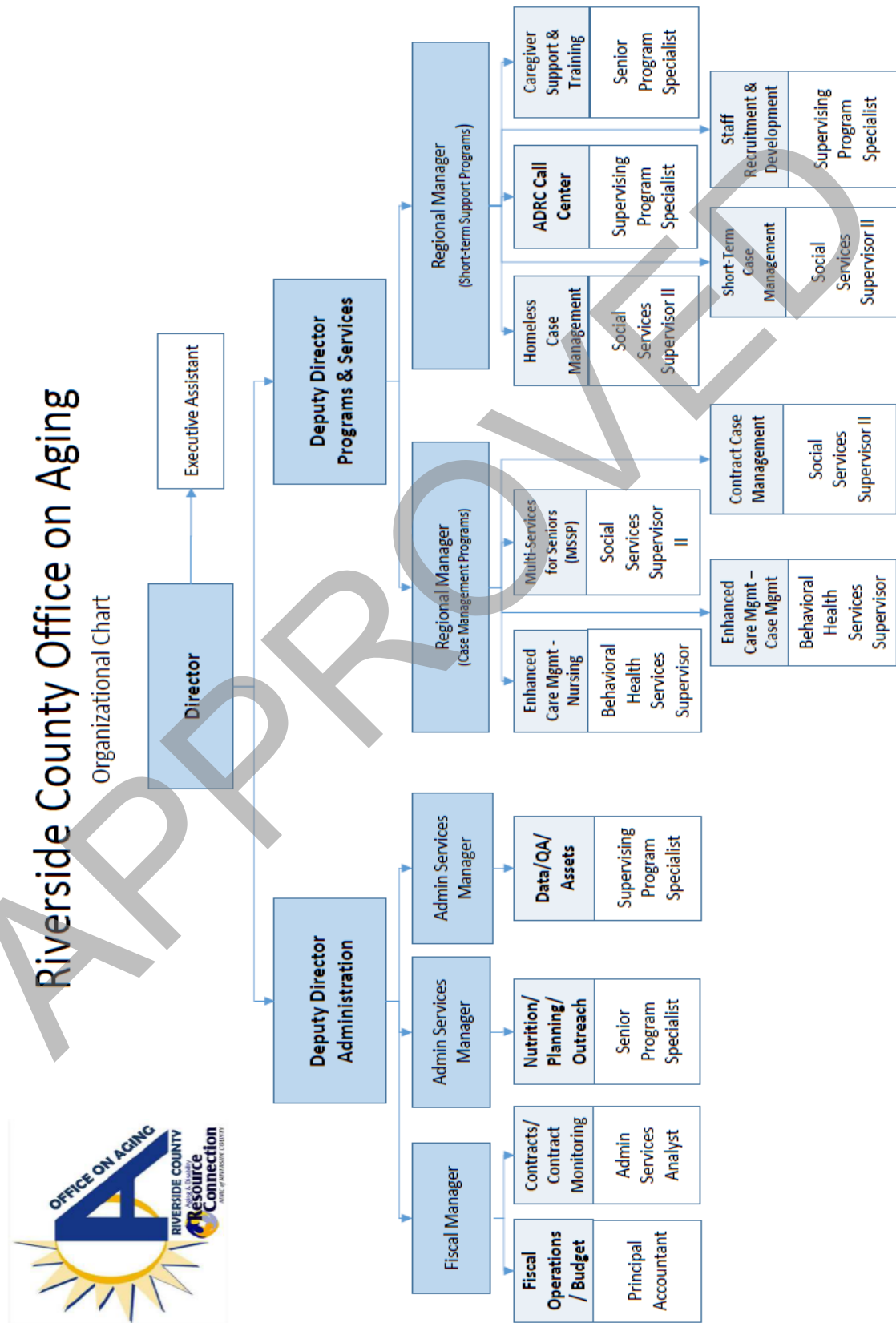
*PSA 21 does not provide this service to avoid a duplication of service within the PSA.*

- **How the AAA ensures the service continues to be provided in the PSA without the use of Title III E funds**

*PSA 21 refers grandparents to other agencies that provide this service.*

## SECTION 21 - ORGANIZATION CHART

PSA **21**



## SECTION 22 - ASSURANCES

Pursuant to the Older Americans Act Reauthorization Act of 2016, (OAA), the Area Agency on Aging assures that it will:

### A. Assurances

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

Provide an adequate proportion, as required under Older Americans Act Reauthorization Act of 2016 Section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

- (A) services associated with access to services (transportation, health services (including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services).
- (B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
- (C) legal assistance: and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

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

- (I) provide assurances that the area agency on aging will -
  - (aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement.
  - (bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and;
- (II) include proposed methods to achieve the objectives described in (aa) and (bb) of subclause (I).

