RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING

REGULAR MEETING November 12, 2020 10:00 a.m. – 12:00 p.m.

Meeting Location: Via WebEx

Teleconference Access:

Join meeting

https://rivco.webex.com/rivco/j.php?MTID=m6afaea7497b5cec8b78606ee9fb30a13

Meeting number (access code): 145 020 1341 Meeting password: f8zDMGjG9a3

Join by phone: +1-415-655-0001 US Toll

Join from a video system or application: Dial 1450201341@rivco.webex.com

You can also dial: <u>173.243.2.68</u> and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business: Dial 1450201341.rivco@lync.webex.com



Please place your phone or computer on "mute" until you are called on by the meeting moderator.

MISSION STATEMENT

The mission of the Riverside County Advisory Council on Aging is to advocate for all older persons and adults with disabilities, to improve their lives. ¹

BROWN ACT VIRTUAL MEETING NOTIFICATION

Pursuant to Government Code Section 54953, Subdivision (b), and Executive Order N-29-20 released on March 17, 2020, this RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING meeting includes teleconference participation by all of the Advisory Council members. PLEASE NOTE THAT NO IN PERSON LOCATION IS AVAILABLE FOR THIS MEETING.

Any public requesting to call in to speak on an item or during Public Comment must first register at the Riverside County Office on Aging 24 hours in advance of the meeting. Once registered, further information will be provided. Please contact Stacie Catlin to register: scatlin@rivco.org or (951) 867-3800.

OVERVIEW OF THE AGENDA

- 1. FIRST ORDER OF BUSINESS

 1.8. Public Comment
- 2. ACTION ITEMS
- 3. PRESENTATION: OFFICE ON AGING
- 4. DEPARTMENT REPORTS
- 5. DISCUSSION ITEMS
- 6. ADVISORY COUNCIL LIAISON REPORTS
- 7. CLOSING COMMENTS
- 8. MOTION TO ADJOURN



1. FIRST ORDER OF BUSINESS - Steve Mehlman, Vice Chair

- 1.1. Called meeting to order at 10:03 a.m. and reminded members he would lead the meeting in Barbara Mitchell's absence due to a personal issue. Reminded meeting participants requests for public comment would be called for soon.
- 1.2. Reviewed ADA Guidelines
- 1.3 Recited Invocation Donald Brock
- 1.4 Led the Pledge of Allegiance Steve Mehlman
- 1.5 Established Quorum Cynthia Lemus, Parliamentarian
- 1.6 Self-introductions. The following were in attendance:

Riverside County Advisory Council on Aging Members:

⊠ Art Salyer	□ Barbara Mitchell
	□ Debbie Franklin
□ Javier Lopez	□ Luella Thornton
	⊠ Cynthia Lemus □ Javier Lopez

Riverside County Office on Aging Staff:

- ☑ Gary Robbins, Deputy Director of Programs and Operations
- ☑ Robin McCall, Behavioral Health Services Supervisor
- ☑ Ryan Emblem, Administrative Services Analyst I

Members of the Public:

- ☑ Kristi Necochea, Hospice of the Valley
- □ Teresa Chappell, San Jacinto

- 1. FIRST ORDER OF BUSINESS (Continued) Steve Mehlman, Vice Chair
 - 1.7. Chair's Reports and Reminders
 - 1.7.1. Announced the next Advisory Council meeting will be held:

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Wednesday, December 9, 2020
10:00 a.m. – 12:00 p.m.
Via WebEx
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- 1.7.2. Announced Lynda House was approved as the District 1 Appointee to the Advisory Council.
- 1.7.3. Announced members' birthdays.
- 1.8. Public Comments
 - 1.8.1. There were no public comments.

2. ACTION ITEMS



2.1. APPROVE THE MINUTES OF THE OCTOBER 14, 2020, MEETING

Must abstain: A. Johnson; B. Greer; and L. Thornton.

Members needed for quorum: 6

Motion by: Cynthia Lemus Seconded by: Lynda House

Open Discussion:

Roll Call Vote: A. Johnson; B. Greer; and L. Thornton abstained. Motion

unanimously passed.



3. PRESENTATION

3.1. OFFICE ON AGING

3.1.1. Health Homes Program (HHP)

Robin McCall, LCSW, Behavioral Health Supervisor

3.1.2 Holistic Assessments Resources Transitions for Seniors (HARTS)

Robin McCall, LCSW, Behavioral Health Supervisor

Copies of both presentation slides are included in the meeting packet.



4. DIRECTORS' REPORT - Gary Robbins; Jamiko Bell

- 4.1. Announced Director Jewel Lee would not attend the meeting due to a scheduled presentation at the County of Riverside Homeless Continuum of Care Board of Governance meeting. Announced Deputy Director Rachelle Román would also not attend the meeting due to a separate scheduled presentation.
- 4.2. Highlighted that the Riverside County Office on Aging received a California State Association of Counties (C-SAC) 2020 Challenge Award for its HARTS program. Noted that no other Area Agency on Aging received a C-SAC Challenge Award for 2020. Congratulated Supervisor Robin McCall and her team for their outstanding work to support HARTS, a new and innovative program in Riverside County.
- 4.3. Provided an updated call center report. Explained that the influx of calls being received is tapering off. Advised that during times of COVID, there has been a spike in the number of calls for assistance during the first or second week of each month, which tends to correspond with FEMA announcements of Great Plates program extensions. Gave an overview of types of calls received during September and October. The call center infographic is included in the meeting packet.
- 4.4. Announced the Great Plates program was extended until December 8, 2020. As of November 12, 2020, the Office on Aging served 1.4 million meals to support nutritional needs during the COVID pandemic. The infographic is included in the meeting packet.
- 4.5. Explained that there has not been a great deal of news lately regarding the Master Plan on Aging; however, it is expected there will be a significant update provided at the upcoming California Association of Area Agencies on Aging (C4A) Annual Integrated Conference.
- 4.6. Explained that while the Office on Aging has been in regular contact with the Riverside County Department of Public Health, it is difficult to provide guidance regarding senior center re-opening dates due to the fluctuations in the County's overall re-opening tier status changes. Encouraged Advisory Council Senior Center Ambassadors to continue contacting their assigned centers to offer support. Advised Stephen Geist would be able to assist Ambassadors who could not reach their assigned centers.



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AGENDA ITEM 4.1. DIRECTORS' REPORT



5. DISCUSSION ITEMS

5.1. MEMBER ATTENDANCE – Steve Mehlman

5.1.1. Tabled the discussion on Advisory Council on Aging Bylaws, Sections 4 and 5 (Absences/Leaves of Absence) until the December meeting in order to give the Chair an opportunity to speak about this subject.

5.2. COMMITTEE RESTRUCTURING DISCUSSION – Steve Mehlman

- 5.2.1. Advised Office on Aging would send a committee activities and membership survey to members for feedback about their interest in supporting current Area Plan goals. The survey would also allow members the opportunity to request consideration for being added to and removed from committees; and would allow them to express interest in Chair certain opportunities. After discussion of items 5.2.2. and 5.2.3., it was determined the survey will be sent after the December general meeting instead.
- 5.2.2. Donald Brock made a motion to table the discussion on dissolving the the Annual Report Committee until the December meeting to give the Advisory Council Chair an opportunity to provide more information. Art Salyer seconded the motion and Lynda House abstained. A role call vote was conducted and the motion was approved.
- 5.2.3. Lynda House made a motion to table the discussion regarding assigning Master Plan on Aging updates to the Planning Committee until the December meeting to give the Advisory Council Chair an opportunity to provide more information. Debbie Franklin seconded the motion. A role call vote was conducted and the motion was unanimously approved.

