



**RIVERSIDE COUNTY OFFICE ON AGING**  
*An* Aging & *Ability* Resource Center

## 2023-24 SERVICE REPORT

**72,485** TOTAL LIVES IMPACTED BY  
 NEW & ONGOING SERVICES

07/01/2023 TO  
 06/30/2024



### Options Counseling

**31,817** Calls Received  
 95% Answered

**42,485** Services Offered

**901,452** Meals to  
 11,835 Clients



**24,797** One-Way  
 Trips for  
 374 Clients

### Call Center [AARC]

Resource agents provide referrals and direct coordination of free services within the department's partner network.

### Care Management

Social service and clinical practitioners provide free assessments and follow-up to access food, material aid, medical appointments, public benefit applications, and other resources.

**2,066** Clients



**2,310** Hours of  
**Training & Education** to  
 82 Family Caregivers &  
 21,135 IHSS Providers