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

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

- (I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
- (II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
- (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.

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

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

- (I) identify the number of low-income minority older individuals in the planning and service area.
- (II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in assurance number 2.

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

Use outreach efforts that —

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

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

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

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

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

7. OAA 306(a)(5)

Provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

8. OAA 306(a)(9)

Provide assurances that the Area Agency on Aging will carry out the State Long-Term Care Ombudsman program under 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

9. OAA 306(a)(11)

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

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

(B) An assurance that the Area Agency on Aging will to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) An assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

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

- (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;
- (B) disclose to the Assistant Secretary and the State agency—
  - (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
  - (ii) the nature of such contract or such relationship;
- (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;
- (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and
- (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

11. 306(a)(14)

Provide assurances that preference in receiving services under this Title shall not be given to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

12. 306(a)(15)

Provide assurances that funds received under this title will be used—

- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in Older Americans Act Reauthorization Act of 2016, Section 306(a)(4)(A)(i); and
- (B) in compliance with the assurances specified in Older Americans Act Reauthorization act of 2016, Section 306(a)(13) and the limitations specified in Older Americans Act Reauthorization Act of 2016, Section 212;

13: OAA 305(c)(5)

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

14. OAA 307(a)(7)(B)

- (i) no individual (appointed or otherwise) involved in the designation of the State agency or an area agency on aging, or in the designation of the head of any subdivision of the State agency or of an area agency on aging, is subject to a conflict of interest prohibited under this Act;
- (ii) no officer, employee, or other representative of the State agency or an area agency on aging is subject to a conflict of interest prohibited under this Act; and
- (iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

15. OAA 307(a)(11)(A)

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

16. OAA 307(a)(11)(B)

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

17. OAA 307(a)(11)(D)

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

18. OAA 307(a)(11)(E)

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

19. OAA 307(a)(12)(A)

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

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

20. OAA 307(a)(15)

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

(A) To utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability.

(B) To designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include:

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

21. OAA 307(a)(18)

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

(A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;

(B) are patients in hospitals and are at risk of prolonged institutionalization; or

(C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

22. OAA 307(a)(26)

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

23. OAA 307(a)(27)

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

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

24. CFR [1321.53(a)(b)]

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

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

- (1) Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue;
- (2) Provide a range of options;
- (3) Assure that these options are readily accessible to all older persons: The independent, semi-dependent and totally dependent, no matter what their income;
- (4) Include a commitment of public, private, voluntary and personal resources committed to supporting the system;
- (5) Involve collaborative decision-making among public, private, voluntary, religious and fraternal organizations and older people in the community;
- (6) Offer special help or targeted resources for the most vulnerable older persons, those in danger of losing their independence;
- (7) Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the community;
- (8) Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person;
- (9) Have a unique character which is tailored to the specific nature of the community;
- (10) Be directed by leaders in the community who have the respect, capacity and authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change and plan community responses for the present and for the future.

25. CFR [1321.53(c)]

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

26. CFR [1321.53(c)]

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

27. CFR [1321.53(c)]

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

CFR [1321.53(c)]

Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with or access to other services and

opportunities for the elderly from the designated community focal points.