5.3. MOTION TO TABLE APPROVE DISSOLVING THE ANNUAL REPORT COMMITTEE AND SHIFTING RESPONSIBILITY OF THE ANNUAL REPORT DRAFT TO THE EXECUTIVE COMMITTEE

5.3.1. Motion tabled.

5.4. MOTION TO APPROVE ASSIGNING MASTER PLAN ON AGING UPDATES TO THE PLANNING COMMITTEE

5.4.1. Motion tabled.

AGENDA ITEM 5.1. ADVISORY COUNCIL ON AGING BYLAWS SECTIONS 4 & 5



Advisory Council on Aging Bylaws

SECTION 4. Absences

In the event that a member fails to attend two (2) consecutive meetings or who has three (3) absences within the year without giving a written and/or verbal excuse to the Chairperson, the Chairperson will contact the member to discuss the responsibilities of a member.

The Advisory Council defines an excused absence as follows:

- A. Illness of the member or a member of family,
- B. Religious holidays,
- C. The death of a family member or a person close to the member,
- D. Inclement weather or other conditions that prevent travel to a given meeting.

SECTION 5. Leave of Absence

Leave of Absence requests are to be submitted in the event that a Council member will not be able to fulfill his/her duties on the Advisory County for any length of time.

- A. Request must be submitted in writing/email to Advisory Council Chair must include the following:
 - Start Date
 - 2. End Date
 - 3. Reason for Request
- B. Requests for leave will not exceed six (6) months
- C. Requesting Council member will be encouraged to keep Council Chair or staff updated on ongoing status of leave
- D. Request will be reviewed by Council Chair and submitted to full Advisory Council body for approval
- E. Member will continue to receive meeting notices, information, and updates



Please place your phone or computer on "mute" until you are called on by the meeting moderator.

6. ADVISORY COUNCIL LIAISON REPORTS

- 6.1. Grandparents Raising Grandchildren (GRG) Sharron Lambeth
 - Announced GRG raised over \$3,100 this year, which is more than last year and equates to about \$75 per child. These donations will allow GRG to provide gifts to 20 families, including 40 children.
 - Thanked Advisory Council Member Lynda House who raised almost a third of all donations received, so far.
 - Advised additional funding is still expected and will be used to purchase family board games, and possibly cookie kits or gingerbread house building kits.
 - Stated the annual GRG gift wrapping event is still on schedule for December 10, 2020. The National Charity League has taken on this year's GRG gift wrapping event as a special project and members will put together a holiday gift bag for each child. Each gift bag will include crafts and other items.
 - Members inquired how to refer other families to GRG for possible inclusion in this year's events. Advised members to contact Sharron Lambeth for more information.
 - Debbie Franklin welcomed members to contact her directly for information about another organization's holiday program for families.
- 6.2. California Senior Legislature Donald Brock/Steve Mehlman
 - Advised the Legislature, particularly the Inland Empire Caucus, is working to touch bases with district representatives to prepare for CSL members' tentatively-planned visit to the California Capitol in early 2021.
 - Announced Steve Mehlman was recently elected to the to the CSL Joint Steering Committee and will be working with fellow Riverside County area CSL Senior Assemblymember, Mark Cox.
- 6.3. Transportation Services No report.
- 6.4. Continuity of Care No report.
- 6.5. Foundation on Aging No report.

6. ADVISORY COUNCIL LIAISON REPORTS (Continued)

- 6.6 HICAP/Long-Term Care Ombudsman Program Anita Johnson
 - Advised the Health Insurance Counseling and Advocacy Program (HICAP) is wrapping up the Medicare annual enrollment period, which will end on December 7, 2020. HICAP has been employing telephone conferences and virtual meetings to support clients in their health care options.
 - Announced that since March, the Ombudsman Program had only been able to visit facilities through virtual meetings and teleconferencing. However, in October, program staff were approved to resume physical facility visits. The majority of on-site visits will be conducted outside for those who are able to ambulate, so social distancing standards can be observed. Cautioned this practice proves difficult due to confidentiality concerns.
 - Advised many facilities have not been appropriately reporting their number of COVID cases and exposures, which led to Ombudsman Program staff inadvertently visiting affected facilities that had not reported their exposure to COVID. Community Care Licensing and the Department of Public Health are now involved to address those issues.
- 6.7. IHSS Advisory Council Donald Brock
 - Reported the IHSS Advisory Council is in the process of celebrating the 2020
 Caregiver Training Appreciation event. Festivities have include a comedian;
 discussion topics on self-care; subject-matter experts; and a drive-up personal
 protective equipment give-away. Don Brock will provide more information about
 locations.
- 6.8. Master Plan on Aging No report.
- 6.9. Older Adults System of Care No report.
- 6.10. Veterans Services No report.
- 6.11. Triple-A Council of California (TACC) No report.



7. CLOSING COMMENTS - All

- **Steve Mehlman:** Due to COVID restrictions, the Advisory Council expects to forego its usual holiday gift exchange and festivities. If anyone has any other ideas, please let Stacie Catlin know.
- Art Salyer: Advised he did not clearly hear which presentation Director Jewel Lee was
 providing that conflicted with the current Advisory Council meeting. Gary Robbins
 explained Director Lee was speaking at the County of Riverside Homeless Continuum
 of Care Board of Governance meeting. Mr. Salyer asked that the Council be notified of
 which staff will attend future meetings. Gary Robbins advised staff will provide an
 update, whenever possible. Mr. Salyer advised he will re-consider his availability to
 attend meetings based on the Director's availability to attend.

8. MOTION TO ADJOURN - Steve Mehlman

Motion by: Sharron Lambeth Seconded by: Debbie Franklin Roll Call Vote: Motion unanimously approved. Meeting adjourned at 11:27 a.m.



Riverside County Board of Supervisors

District I: Supervisor Kevin Jeffries District IV: Supervisor V. Manuel Perez

District II: Supervisor Karen Spiegel District V: Supervisor Jeff Hewitt

District III: Supervisor Chuck Washington

Office on Aging Staff

Director: Jewel Lee

Deputy Director for Administration: Rachelle Román

Deputy Director of Programs and Operations: Gary Robbins

Administrative Services Officer/Planner: Jamiko Bell

Senior Program Specialist: Stephen Geist

Program Specialist II: Stacie Catlin

Administrative Services Analyst I: Ryan Emblem

Advisory Council Officers

Chair: Barbara Mitchell Vice Chair: Steve Mehlman Parliamentarian: Cynthia Lemus

Board of Supervisors' Appointees

District I: Lynda House

District II: Sharron Lambeth

District III: Art Salyer

District IV: Javier Lopez

District V: Debbie Franklin

Board of Supervisors' Appointees

Anita Johnson Bev Greer
Victoria Zivku Vacant

Donald Brock

Luella Thornton

Vacant Vacant

Vacant

Committee Assignments

Executive Committee (Standing Committee)

Barbara Mitchell – Chair Steve Mehlman – Vice Chair Cynthia Lemus – Parliamentarian

Advisory Council Ad-Hoc Committees

Advocacy	Steve Mehlman – Chair	Donald Brock Luella Thornton
Annual Report	Vacant – Chair	Cynthia Lemus Debbie Franklin
Bylaws	Cynthia Lemus – Chair	Anita Johnson Barbara Mitchell Debbie Franklin Lynda House
Community Connection	Cynthia Lemus – Chair Luella Thornton- Vice Chair	Vee Maiden Phyllis Purcell (CSL)
Healthy Living	Vacant - Chair Barbara Mitchell – Vice Chair	Luella Thornton Lynda House Sharron Lambeth
Membership	Steve Mehlman – Interim Chair	Sharron Lambeth Victoria Zivku
Planning	Vacant – Chair	Bev Greer Debbie Franklin Javier Lopez Steve Mehlman

Advisory Council Liaisons

California Senior Legislature Donald Brock, Senior Senator

California Senior Legislature Mark Cox, Senior Assembly Member

California Senior Legislature Phyllis Purcell, Senior Assembly Member

California Senior Legislature Steve Mehlman, Senior Senator

California Senior Legislature Vacant, Senior Assembly Member

California Senior Legislature Vacant, Senior Assembly Member

Continuity of Care Barbara Mitchell

Disability Independence Vacant

Foundation on Aging Barbara Mitchell

Grandparents Raising Grandchildren Sharron Lambeth

HICAP/Long-Term Care Ombudsman Program Anita Johnson

IHSS Advisory CouncilDonald BrockMaster Plan on AgingDebbie Franklin

Older Adults System of Care Barbara Mitchell

Transportation Services Steve Mehlman

Triple A Council of California Barbara Mitchell

Veterans Services Donald Brock

Advisory Council on Aging Meeting Guidelines

Materials Distributed: In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting at the following email address: rcaging@rivco.org. To view a hard copy of the materials, please contact Stacie Catlin at phone number: (951) 867-3800.

ADA: In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to attend an Advisory Council on Aging meeting, please contact Stacie Catlin at (800) 510-2020, (951) 867-3800, or TTD 711. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.

Public Comments: Each speaker may be limited to speak two (2) minutes or less depending on the number of speakers. At the direction of the Chair or by majority vote of the Council, the two (2) minute time limitation may be waived, increased or reduced. The maximum time for public comment for any individual item or topic may be limited to fifteen (15) minutes. The Council may terminate public comments if such comments become repetitious or disruptive. Any written documents to be distributed or presented to the Council shall be submitted to the Council's assigned staff. This policy applies to Public Comments and general comments on agenda items. Under the Brown Act, the Council will not take action on or discuss matters raised which are not posted 72 hours in advance. Council members may refer such matters to staff for factual information or to be placed on the subsequent agenda for consideration.

Riverside County Advisory Council on Aging

2020/2021 Meeting Schedule

July, 2020	Dark	AC Committees Only
August 2020	Dark	AC Committees Only Training - WebEx
September 9, 2020	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
October 14, 2020	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
Thursday November 12, 2020 (*Due to Wed holiday)	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
December 9, 2020	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
January 13, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
February 10, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
March 10, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
April 14, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
May 12, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
June 9, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD

RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING

REGULAR MEETING December 9, 2020 10:00 a.m. – 12:00 p.m.

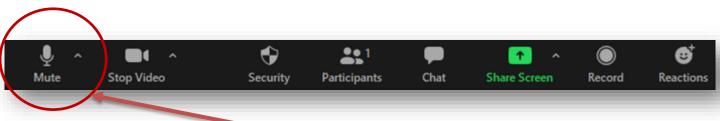
Meeting Location: Zoom

https://zoom.us/j/97489038804?pwd=WDhOTkUxdnQ3RFFKM1hxZVFZeGRvUT09

Meeting ID: 974 8903 8804

Meeting passcode: 8005102020

Join by phone: +1 669-900-9128 US Toll



Please place your phone or computer on "mute" until you are called on by the meeting moderator.

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OVERVIEW OF THE AGENDA

- 1. FIRST ORDER OF BUSINESS
 - 1.8. Public Comment
- 2. ACTION ITEMS
- 3. DEPARTMENT REPORTS
- 4. DISCUSSION ITEMS
 - 4.1. Member Attendance
 - 4.2 Committee Restructuring
- 5. ADVISORY COUNCIL LIAISON REPORTS
- 6. CLOSING COMMENTS
- 7. MOTION TO ADJOURN

1. FIRST ORDER OF BUSINESS – Barbara Mitchell, Chair

- 1.1. Called meeting to order at 10:03 a.m.
- 1.2. Asked guests to send a private chat to Stacie Catlin for assistance with any ADA-related accommodation requests.
- 1.3 Recited Invocation Donald Brock
- 1.4 Led Pledge of Allegiance Steve Mehlman
- 1.5 Established Quorum Barbara Mitchell, Chair Javier Lopez left the meeting at 11:23 a.m.
- 1.6 Self-introductions. The following were in attendance:

Riverside County Advisory Council on Aging Members:

☐ Anita Johnson	⊠ Art Salyer	
⊠ Bev Greer	□ Cynthia Lemus	□ Debbie Franklin
☑ Donald Brock		□ Luella Thornton
□ Lynda House	Sharron Lambeth	

Riverside County Office on Aging Staff:

- ☐ Rachelle Román, Deputy Director for Administration
- ☑ Gary Robbins, Deputy Director of Programs and Operations

- ☑ Ryan Emblem, Administrative Services Analyst I

Riverside County Board of Supervisors Representatives:

☑ Opal Hellweg, Legislative Assistant, District III

Members of the Public:

- □ Teresa Chappell, San Jacinto
- ☑ Rita Thompson, Lake Elsinore
- ☑ Dr. Venus Mixson, Moreno Valley

1.7. Chair Reports and Reminders

1.7.1. The next Advisory Council meeting will be held:

Wednesday, January 13, 2021 10:00 a.m. – 12:00 p.m. Via Zoom

1.7.2. Member Birthday Announcements

Wished Steve Mehlman a happy birthday.

1.7.3. Member Requests to add Agenda Items

- Reminded members they should submit requests for future agenda items to Stacie Catlin via email. Requests not received by the date of the Executive Committee general meeting planning session will be placed on the following meeting's agenda.
- Victoria Zivku asked for the Office on Aging Service Award to be added to an upcoming agenda. Advised the Service Award will be addressed through the Membership Committee's regular process.

1.7.4. C4A/CFILC Annual Integrated Conference Update

Provided an update on the recent C4A/CFILC conference.

1.8. Public Comment

• There were no requests for comments.

2. ACTION ITEMS

2.1. APPROVE THE MINUTES OF THE NOVEMBER 12, 2020, MEETING

Must abstain: B. Mitchell; and J. Lopez.

Members needed for quorum: 6

Motion by: Debbie Franklin Seconded by: Lynda House

Open Discussion:

Roll Call Vote: B. Mitchell; J. Lopez; and V. Zivku abstained. Motion approved.

AGENDA ITEM 3.1. DIRECTOR'S REPORT



3. DIRECTORS' REPORT

3.1. State of the Office on Aging

Advised Office on Aging Director Jewel Lee met last week with the Riverside County Executive Office staff regarding the state of the department. The following is a summary of some of the information shared at that meeting:

The Office on Aging completed almost all of the priority initiatives it set at the beginning of the year including, but not limited to the following:

Administration:

- The four-year plan: The State of California is currently reviewing the plan and will provide feedback, if any.
- Integrated Case Management System: The system has been implemented and is currently in use.

Outreach:

- Outreach and Incentives
- Enhanced Access
- Veterans Transportation and Supports
- Caregiver Support and RSVP

Case Management:

- Medical Case Management: Health Homes; and MSSP Expansion
 - Reported the Office on Aging HARTS Medical Case Management program received a California State Association of Counties (CSAC) award.

3. DIRECTORS' REPORT - Continued

3.2. Accomplishments:

Provided an overview of weekly calls received through the ADRC Call Center and a summary of weekly requests for meals. Explained spikes in calls and service requests generally correspond to senior program announcements made by Governor Newsom.

Explained calls for service are down; however, approximately fifty percent of all calls received, or about 200 calls per week, are requests for meals.

Summarized the department's COVID-19 response and advised the current Great Plates program is set to end on December 16, 2020.

3.3. California Master Plan for Aging and Riverside County Office on Aging Goals

Reported more than 700 recommendations from key stakeholder groups are being reviewed for inclusion in the Governor's Master Plan on Aging, which is expected to be released in December 2020. From these recommendations, the Governor will select the highest priorities to set forth in the plan.