28. CFR [1321.61(b)(4)]

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

29. CFR [1321.61(d)]

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

30. CFR [1321.69(a)]

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

APPROVED

## **APPENDIX 1**

### **Total Population for Riverside County by Service Area <sup>119,120</sup> (Percent of Poverty, Disabled Population, and Grandparents Raising Grandchildren)**

<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>2,418,185</b>	<b>14.5%</b>	<b>10.3%</b>	<b>11.6%</b>	<b>76.7%</b>	<b>3.7%</b>

#### ***AAA Service Area 1 – Corona/Norco/Eastvale***

*(Coronita, El Cerrito, Home Gardens, Mira Loma, Temescal Valley)*

<b>Zip Code</b>	<b>City</b>	<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>91752</b>	Norco/Eastvale	30,716	11%	10%	11%	41%	4%
<b>92503</b>	Home Gardens	94,523	10%	11%	10%	37%	5%
<b>92860</b>	Norco/Eastvale	26,613	13%	6%	12%	39%	3%
<b>92879</b>	Corona/ Home Gardens	45,767	10%	11%	9%	35%	3%
<b>92880</b>	Corona/Eastvale	68,915	8%	9%	8%	31%	5%
<b>92881</b>	Corona/El Cerrito	34,039	10%	6%	10%	32%	3%
<b>92882</b>	Corona	71,188	10%	12%	8%	36%	3%
<b>92883</b>	Corona/Temescal Valley	33,982	13%	5%	8%	29%	3%

#### ***AAA Service Area 2 - Riverside/Jurupa Valley***

*(El Sobrante, Glen Avon, Highgrove, Pedley, Rubidoux)*

<b>Zip Code</b>	<b>City</b>	<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>91752</b>	Jurupa Valley	30,716	11%	10%	11%	41%	4%
<b>92337</b>	Jurupa Valley	38,938	6%	6%	9%	43%	5%
<b>92501</b>	Riverside	21,707	8%	17%	11%	45%	4%
<b>92503</b>	Riverside	94,523	10%	11%	10%	37%	5%
<b>92504</b>	Riverside/Woodcrest	57,955	12%	8%	11%	37%	3%
<b>92505</b>	Riverside/Jurupa Valley	50,110	9%	11%	10%	41%	3%

<sup>119</sup> 2020 Census data by zip code is not yet available.

<sup>120</sup> U.S. Census Bureau, "American Community Survey – Total Population, Poverty Status in the Past 12 Months, Disability Characteristics, Grandparents living with own grandchildren under 18 years by responsibility for own grandchildren by length of time responsible for own grandchildren for the population 30 years and over – 5 Year Estimates (2013-2017)," U.S. Census Bureau, accessed March 2022.

<b>92506</b>	Riverside/Woodcrest	45,831	15%	4%	11%	31%	2%
<b>92507</b>	Riverside/Highgrove	58,017	8%	15%	9%	34%	2%
<b>92508</b>	Riverside/Woodcrest	39,121	9%	8%	9%	44%	4%
<b>92509</b>	Jurupa Valley	81,093	9%	14%	12%	42%	5%

**AAA Service Area 3 - Moreno Valley/Perris**

*(Good Hope, Green Acres, March Air Reserve Base, Mead Valley, Nuevo, Lakeview, Lake Mathews)*

<b>Zip Code</b>	<b>City</b>	<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>92508</b>	March ARB	39,121	9%	8%	9%	44%	4%
<b>92518</b>	March ARB	1,065	51%	4%	27%	45%	-
<b>92551</b>	Moreno Valley/Perris/March ARB	33,980	6%	10%	9%	45%	6%
<b>92553</b>	Moreno Valley/March ARB	74,918	7%	14%	10%	40%	6%
<b>92555</b>	Moreno Valley	43,436	9%	9%	9%	37%	5%
<b>92557</b>	Moreno Valley	51,789	10%	8%	10%	32%	5%
<b>92567</b>	Nuevo/Lakeview	10,003	13%	6%	11%	34%	5%
<b>92570</b>	Perris/ Mead Valley	60,349	10%	14%	11%	42%	4%
<b>92571</b>	Perris/March ARB	55,814	6%	13%	9%	42%	6%
<b>92587</b>	Perris	17,095	15%	10%	10%	29%	3%

**AAA Service Area 4 - Menifee/Winchester/Lake Elsinore**

*(Homeland, Canyon Lake, Romoland, Lakeland Village, Warm Springs, Sun City, Quail Valley)*

<b>Zip Code</b>	<b>City</b>	<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>92530</b>	Lake Elsinore/Lakeland Village	57,204	7%	16%	11%	41%	4%
<b>92532</b>	Lake Elsinore	22,770	6%	8%	7%	37%	3%
<b>92545</b>	Winchester/Homeland/ Green Acres	41,738	27%	12%	20%	41%	3%
<b>92548</b>	Homeland/Juniper Springs	8,256	15%	10%	15%	46%	5%
<b>92584</b>	Menifee/Lake Elsinore	51,523	12%	6%	10%	36%	4%
<b>92585</b>	Menifee	21,077	12%	7%	11%	31%	4%