Explained the California Department of Aging (CDA) is now in the process of putting together the priorities for all of the four-year plans received from different counties to formulate a State plan.

Advised there is no current activity while the Governor finalizes the Master Plan and while CDA finalizes the State plan; however, the expected main goals, which will be shared by the Office on Aging, include: 1) Long-Term Services & Supports; 2) Livable Communities & Purpose; 3) Health & Well-Being; and 4) Economic Security & Safety.

Provided an overview of the Office on Aging's priorities that align with the abovementioned goals:

Priority 1: Risk and Safety Management / 360 Communication

Priority 2: Reduce Isolation / Technology /Digital Accessibility

Priority3: Program Sustainability / Medi-Cal Claiming

3. DIRECTORS' REPORT - Continued

3.3. California Master Plan for Aging and Office on Aging Goals Continued:

100-Day Challenge Homeless Case Management

The Office on Aging is partnering with Adult Protective Services and the Economic Development Agency (Housing) in an effort to reach functional zero for senior homelessness.

Technology for Caregivers & Clients

The agency is piloting several approaches to disseminate tablets and Wi-Fi Hot Spots to clients. Director Lee will be consulting with Dr. Rachel Wu, Assistant Professor, University of California, Riverside, to discuss avenues to help seniors connect to technology.

Health Homes Enrollment

The agency is:

- Engaging clients, who are also Molina Health Care clients, to provide tablets.
- Working with the Riverside University Heath System on the Care Transition Interventions Expansion initiative to provide client support and to reduce hospital recidivism.
- Scheduled to meet next week with the new Director of the Independent Living Center (ILC) to discuss ways to engage in a more integrated and innovate approach to ILC clients who need assistance. During that meeting, there will be a discussion about using the agency's Fall Prevention funding to partner with Habitat for Humanities to provide accessibility support.
- Coordinating with the Long-Term Care Ombudsman Program and the Public Health Department Outreach Team (SOS) to provide training and priority COVID-19 testing for staff to ensure safe transition to visiting care facilities.

3.4. Professional State-Level Affiliations and Appointments

Riverside County was granted membership to the State Aging and Disability Resource Connection (ADRC) Advisory Council. Office on Aging Director Jewel Lee will Chair the Council's Financial Sustainability subcommittee.

Director Lee has also been appointed as the California Association of Area Agencies on Aging (C4A) Executive Committee Secretary.

4. DISCUSSION ITEMS

4.1. MEMBER ATTENDANCE – Barbara Mitchell

4.1.1. Reviewed Advisory Council on Aging Bylaws Sections 4 and 5: Absences/Leaves of Absence and reminded members of the importance of regular meeting attendance.

4.2. COMMITTEE RESTRUCTURING DISCUSSION – Barbara Mitchell

4.2.1. Discussed dissolving the Annual Report Committee.



4.2.2. APPROVE DISSOLVING THE ANNUAL REPORT COMMITTEE; SHIFTING RESPONSIBILITY OF THE ANNUAL REPORT DRAFT TO AN EXECUTIVE COMMITTEE SUBCOMMITTEE; AND ADDING TWO ADDITIONAL MEMBERS TO THE SUBCOMMITTEE.

Motion by: Debbie Franklin Seconded by: Donald Brock

Open Discussion:

Roll Call Vote: A. Johnson and L. Thornton were absent. Motion was unanimously approved.

4.2.3. Discussed assigning Master Plan on Aging updates to the Planning Committee. Debbie Franklin volunteered as Planning Chair and Lynda House volunteered as a member.



4.2.4. APPROVE ASSIGNING MASTER PLAN ON AGING UPDATES TO THE PLANNING COMMITTEE

Motion by: Steve Mehlman Seconded by: Javier Lopez

Open Discussion:

Roll Call Vote: A. Johnson and L. Thornton were absent. Motion was unanimously approved.

Reminded members Office on Aging staff will send out a survey, in which members can indicate their interest in serving on current committees as members or officers.

AGENDA ITEM 4.1. ADVISORY COUNCIL ON AGING BYLAWS SECTIONS 4 & 5

Advisory Council on Aging Bylaws

SECTION 4. Absences

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- D. Request will be reviewed by Council Chair and submitted to full Advisory Council body for approval
- E. Member will continue to receive meeting notices, information, and updates

5. ADVISORY COUNCIL LIAISON REPORTS

5.1. Grandparents Raising Grandchildren (GRG) – Sharron Lambeth reported the following:

GRG is wrapping up the holiday gift drive to serve 20 families; however, there has been a sudden, unexpected increase of five additional children to one grandparent's household, bringing the total of children to be served to 45.

To date, GRG received \$3,650 and spent \$3,540, which includes gifts in the amount of \$75 for each child. Gifts have been selected based on each child's wish list, as much as possible. Each family will receive at least two board games and a gingerbread house kit. GRG needs to raise an additional \$375 in order to provide gifts for the five additional children who recently came into the program.

For those interested in making a donation for the GRG holiday program, please make checks payable to:

Riverside County Foundation on Aging

P.O. Box 2099

Riverside, CA 92516

Memo Line: For GRG

The National Charity League shopped for gifts; provided gift wrapping; and put together goodie bags for each household. Due to COVID-19 restrictions, the annual gift wrapping event was scheduled for December 10, 2020, but will be completed in stages through December 13, 2020. Gift delivery is scheduled for December 16, 2020.

Thanked the Foundation on Aging; Office on Aging staff Traci Cornelius and Martha Lepe; and all those who donated this year. Thanked District I Advisory Council Appointee, Lynda House, for securing almost a full third of all donations received, so far.

5. ADVISORY COUNCIL LIAISON REPORTS - Continued

5.2. California Senior Legislature (CSL) – Donald Brock/Steve Mehlman reported the following:

Members of CSL are in the process of reaching out to state legislators to bring awareness of CSL's purpose, advocacy efforts, and activities that are being planned for the next year.

Rosilicie Ochoa, representing District 23 of the California State Senate is replacing Senator Mike Morell.

Congressman Raul Ruiz. M.D., (CA-36) has been elected Chair of the Congressional Hispanic Caucus and will lead the Caucus during the 117th Congress.

5.3. Transportation Services – No report.

5.4. Continuity of Care – Barbara Mitchell reported the following:

Barbara Mitchell attended last week's meeting, during which Office on Aging Deputy Director Gary Robbins, as well as Adult Protective Services staff, spoke about senior homelessness. Riverside County was one of five counties that participated in the 100-Day Challenge to End Homelessness. Barbara Mitchell will send out a copy of the presentation slides to members.

5.5. Foundation on Aging – Barbara Mitchell

Received a \$10,000 grant from a local foundation that was spent to provide food boxes to seniors throughout Riverside County.

Received \$2,500 in Riverside County Community Improvement Designation (CID) grant funds from District II to provide seniors holiday gift cards in the amount of \$50 each. The cards will be delivered as part of home-delivered meal services.

Partnered with GRG to accept and forward donations for the GRG holiday gift program.

5. ADVISORY COUNCIL LIAISON REPORTS - Continued

5.6 HICAP/Long-Term Care Ombudsman – No report.

5.7. IHSS Advisory Council – Donald Brock reported the following:

Reported the recent Caregiver Appreciation event was held virtually this year and provided gift bags to caregivers through drive-through events. A total of 180 gift bags were provided in Palm Springs and 280 gift bags were provided in Moreno Valley. Gifts bags included food; COVID-19 personal protective equipment and supplies; and a variety other items supplied by vendors.

Also reported, IHSS set up a "Home" call center to address care receiver and caregiver issues related to COVID-19.

5.8. Master Plan on Aging - Debbie Franklin

Provided a brief update on the November 16, 2020, Master Plan on Aging Executive Order presentation. The presentation highlighted the Master Plan on Aging Scorecard.

5.9. Older Adults System of Care – No report.

5.10. Veterans Services – Donald Brock reported the following:

Veterans Services have been focusing efforts toward ensuring Veterans receive unemployment benefits during times of COVID.

5.11. Triple-A Council of California (TACC) – Barbara Mitchell

Provided a brief update on the TACC meeting held on December 8, 2020. Explained there was quite a bit of discussion about COVID-19, in general, and discussion about encouraging seniors to take the COVID-19 vaccine, once available. The meeting also discussed senior isolation and homelessness. Barbara Mitchell will provide a copy of the presentation to members via email.

AGENDA

6. CLOSING COMMENTS - All

Steve Mehlman: The Membership Committee will hold membership interviews over the next two weeks and hopes to make membership recommendations to the Advisory Council body at the January regular meeting.

Victoria Zivku: Thanked Steve Mehlman for volunteering to act as interim Membership Chair.

Barbara Mitchell: Thanked members for their attendance and participation, and thanked the Office on Aging staff for their contributions.

7. MOTION TO ADJOURN – Barbara Mitchell

Motion by: Victoria Zivku

Seconded by: Debbie Franklin

Roll Call Vote: Javier Lopez left the meeting before the vote. Motion unanimously approved and meeting adjourned at 11:57 a.m.

Riverside County Board of Supervisors

District I: Supervisor Kevin Jeffries District IV: Supervisor V. Manuel Perez

District II: Supervisor Karen Spiegel District V: Supervisor Jeff Hewitt

District III: Supervisor Chuck Washington

Office on Aging Staff

Director: Jewel Lee

Deputy Director for Administration: Rachelle Román

Deputy Director of Programs and Operations: Gary Robbins

Administrative Services Officer/Planner: Jamiko Bell

Senior Program Specialist: Stephen Geist

Program Specialist II: Stacie Catlin

Administrative Services Analyst I: Ryan Emblem

Advisory Council Officers

Chair: Barbara Mitchell Vice Chair: Steve Mehlman Parliamentarian: Cynthia Lemus

Board of Supervisors' Appointees

• District I: Lynda House

District II: Sharron Lambeth

District III: Art Salyer

• District IV: Javier Lopez

District V: Debbie Franklin

Board of Supervisors' Appointees

Anita Johnson Bev Greer
Victoria Zivku Vacant

Donald Brock Luella Thornton
Vacant Vacant

Vacant

Committee Assignments

Executive Committee (Standing Committee)

Barbara Mitchell – Chair Steve Mehlman – Vice Chair Cynthia Lemus – Parliamentarian

Advisory Council Ad-Hoc Committees

Advocacy	Steve Mehlman – Chair	Donald Brock Luella Thornton
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Bylaws	Cynthia Lemus – Chair	Anita Johnson Barbara Mitchell Debbie Franklin Lynda House
Community Connection	Cynthia Lemus – Chair Luella Thornton- Vice Chair	Phyllis Purcell (CSL)
Healthy Living	Vacant - Chair Barbara Mitchell – Vice Chair	Luella Thornton Lynda House Sharron Lambeth
Membership	Steve Mehlman – Interim Chair	Sharron Lambeth Victoria Zivku
Planning	Vacant – Chair	Bev Greer Debbie Franklin Javier Lopez Steve Mehlman

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California Senior Legislature Donald Brock, Senior Senator

California Senior Legislature Mark Cox, Senior Assembly Member

California Senior Legislature Phyllis Purcell, Senior Assembly Member

California Senior Legislature Steve Mehlman, Senior Senator

California Senior Legislature Vacant, Senior Assembly Member

California Senior Legislature Vacant, Senior Assembly Member

Continuity of Care Barbara Mitchell

Disability Independence Vacant

Foundation on Aging Barbara Mitchell

Grandparents Raising GrandchildrenSharron Lambeth

HICAP/Long-Term Care Ombudsman Anita Johnson

IHSS Advisory Council Donald Brock

Master Plan on Aging Debbie Franklin

Older Adults System of Care Barbara Mitchell

Transportation Services Steve Mehlman

Triple A Council of California Barbara Mitchell

Veterans Services Donald Brock

Advisory Council on Aging Meeting Guidelines

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Riverside County Advisory Council on Aging

2020/2021 Meeting Schedule

July, 2020	Dark	AC Committees Only
August 2020	Dark	AC Committees Only Training - WebEx
September 9, 2020	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
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<i>Thursday</i> November 12, 2020 (*Due to Wed holiday)	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
December 9, 2020	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
January 13, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
February 10, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
March 10, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
April 14, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
May 12, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD
June 9, 2021	10 a.m 12 p.m.	Via WebEx Physical Location: TBD

RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING

REGULAR MEETING November 12, 2020 10:00 a.m. – 12:00 p.m.

Meeting Location: Via WebEx

Teleconference Access:

Join meeting

https://rivco.webex.com/rivco/j.php?MTID=m6afaea7497b5cec8b78606ee9fb30a13

Meeting number (access code): 145 020 1341 Meeting password: f8zDMGjG9a3

Join by phone: +1-415-655-0001 US Toll

Join from a video system or application: Dial 1450201341@rivco.webex.com

You can also dial: <u>173.243.2.68</u> and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business: Dial 1450201341.rivco@lync.webex.com



Please place your phone or computer on "mute" until you are called on by the meeting moderator.

MISSION STATEMENT

The mission of the Riverside County Advisory Council on Aging is to advocate for all older persons and adults with disabilities, to improve their lives.²³

BROWN ACT VIRTUAL MEETING NOTIFICATION

Pursuant to Government Code Section 54953, Subdivision (b), and Executive Order N-29-20 released on March 17, 2020, this RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING meeting includes teleconference participation by all of the Advisory Council members. PLEASE NOTE THAT NO IN PERSON LOCATION IS AVAILABLE FOR THIS MEETING.

Any public requesting to call in to speak on an item or during Public Comment must first register at the Riverside County Office on Aging 24 hours in advance of the meeting. Once registered, further information will be provided. Please contact Stacie Catlin to register: scatlin@rivco.org or (951) 867-3800.

OVERVIEW OF THE AGENDA

- 1. FIRST ORDER OF BUSINESS

 1.8. Public Comment
- 2. ACTION ITEMS
- 3. PRESENTATION: OFFICE ON AGING
- 4. DEPARTMENT REPORTS
- 5. DISCUSSION ITEMS
- 6. ADVISORY COUNCIL LIAISON REPORTS
- 7. CLOSING COMMENTS
- 8. MOTION TO ADJOURN



1. FIRST ORDER OF BUSINESS - Steve Mehlman, Vice Chair

- 1.1. Called meeting to order at 10:03 a.m. and reminded members he would lead the meeting in Barbara Mitchell's absence due to a personal issue. Reminded meeting participants requests for public comment would be called for soon.
- 1.2. Reviewed ADA Guidelines
- 1.3 Recited Invocation Donald Brock
- 1.4 Led the Pledge of Allegiance Steve Mehlman
- 1.5 Established Quorum Cynthia Lemus, Parliamentarian
- 1.6 Self-introductions. The following were in attendance:

Riverside County Advisory Council on Aging Members:

	⊠ Art Salyer	☐ Barbara Mitchell
⊠ Bev Greer	□ Cynthia Lemus	□ Debbie Franklin
□ Donald Brock	☐ Javier Lopez	□ Luella Thornton
□ Lynda House	Sharron Lambeth	

Riverside County Office on Aging Staff:

- ☑ Gary Robbins, Deputy Director of Programs and Operations
- ☑ Robin McCall, Behavioral Health Services Supervisor
- ☑ Ryan Emblem, Administrative Services Analyst I

Members of the Public:

- ☑ Kristi Necochea, Hospice of the Valley
- □ Teresa Chappell, San Jacinto

- 1. FIRST ORDER OF BUSINESS (Continued) Steve Mehlman, Vice Chair
 - 1.7. Chair's Reports and Reminders
 - 1.7.1. Announced the next Advisory Council meeting will be held:

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Wednesday, December 9, 2020
10:00 a.m. – 12:00 p.m.
Via WebEx
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- 1.7.2. Announced Lynda House was approved as the District 1 Appointee to the Advisory Council.
- 1.7.3. Announced members' birthdays.
- 1.8. Public Comments
 - 1.8.1. There were no public comments.