<b>92586</b>	Menifee	20,186	40%	12%	28%	45%	2%
<b>92587</b>	Lake Elsinore/ Menifee/Canyon Lake	17,095	15%	10%	10%	29%	3%
<b>92595</b>	Lake Elsinore	32,647	12%	10%	13%	43%	4%
<b>92596</b>	Winchester/Meni fee/Indian Oaks/Dutch Village	28,039	8%	5%	9%	31%	3%

**AAA Service Area 5 - Murrieta/Temecula/Wildomar**  
(Aguanga, Anza, French Valley, Lake Riverside)

<b>Zip Code</b>	<b>City</b>	<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>92536</b>	Aguanga	3,013	20%	3%	13%	31%	4%
<b>92539</b>	Anza/Cahuilla	4,726	18%	12%	19%	49%	6%
<b>92562</b>	Murrieta	63,032	14%	10%	10%	34%	3%
<b>92563</b>	Murrieta	64,686	10%	9%	10%	39%	3%
<b>92584</b>	Wildomar	51,523	12%	6%	10%	36%	4%
<b>92590</b>	Temecula	4,090	14%	8%	10%	22%	1%
<b>92591</b>	Temecula	40,601	12%	7%	9%	30%	3%
<b>92592</b>	Temecula	85,551	11%	4%	8%	34%	3%
<b>92595</b>	Wildomar	32,647	12%	10%	13%	43%	4%

**AAA Service Area 6 - Banning/Beaumont/Calimesa**  
(Cabazon, Cherry Valley)

<b>Zip Code</b>	<b>City</b>	<b>Total Population</b>	<b>% of Population 65+</b>	<b>% of 65+ Population in Poverty</b>	<b>% of Total Population Disabled</b>	<b>% of 65+ Population Disabled</b>	<b>% of Total Population Grandparents Raising Grandchildren</b>
<b>92220</b>	Banning/Beaumont	33,016	26%	14%	18%	37%	3%
<b>92223</b>	Banning/Beaumont/ Calimesa/ Cherry Valley	52,129	15%	10%	12%	34%	3%
<b>92230</b>	Cabazon	3,962	4%	1%	9%	38%	7%
<b>92320</b>	Calimesa	8,457	28%	9%	20%	41%	1%
<b>92373</b>	Calimesa	34,063	17%	8%	11%	31%	2%
<b>92399</b>	Cherry Valley	54,027	15%	15%	12%	38%	2%
<b>92583</b>	Beaumont	32,682	13%	12%	17%	50%	5%

**AAA Service Area 7- Hemet/San Jacinto**
*(East Hemet, Idyllwild-Pine Cove, Mountain Center, Valle Vista)*

Zip Code	City	Total Population	% of Population 65+	% of 65+ Population in Poverty	% of Total Population Disabled	% of 65+ Population Disabled	% of Total Population Grandparents Raising Grandchildren
92543	Hemet	37,825	17%	16%	20%	51%	3%
92544	Hemet	47,880	16%	9%	20%	43%	4%
92545	San Jacinto/Hemet	41,738	27%	12%	20%	41%	3%
92549	Idyllwild	2,689	27%	8%	9%	16%	-
92561	Mountain Center	1,812	28%	15%	18%	32%	0.2%
92582	San Jacinto	16,437	9%	11%	12%	40%	5%
92583	San Jacinto/Gilman Hot Springs	32,682	13%	12%	17%	50%	5%

**AAA Service Area 8 - Desert Hot Springs/Palm Springs/Cathedral City**
*(Desert Edge, Garnet, Sky Valley, Thousand Palms, Whitewater)*