2. ACTION ITEMS



2.1. APPROVE THE MINUTES OF THE OCTOBER 14, 2020, MEETING

Must abstain: A. Johnson; B. Greer; and L. Thornton.

Members needed for quorum: 6

Motion by: Cynthia Lemus Seconded by: Lynda House

Open Discussion:

Roll Call Vote: A. Johnson; B. Greer; and L. Thornton abstained. Motion

unanimously passed.



3. PRESENTATION

3.1. OFFICE ON AGING

3.1.1. Health Homes Program (HHP)

Robin McCall, LCSW, Behavioral Health Supervisor

3.1.2 Holistic Assessments Resources Transitions for Seniors (HARTS)

Robin McCall, LCSW, Behavioral Health Supervisor

Copies of both presentation slides are included in the meeting packet.



4. DIRECTORS' REPORT - Gary Robbins; Jamiko Bell

- 4.1. Announced Director Jewel Lee would not attend the meeting due to a scheduled presentation at the County of Riverside Homeless Continuum of Care Board of Governance meeting. Announced Deputy Director Rachelle Román would also not attend the meeting due to a separate scheduled presentation.
- 4.2. Highlighted that the Riverside County Office on Aging received a California State Association of Counties (C-SAC) 2020 Challenge Award for its HARTS program. Noted that no other Area Agency on Aging received a C-SAC Challenge Award for 2020. Congratulated Supervisor Robin McCall and her team for their outstanding work to support HARTS, a new and innovative program in Riverside County.
- 4.3. Provided an updated call center report. Explained that the influx of calls being received is tapering off. Advised that during times of COVID, there has been a spike in the number of calls for assistance during the first or second week of each month, which tends to correspond with FEMA announcements of Great Plates program extensions. Gave an overview of types of calls received during September and October. The call center infographic is included in the meeting packet.
- 4.4. Announced the Great Plates program was extended until December 8, 2020. As of November 12, 2020, the Office on Aging served 1.4 million meals to support nutritional needs during the COVID pandemic. The infographic is included in the meeting packet.
- 4.5. Explained that there has not been a great deal of news lately regarding the Master Plan on Aging; however, it is expected there will be a significant update provided at the upcoming California Association of Area Agencies on Aging (C4A) Annual Integrated Conference.
- 4.6. Explained that while the Office on Aging has been in regular contact with the Riverside County Department of Public Health, it is difficult to provide guidance regarding senior center re-opening dates due to the fluctuations in the County's overall re-opening tier status changes. Encouraged Advisory Council Senior Center Ambassadors to continue contacting their assigned centers to offer support. Advised Stephen Geist would be able to assist Ambassadors who could not reach their assigned centers.



AGENDA ITEM 4.1. DIRECTORS' REPORT

5. DISCUSSION ITEMS

5.1. MEMBER ATTENDANCE – Steve Mehlman

5.1.1. Tabled the discussion on Advisory Council on Aging Bylaws, Sections 4 and 5 (Absences/Leaves of Absence) until the December meeting in order to give the Chair an opportunity to speak about this subject.

5.2. COMMITTEE RESTRUCTURING DISCUSSION – Steve Mehlman

- 5.2.1. Advised Office on Aging would send a committee activities and membership survey to members for feedback about their interest in supporting current Area Plan goals. The survey would also allow members the opportunity to request consideration for being added to and removed from committees; and would allow them to express interest in Chair certain opportunities. After discussion of items 5.2.2. and 5.2.3., it was determined the survey will be sent after the December general meeting instead.
- 5.2.2. Donald Brock made a motion to table the discussion on dissolving the the Annual Report Committee until the December meeting to give the Advisory Council Chair an opportunity to provide more information. Art Salyer seconded the motion and Lynda House abstained. A role call vote was conducted and the motion was approved.
- 5.2.3. Lynda House made a motion to table the discussion regarding assigning Master Plan on Aging updates to the Planning Committee until the December meeting to give the Advisory Council Chair an opportunity to provide more information. Debbie Franklin seconded the motion. A role call vote was conducted and the motion was unanimously approved.

5.3. MOTION TO TABLE APPROVE DISSOLVING THE ANNUAL REPORT COMMITTEE AND SHIFTING RESPONSIBILITY OF THE ANNUAL REPORT DRAFT TO THE EXECUTIVE COMMITTEE

5.3.1. Motion tabled.

5.4. MOTION TO APPROVE ASSIGNING MASTER PLAN ON AGING UPDATES TO THE PLANNING COMMITTEE

5.4.1. Motion tabled.

AGENDA ITEM 5.1. ADVISORY COUNCIL ON AGING BYLAWS SECTIONS 4 & 5



Advisory Council on Aging Bylaws

SECTION 4. Absences

In the event that a member fails to attend two (2) consecutive meetings or who has three (3) absences within the year without giving a written and/or verbal excuse to the Chairperson, the Chairperson will contact the member to discuss the responsibilities of a member.

The Advisory Council defines an excused absence as follows:

- A. Illness of the member or a member of family,
- B. Religious holidays,
- C. The death of a family member or a person close to the member,
- D. Inclement weather or other conditions that prevent travel to a given meeting.

SECTION 5. Leave of Absence

Leave of Absence requests are to be submitted in the event that a Council member will not be able to fulfill his/her duties on the Advisory County for any length of time.

- A. Request must be submitted in writing/email to Advisory Council Chair must include the following:
 - 1. Start Date
 - 2. End Date
 - 3. Reason for Request
- B. Requests for leave will not exceed six (6) months
- C. Requesting Council member will be encouraged to keep Council Chair or staff updated on ongoing status of leave
- D. Request will be reviewed by Council Chair and submitted to full Advisory Council body for approval
- E. Member will continue to receive meeting notices, information, and updates



Please place your phone or computer on "mute" until you are called on by the meeting moderator.

6. ADVISORY COUNCIL LIAISON REPORTS

- 6.1. Grandparents Raising Grandchildren (GRG) Sharron Lambeth
 - Announced GRG raised over \$3,100 this year, which is more than last year and equates to about \$75 per child. These donations will allow GRG to provide gifts to 20 families, including 40 children.
 - Thanked Advisory Council Member Lynda House who raised almost a third of all donations received, so far.
 - Advised additional funding is still expected and will be used to purchase family board games, and possibly cookie kits or gingerbread house building kits.
 - Stated the annual GRG gift wrapping event is still on schedule for December 10, 2020. The National Charity League has taken on this year's GRG gift wrapping event as a special project and members will put together a holiday gift bag for each child. Each gift bag will include crafts and other items.
 - Members inquired how to refer other families to GRG for possible inclusion in this year's events. Advised members to contact Sharron Lambeth for more information.
 - Debbie Franklin welcomed members to contact her directly for information about another organization's holiday program for families.
- 6.2. California Senior Legislature Donald Brock/Steve Mehlman
 - Advised the Legislature, particularly the Inland Empire Caucus, is working to touch bases with district representatives to prepare for CSL members' tentatively-planned visit to the California Capitol in early 2021.
 - Announced Steve Mehlman was recently elected to the to the CSL Joint Steering Committee and will be working with fellow Riverside County area CSL Senior Assemblymember, Mark Cox.
- 6.3. Transportation Services No report.
- 6.4. Continuity of Care No report.
- 6.5. Foundation on Aging No report.