Zip Code	City	Total Population	% of Population 65+	% of 65+ Population in Poverty	% of Total Population Disabled	% of 65+ Population Disabled	% of Total Population Grandparents Raising Grandchildren
92234	Cathedral City	53,717	15%	13%	12%	33%	4%
92240	Desert Hot Springs/Palm Springs/Cathedral City	35,434	13%	13%	13%	36%	4%
92241	Cathedral City/Sky Valley	7,936	34%	16%	20%	32%	2%
92258	Palm Springs	685	20%	12%	12%	17%	6%
92262	Palm Springs	28,377	25%	10%	16%	32%	2%
92264	Palm Springs	19,664	37%	9%	21%	35%	1%
92276	Thousand Palms	7,278	25%	14%	21%	41%	2%
92282	Desert Hot Springs/Palm Springs/Whitewater	1,498	12%	23%	16%	36%	2%

**AAA Service Area 9 – Rancho Mirage/Palm Desert/Indian Wells**  
(Desert Palms)

Zip Code	City	Total Population	% of Population 65+	% of 65+ Population in Poverty	% of Total Population on Disabled	% of 65+ Population Disabled	% of Total Population Grandparents Raising Grandchildren
92210	Indian Wells	5,060	60%	4%	17%	27%	1%
92211	Palm Desert/Indian Wells	25,015	50%	7%	19%	29%	1%
92260	Palm Desert	34,091	32%	9%	14%	25%	1%
92270	Rancho Mirage	17,975	52%	9%	17%	26%	-

**AAA Service Area 10 – La Quinta/Indio/Coachella**  
(Bermuda Dunes, Mecca, North Shore, Oasis, Thermal, Vista Santa Rosa)

Zip Code	City	Total Population	% of Population 65+	% of 65+ Population in Poverty	% of Total Population Disabled	% of 65+ Population Disabled	% of Total Population Grandparents Raising Grandchildren
92201	Indio	64,283	14%	14%	11%	40%	3%
92203	Indio/Coachella/Bermuda Dunes	30,945	20%	12%	10%	30%	3%
92210	La Quinta	5,060	60%	4%	17%	27%	1%
92211	Palm Desert	25,015	50%	7%	19%	29%	1%
92236	Coachella	44,523	6%	20%	9%	48%	4%
92241	Indio Hills/Hidden Palms	7,936	34%	16%	20%	32%	2%
92253	La Quinta	39,955	24%	7%	12%	26%	2%
92254	Mecca/North Shore	11,550	5%	40%	7%	55%	4%
92274	Salton Sea/Desert Shores/Thermal/Martinez/Oasis	17,298	9%	18%	12%	44%	4%
92276	Thousand Palms	7,278	25%	14%	21%	41%	2%

**AAA Service Area 11 - Blythe**  
(Desert Center/Ripley/Mesa Verde/Colorado River)

Zip Code	City	Total Population	% of Population 65+	% of 65+ Population in Poverty	% of Total Population Disabled	% of 65+ Population Disabled	% of Total Population Grandparents Raising Grandchildren
92225	Blythe/Ripley/Mesa Verde	21,966	11%	20%	16%	51%	2%
92239	Desert Center	164	45%	5%	27%	33%	10%

## **APPENDIX 2**

### **Land Area, Population and Population Density per Area, 2019<sup>121,122</sup>**

<i>Geography</i>	<b>Total population</b>	<b>Land Area (in Square Miles)</b>	<b>Population per Square Mile (Land Area)</b>
<b><i>California State</i></b>	<b>39,538,223</b>	<b>155,812.8</b>	<b>253.75</b>
<b><i>Riverside County</i></b>	<b>2,418,185</b>	<b>1546.2</b>	<b>1,557.45</b>
<i>Aguanga CDP</i>	989	13.6	72.72
<i>Anza CDP</i>	3,075	27.6	111.41
<i>Banning (City of)</i>	29,505	23.3	1,266.31
<i>Beaumont (City of)</i>	53,036	30.9	1,716.38
<i>Bermuda Dunes CDP</i>	8,244	2.9	2,842.76
<i>Blythe (City of)</i>	18,317	26.6	688.61
<i>Cabazon CDP</i>	2,629	4.9	536.53
<i>Calimesa (City of)</i>	10,026	14.9	672.89
<i>Canyon Lake (City of)</i>	11,082	3.9	2,841.54
<i>Cathedral City</i>	51,493	21.5	2,395.02
<i>Cherry Valley CDP</i>	6,509	8.0	813.63
<i>Coachella (City of)</i>	41,941	30.1	1,393.39
<i>Corona (City of)</i>	157,136	38.8*	4,049.90
<i>Coronita CDP</i>	2,639	0.6	4,398.33
<i>Crestmore Heights CDP (2010)</i>	384	0.3*	1,280
<i>Desert Center CDP</i>	256	30.4	8.42
<i>Desert Edge CDP</i>	4,180	2.3	1,817.39
<i>Desert Hot Springs (City of)</i>	56,643	223.2	253.78
<i>Desert Palms CDP</i>	6,686	2.7	2,476.30
<i>East Hemet CDP</i>	19,432	5.2*	3,736.92
<i>Eastvale (City of)</i>	69,757	13.1*	5,324.96
<i>El Cerrito CDP</i>	5,058	2.6*	1,945.38
<i>El Cerrito (City of)</i>	25,962	3.7	7,035.77
<i>El Sobrante CDP</i>	14,039	7.2*	1,949.86
<i>French Valley CDP</i>	35,280	10.9	3,236.70
<i>Garnet CDP</i>	7,118	7.9	901.01
<i>Good Hope CDP</i>	9,468	11.2	845.36
<i>Green Acres CDP</i>	2,918	1.4	2,084.29
<i>Glen Avon CDP</i>	20,393	8.1	#DIV/0!
<i>Hemet (City of)</i>	89,833	27.9	3,225.60
<i>Highgrove CDP</i>	7,515	3.2*	2,348.44
<i>Home Gardens CDP</i>	11,203	1.6*	7,001.88
<i>Homeland CDP</i>	6,772	4.3*	1,574.88

<sup>121</sup> U.S. Census Bureau, "2019 American Community Survey 5-year estimate," U.S. Census Bureau, accessed March 2022, <https://data.census.gov/cedsci/>.

<sup>122</sup> Numbers with an asterisk indicate data collected from the 2013-2017 American Community Survey 5-Year Estimates, given that it is the most updated information.

<i>Idyllwild-Pine Cove CDP</i>	4,163	13.7*	303.87
<i>Indian Wells (City of)</i>	4,757	14.3	332.66
<i>Indio (City of)</i>	89,137	33.2	2,684.85
<i>Indio Hills CDP</i>	1,048	21.9	47.85
<i>Jurupa Valley (City of)</i>	105,053	44.0*	2,387.57
<i>Lake Elsinore (City of)</i>	70,265	36.2*	1,941.02
<i>Lakeland Village CDP</i>	12,364	8.7*	1,421.15
<i>Lake Mathews CDP</i>	5,962	15.9	374.97
<i>Lake Riverside CDP</i>	1,375	7.3	188.36
<i>Lakeview CDP</i>	1,977	3.3*	599.09
<i>La Quinta (City of)</i>	37,558	35.2	1,066.99
<i>March ARB CDP</i>	809	12.0*	67.42
<i>Meadowbrook CDP</i>	3,142	6.7	468.96
<i>Mead Valley CDP</i>	19,819	19.1	1,037.64
<i>Mecca CDP</i>	8,219	7.0	1,174.14
<i>Menifee (City of)</i>	102,527	46.5*	2,204.88
<i>Mesa Verde CDP</i>	766	4.3	178.14
<i>Moreno Valley (City of)</i>	208,634	51.3*	4,066.94
<i>Mountain Center CDP</i>	66	1.9	34.74
<i>Murrieta (City of)</i>	110,949	33.6	3,302.05
<i>Norco (City of)</i>	26,316	14.0*	1,879.71
<i>North Shore CDP</i>	3,585	11.2	320.09
<i>Nuevo CDP</i>	6,733	6.8*	990.15
<i>Oasis CDP</i>	4,468	19.6	227.96
<i>Palm Desert (City of)</i>	51,163	26.8*	1,909.07
<i>Palm Springs (City of)</i>	44,575	94.1*	473.70
<i>Perris (City of)</i>	78,700	31.6	2,490.51
<i>Rancho Mirage (City of)</i>	16,999	24.4*	696.68
<i>Ripley CDP</i>	538	1.7	316.47
<i>Riverside (City of)</i>	314,998	81.1*	3,884.07
<i>Romoland CDP</i>	2,005	2.6	771.15
<i>San Jacinto (City of)</i>	53,898	25.7*	2,097.20
<i>Sky Valley CDP</i>	2,411	24.3	99.22
<i>Temecula (City of)</i>	110,003	30.2*	3,642.48
<i>Temescal Valley CDP</i>	26,232	19.3	1,359.17
<i>Thermal CDP</i>	2,676	9.4	284.68
<i>Thousand Palms CDP</i>	7,967	23.6	337.58
<i>Valle Vista CDP</i>	16,194	6.9*	2,346.96
<i>Vista Santa Rosa CDP</i>	2,739	16.1	170.12
<i>Warm Springs CDP</i>	1,586	1.4	1,132.86
<i>Whitewater CDP</i>	984	9.9	99.39
<i>Wildomar (City of)</i>	36,875	23.7	1,555.91
<i>Winchester CDP</i>	3,068	7.7*	398.44
<i>Woodcrest CDP</i>	15,378	11.4*	1,348.95