6. ADVISORY COUNCIL LIAISON REPORTS (Continued)

- 6.6 HICAP/Long-Term Care Ombudsman Program Anita Johnson
 - Advised the Health Insurance Counseling and Advocacy Program (HICAP) is wrapping up the Medicare annual enrollment period, which will end on December 7, 2020. HICAP has been employing telephone conferences and virtual meetings to support clients in their health care options.
 - Announced that since March, the Ombudsman Program had only been able to visit facilities through virtual meetings and teleconferencing. However, in October, program staff were approved to resume physical facility visits. The majority of on-site visits will be conducted outside for those who are able to ambulate, so social distancing standards can be observed. Cautioned this practice proves difficult due to confidentiality concerns.
 - Advised many facilities have not been appropriately reporting their number of COVID cases and exposures, which led to Ombudsman Program staff inadvertently visiting affected facilities that had not reported their exposure to COVID. Community Care Licensing and the Department of Public Health are now involved to address those issues.
- 6.7. IHSS Advisory Council Donald Brock
 - Reported the IHSS Advisory Council is in the process of celebrating the 2020
 Caregiver Training Appreciation event. Festivities have include a comedian;
 discussion topics on self-care; subject-matter experts; and a drive-up personal
 protective equipment give-away. Don Brock will provide more information about
 locations.
- 6.8. Master Plan on Aging No report.
- 6.9. Older Adults System of Care No report.
- 6.10. Veterans Services No report.
- 6.11. Triple-A Council of California (TACC) No report.



7. CLOSING COMMENTS - All

- **Steve Mehlman:** Due to COVID restrictions, the Advisory Council expects to forego its usual holiday gift exchange and festivities. If anyone has any other ideas, please let Stacie Catlin know.
- Art Salyer: Advised he did not clearly hear which presentation Director Jewel Lee was providing that conflicted with the current Advisory Council meeting. Gary Robbins explained Director Lee was speaking at the County of Riverside Homeless Continuum of Care Board of Governance meeting. Mr. Salyer asked that the Council be notified of which staff will attend future meetings. Gary Robbins advised staff will provide an update, whenever possible. Mr. Salyer advised he will re-consider his availability to attend meetings based on the Director's availability to attend.

8. MOTION TO ADJOURN - Steve Mehlman

Motion by: Sharron Lambeth Seconded by: Debbie Franklin Roll Call Vote: Motion unanimously approved. Meeting adjourned at 11:27 a.m.



Riverside County Board of Supervisors

District I: Supervisor Kevin Jeffries District IV: Supervisor V. Manuel Perez

District II: Supervisor Karen Spiegel District V: Supervisor Jeff Hewitt

District III: Supervisor Chuck Washington

Office on Aging Staff

Director: Jewel Lee

Deputy Director for Administration: Rachelle Román

Deputy Director of Programs and Operations: Gary Robbins

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Program Specialist II: Stacie Catlin

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Victoria Zivku Vacant Vacant Vacant

Vacant

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Continuity of Care Barbara Mitchell

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Grandparents Raising Grandchildren HICAP/Long-Term Care Ombudsman Program Anita Johnson

IHSS Advisory Council Donald Brock **Master Plan on Aging** Debbie Franklin

Older Adults System of Care Barbara Mitchell

Steve Mehlman **Transportation Services**

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RIVERSIDE COUNTY OFFICE ON AGING FISCAL YEAR 2019-2020 PRIORITY INITIATIVES

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4-Year Plan 2020-2024 (CDA) -Data Collection & Review -Needs Assessment -Service Priorities	State (CDA) Funding requirement Reviewed & edited annually Feedback from AC on Needs Assessment.	July 2019 to February 2020	COMPLETED
Integrated Case Management System (CMS)	Implement and rollout new CMS that integrates information from referral, to service delivery, to case closure across ALL department programs and vendors	October 2019 to June 2020 EXTENDED due to COVID DECEMBER 2020	ON TARGET 11/23/2020
Department Move	Final department facility procurement, design and physical move	July 2019 to January 2020	COMPLETED

(COVID)

July 2010 +c

RIVERSIDE COUNTY OFFICE ON AGING FISCAL YEAR 2019-2020 PRIORITY INITIATIVES

OUTREACH & SUPPORTS	TS	-Service Education -Disaster Preparedness Community education re. OOA services Incentives to complete customer satisfaction and need surveys Distribution of emergency assistance, material aid, and disaster kits		July 2019 to June 2020	COMPLETED
	∞	Enhanced Access -No Wrong Door (CDA) -Cal-Fresh Expansion (CDA Seniors) -Aging, Blind, Disabled Access (DPSS) -Senior Employment +16 Slots (DPSS)	Aging & Disability Resource Connection (ADRC) expansion New funding to support expanded referral services to seniors & retirees 60+ and adults with a disability	July 2019 to June 2020	COMPLETED
	OUTREAC	Veteran Transport & Supports -Expedited access for veterans 60+ -Co-location of OOA at VA offices	4 th District Coordination Initiative Offers transportation, medical escort, and/or other supports when VA benefits are not available	July 2019 to June 2020	COMPLETED
		Caregiver Support & RSVP -Disease/Fall Prevention (EXTENDED)	Expansion of training curriculum: "3 Basics" & Virtual Reality training	July 2019 to June 2020	EXTENDED or MODIFIED

Volunteer program Riverside expansion

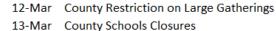
-Loneliness & Isolation

CASE MANAGEMENT

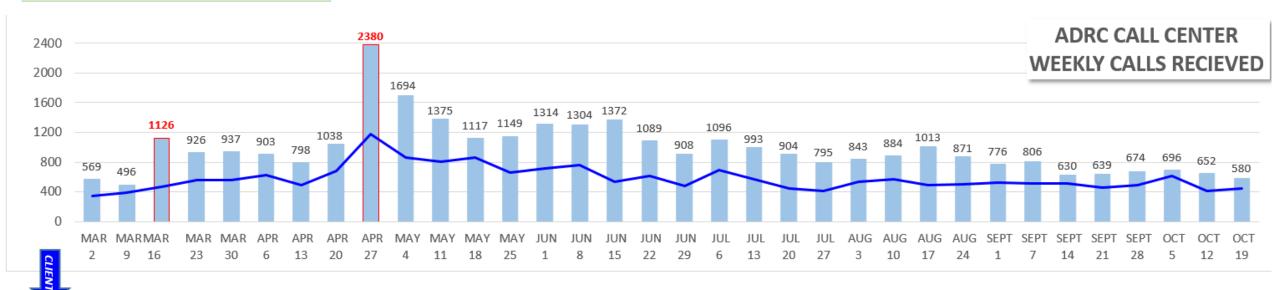
RIVERSIDE COUNTY OFFICE ON AGING FISCAL YEAR 2019-2020 PRIORITY INITIATIVES

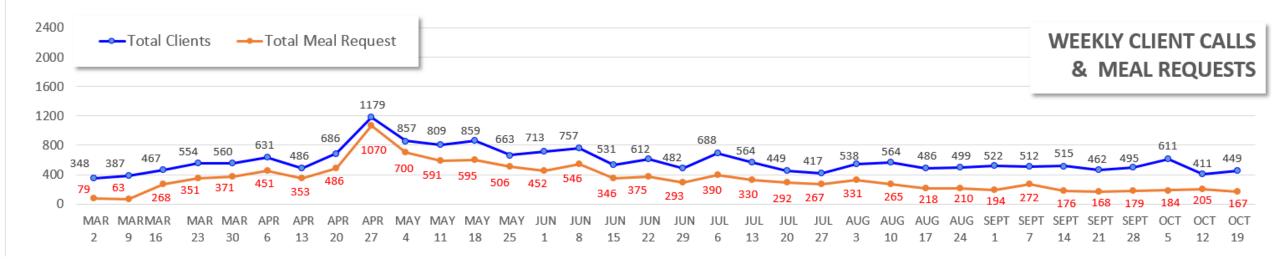
Medical Case Management -Hospital Discharge Transition -Home-based Nursing Support -APS Case Management	4th District Expansion of intensive case management using a team of nurses, social workers, and community support to reduce safety risks and enhance medical stability (*)	July 2019 to June 2020	COMPLETED
Health Homes (Molina) -Home-based Nursing Support -Outreach & Case Management -Community Service Linkage	3 rd District Outreach and follow-up to assist medically fragile seniors to stay compliant with appointments and medical treatment plans (*)	December 2019 to December 2020	COMPLETED
MSSP Expansion (CDA) -Multi-Service Support for Seniors	Expansion of existing program due to additional state funding (*)	October 2019 to June 2020	COMPLETED