## **APPENDIX 3**

### **Federally Recognized Native American Reservations in Riverside County<sup>123,124</sup>**

<b>Reservation</b>	<b>Land Size</b>	<b>Population</b>	<b>Other Information</b>
<i>Agua Caliente Band of Mission Indians of the Agua Caliente Indian Reservation</i>	31,610 acres	27,090	6,700 acres of the reservation lands spread across the city of Palm Springs, making the Band the city's largest landowner.
<i>Augustine Reservation (Cahuilla Indians)</i>	500 acres (one sq. mile)	0	Established by congress December 29, 1891. In 1996, the Chairperson of the Band became the first member to establish residency on the reservation since the mid-1950's. Currently, no one lives on the reservation, but there are approximately 12 tribe members active in 2022.
<i>Cabazon Reservation (of the Mission Indian)</i>	1,610 acres	192	Defined as three parcels of raw desert totaling 2,400 acres. Southern Pacific Railroad later claimed 700 acres to create a railroad interstate right-of-way.
<i>Cahuilla Band of Indians</i>	Approx. 20,000 acres	154	Only 2,000 acres belong to the tribe in common, the rest of the land is divided amongst the individual members of the Cahuilla Band.
<i>Morongo Reservation (of the Mission Indians)</i>	+35,000 acres	1,243	Set at the foot of the San Gorgonio and San Jacinto Mountains
<i>Pechanga Band of Luiseno Indians</i>	4,394 acres	582	An additional 305 tribal members reside in the adjacent communities.
<i>Ramona Band of Cahuilla Indians</i>	560 acres	11	Located at the base of the Thomas Mountains, in Anza, California. Currently, there are 11 members who also live on the reservation.
<i>Soboba Band of Luiseno Indians</i>	7,000 acres	1,200	Tribal lands of the Luiseño Indians in eastern Riverside County, near the town of San Jacinto. 400 acres are devoted to residential use.
<i>Santa Rosa Band of Cahuilla Indians</i>	11,630 acres	194	Comprised of 4 non-contiguous parcels between the cities of Palm Springs and Anza. Although the Santa Rosa Band of Cahuilla Indians' population is 194, approximately 150 individuals live on the reservation.
<i>Torres-Martinez Desert Cahuilla Indians</i>	24,024 acres	4,146	Tribal lands of the Torres-Martinez Band of Mission Indians (Cahuilla) in Imperial and Riverside counties.
<i>Colorado River Indian Tribes</i>	286,691 acres in both Arizona and in California	4,277	Tribal lands of the Mohave, Chemehuevi, Hopi and Navajo tribes. Land encompasses three counties along the Colorado River.
<i>Twenty-Nine Palms Band of Mission Indians</i>	640 acres	More than 1000 <sup>125</sup>	Tribal lands of the Chemehuevi people. Reservation is in both Riverside and San Bernardino counties.

<sup>123</sup> Phillip White, "California Indians and Their Reservations: An Online Dictionary," SDSU Library and Information Access, San Diego State University, 2015, accessed March 2022, <http://library.sdsu.edu/guides/sub2.php?id=195>.

<sup>37</sup> The Official Tribal Government Website, "History of Twenty Nine Palms Band of Mission Indians," Twenty-Nine Palms Band of Mission Indians, accessed March 2022, <https://www.29palmstribes.org/copy-of-our-mission-statement-1>.

<sup>124</sup> U.S. Census Bureau (2020 Census redistricting data).

<sup>125</sup> The most updated demographic information is from 2016.

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