2. ACCOMPLISHMENTS



- 19-Mar State Order Stay at Home
 - 4-Apr County Order Stay at Home
- 24-Apr State "Great Plates for Seniors"





Office on Aging – Succession Plan

Priority 1

- Risk & Safety Management
- 360 Communication → MDT

Priority 2

- Reduce Isolation
- Technology / Digital Accessibility

Priority 3

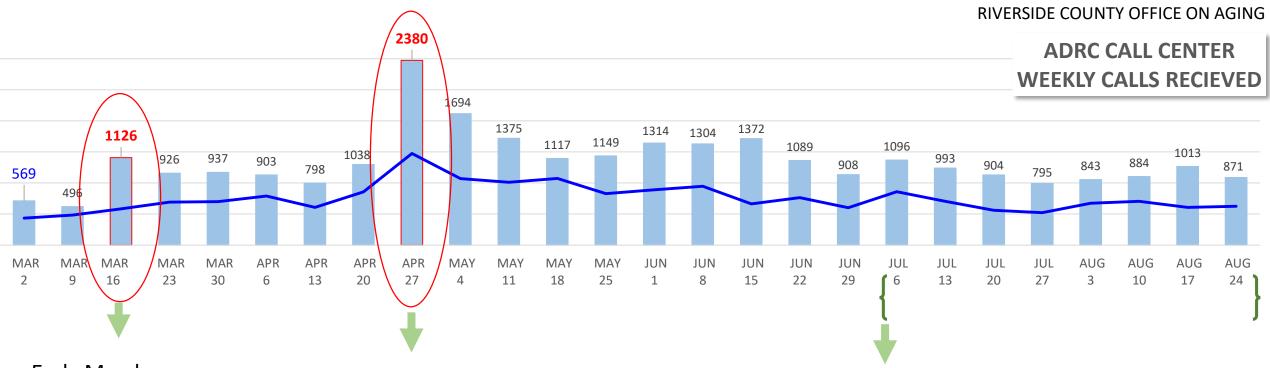
- Program Sustainability
- Medi-Cal Administration Claiming [50-75% Federal Financial Participation]

	Baseline Budget		Positions
SUCCESSION GOALS	2017-18	\$13,334,124	62 FTE
* Organization Structure	2020-21	\$17,998,615 +	90 FTE
- Middle Management	Growth	1 35%	45 %
- Technicians	+ NOTE: \$5,177,956 of Emergency Funds not included		

* Practice Framework

- Knowledge Base

- Risk, Safety & Isolation (vs. Healthy Living)
- One-Stop Engagement
- * LTSS Sustainability
 - One-Stop Engagement
 - Data & Outcomes



Early March Average Weekly Calls = <u>500</u>

20% = MEALS (80 / week)

Upon Governor's "Stay at Home" Order in <u>March 16</u>

= 1,000+ Calls / week

50% = MEALS (400/week)

"Great Plates" announcement on April 24 resulted in 380% Increase in calls

= 2,400+ Calls / week 80% = MEALS (900/week) July – August 2020

= 900 Calls / week

50% = MEALS (300/week)

Sept – October 2020 "Slow-Down"

= 700 Calls / week

50% = MEALS (200/week)

COVID-19 Response March to September 2020 GRAB & GO Approximately 346 972 total meals

* Capacity is no longer limited to dining room & kitchen space.

CONGREGATE MEALS

Approximately 346,972 total meals provided since mid-March

Average: 15,771/week

Pre-COVID: 6,000/week*



Approximately
196,600 total
meals delivered
since mid-April

Average: 10,922/week

Pre-COVID: 7,000/week

2. ACCOMPLISHMENTS

Call Center

900 answered/week

Courtesy Pantry

7,662 boxes [2-week supply per box]

Restaurant Patch

1,857 meals [Grub Hub/Door Dash]

Great Plates

\$24,933,660 million Invoiced [1.1m meals]

Social Worker Outreach

- 2,131 Assessment & Planning [DPSS/MOLINA]
 - 217 Utility Assistance
 - 159 Case Management
 - 38 Behavioral Health / MDT

====

20% (1 of 5 calls) → Referred to Services

California Master Plan for Aging Goals



More than 700 recommendations from key stakeholder groups are being reviewed for inclusion in Governor's plan, to be released in December 2020.

Long-Term Services & Supports

[LTSS]

All individuals can live where they choose with the services and supports they need.

Livable Communities & Purpose

All communities are age-friendly, dementia-friendly, & disability-friendly.

Health & Well-Being

All communities have access to services and care that optimize quality of life.

Economic Security & Safety

Communities are safe from abuse, neglect, exploitation, natural disasters & emergencies.

Priority 1

- LTSS Accessible to all
- Financially sustainable
- Unified & coordinated

Priority 2

- Affordable housing for all
- In communities of choice

Priority 3

- Bolster basic health access
- Nutrition security
- Housing security

Office on Aging - Area Plan 2020-2024 Goals



Modification required to reflect (1) Master Plan for Aging and (2) California Department Plan

[LONG TERM SERVICES & SUPPORTS]

Integrated Services & Access

- One-Stop
- Cross-systems services
- Partner training [IN./EX.]

[LIVEABLE COMMUNITIES]

Age-Friendly & Accessible Communities

- Senior Housing
- Transportation
- Home Repair
- Fall Prevention

[HEALTH & WELL-BEING]

Community Engagement

- Volunteerism
- Employment
- Community-based Engagements

[SECURITY & SAFETY]

Reduce Abuse & Neglect

- Nutrition
- Tiered Response [RISK]
- Care Transitions
- Medical Case Management

Priority 1

- Risk & Safety Management
- 360 Communication → MDT

Priority 2

- Reduce Isolation
- Technology / Digital Accessibility

Priority 3

- Program Sustainability
- Medi-Cal Claiming

Office on Aging - Area Plan 2020-2024 Goals



Modification required to reflect (1) Master Plan for Aging and (2) California Department Plan

Priority 1

- Risk & Safety Management
- 360 Communication → MDT

Priority 2

- Reduce Isolation
- Technology / Digital Accessibility

Priority 3

- Program Sustainability
- Medi-Cal Administration Claiming [50-75% Federal Financial Participation]

NEW PROJECTS in FY 2020-21 [* CDA Focus]

* 100-Day Challenge Homeless Case Management

(Goal: Functional Zero for Homeless Seniors)

* Technology for Caregivers & Clients

(Tablets & apps to stay connected, medical appointments)

* Health Homes Enrollment

(Medical Case Management with Molina Health Plan)

- * Volunteer Program Expansion (Registry App Pilot)
- * Care Transition Intervention Expansion (RUHS)
- * Facility Transition & Falls Prevention (ILC & Habitat)
- * Nursing Home Visitation Grant (Ombuds & PH "SOS")